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

State of West Virginia
Centralized Request for Quote
Miscellaneous

Proc Folder: 776701	**Reason for Modification:**
Doc Description: TEMPORARY IT STAFFING FOR WVDHHR/OMIS	ADDENDUM 3-TO EXTEND BID OPENING DATE
Proc Type: Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2020-09-17	2020-09-18 13:30	CRFQ 0511 MIS2100000002	4

BID RECEIVING LOCATION

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

RECEIVED
2020 SEP 18 AM 10: 29
WV PURCHASING DIVISION

VENDOR

Vendor Customer Code: 000000159751
Vendor Name : Diskriter, Inc.
Address : 2840 Library Road
Street : Suite 300
City : Pittsburgh
State : PA **Country :** USA **Zip :** 15234
Principal Contact : Laveena Yadav
Vendor Contact Phone: 412-465-1214 **Extension:**

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor Signature X **FEIN#** 250934128 **DATE** 9/17/2020

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

DITIONAL INFORMATION

REBID OF CRFQ MIS2100000001

THE WEST VIRGINIA PURCHASING DIVISION IS SOLICITING BIDS ON BEHALF OF WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES (WV DHHR), OFFICE OF MANAGEMENT INFORMATION SERVICES (OMIS) TO ESTABLISH MULTIPLE OPEN-END CONTRACTS FOR TECHNICAL STAFFING SERVICES, PER THE ATTACHED DOCUMENTS.

THE POSITION CLASSIFICATIONS LISTED WITHIN THE SOLICITATION ARE TO PROVIDE FOR THE TECHNICAL EXPERTISE TO MEET THE CONTRACTED STAFFING NEEDS FOR ALL ENTITIES WITHIN THE WV DEPARTMENT OF HEALTH AND HUMAN RESOURCES, OFFICE OF MANAGEMENT INFORMATION SERVICES (OMIS) FOR SUPPORT OF OUR IT EFFORTS. THIS INCLUDES SUPPORT FOR ALL DHHR AGENCIES THAT MIGHT HAVE THE NEED FOR THESE SPECIFIC SERVICES. THESE SERVICES WOULD BE USED TO DEVELOP MODIFICATIONS AND ENHANCEMENTS TO THE COMPUTER SYSTEMS FOR THE END-USER STATE AGENCY, AS WELL AS MENTOR, PROVIDE TECHNICAL TRAINING AND SUPPORT AND PROVIDE "SHADOWING" OPPORTUNITIES FOR STATE ANALYSTS, AMONG OTHER TASKS AS DEFINED BY THE END-USER STATE AGENCY ON ITS DELIVERY ORDER FOR THE SERVICES.

QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Web Application Analyst	2288.00000	HOUR	$70.00	$160,160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Web Application Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Senior Web Application Analyst Optional renewal year 1	2288.00000	HOUR	$70.00	$160,160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Web Application Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior Web Application Analyst Optional renewal year 2	2288.00000	HOUR	$70.00	$160,160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Web Application Analyst Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 ARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Senior Web Application Analyst Optional renewal year 3	2288.00000	HOUR	$70.00	$160,160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Web Application Analyst Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Web Application Analyst	2288.00000	HOUR	$57.25	$130,988.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Web Application Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Web Application Analyst Optional renewal year 1	2288.00000	HOUR	$57.25	$130,988.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Web Application Analyst Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Web Application Analyst Optional renewal year 2	2288.00000	HOUR	$57.25	$130,988.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Web Application Analyst Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 IARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Web Application Analyst Optional renewal year 3	2288.00000	HOUR	$57.25	$130,988.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Web Application Analyst Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior Mainframe Application Analyst	2288.00000	HOUR	$80.89	$185,076.32

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Mainframe Application Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 IARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Senior Mainframe Application Analyst Optional renewal yr 1	2288.00000	HOUR	$80.89	$185,076.32

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Mainframe Application Analyst Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior Mainframe Application Analyst Optional renewal yr 2	2288.00000	HOUR	$80.89	$ 185,076.25

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Mainframe Application Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Senior Mainframe Application Analyst Optional renewal yr 3	2288.00000	HOUR	$80.89	$185,076.32

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Mainframe Application Analyst Optional renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Mainframe Application Analyst	2288.00000	HOUR	$67.41	$154,234.08

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Mainframe Application Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 IARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Mainframe Application Analyst Optional renewal year 1	2288.00000	HOUR	$67.41	$154,234.08

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Mainframe Application Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Mainframe Application Analyst Optional renewal year 2	2288.00000	HOUR	$67.41	$154,234.08

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Mainframe Application Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 IARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	Mainframe Application Analyst Optional renewal year 3	2288.00000	HOUR	$67.41	$154,234.08

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Mainframe Application Analyst Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior CRM Application Analyst	2288.00000	HOUR	$77.00	$176,176.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior CRM Application Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Senior CRM Application Analyst Optional renewal year 1	2288.00000	HOUR	$77.00	$176,176.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior CRM Application Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior CRM Application Analyst Optional renewal year 2	2288.00000	HOUR	$77.00	$176,176.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior CRM Application Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 IARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
20	Senior CRM Application Analyst Optional renewal year 3	2288.00000	HOUR	$77.00	$176,176.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior CRM Application Analyst Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	CRM Application Analyst	2288.00000	HOUR	$59.86	$136,959.68

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
CRM Application Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 IARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
22	CRM Application Analyst Optional renewal year 1	2288.00000	HOUR	$59.86	$136,959.68

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
CRM Application Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	CRM Application Analyst Optional renewal year 2	2288.00000	HOUR	$59.86	$136,959.68

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
CRM Application Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
24	CRM Application Analyst Optional renewal year 3	2288.00000	HOUR	$59.86	$136,959.68

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
CRM Application Analyst Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior SharePoint Application Analyst	2288.00000	HOUR	$90.30	$206,606.40

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior SharePoint Application Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 ıARLESTON WV 25301 ʊS	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
26	Senior SharePoint Application Analyst Opt Ren Year 1	2288.00000	HOUR	$90.30	$206,606.40

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior SharePoint Application Analyst Opt Ren Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior SharePoint Application Analyst Opt Ren Year 2	2288.00000	HOUR	$90.30	$206,606.40

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior SharePoint Application Analyst Opt Ren Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
28	Senior SharePoint Application Analyst Opt Ren Year 3	2288.00000	HOUR	$90.30	$206,606.40

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior SharePoint Application Analyst Opt Ren Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	SharePoint Application Analyst	2288.00000	HOUR	$67.68	$154,851.84

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SharePoint Application Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 ARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
30	SharePoint Application Analyst Optional Renewal Year 1	2288.00000	HOUR	$67.68	$154,851.84

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SharePoint Application Analyst Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	SharePoint Application Analyst Optional Renewal Year 2	2288.00000	HOUR	$67.68	$154,851.84

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SharePoint Application Analyst Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
32	SharePoint Application Analyst Optional Renewal Year 3	2288.00000	HOUR	$67.68	$154,851.84

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SharePoint Application Analyst Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior Application Oracle Database Administrator	2288.00000	HOUR	$98.00	$224,224.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application Oracle Database Administrator

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 IARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
34	Senior Application Oracle Database Administrator Opt Ren Yr1	2288.00000	HOUR	$98.00	$224,224.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application Oracle Database Administrator Opt Ren Yr1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior Application Oracle Database Administrator Opt Ren Yr2	2288.00000	HOUR	$98.00	$224,224.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application Oracle Database Administrator Opt Ren Yr2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 IARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
36	Senior Application Oracle Database Administrator Opt Ren Yr3	2288.00000	HOUR	$98.00	$224,224.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application Oracle Database Administrator Opt Ren Yr3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Application Oracle Database Administrator	2288.00000	HOUR	$75.00	$171,600.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Application Oracle Database Administrator

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
38	Application Oracle Database Administrator Opt Ren Yr1	2288.00000	HOUR	$75.00	$171,600.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Application Oracle Database Administrator Opt Ren Yr1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Application Oracle Database Administrator Opt Ren Yr2	2288.00000	HOUR	$75.00	$171,600.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Application Oracle Database Administrator Opt Ren Yr2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 IARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
40	Application Oracle Database Administrator Opt Ren Yr3	2288.00000	HOUR	$75.00	$171,600.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Application Oracle Database Administrator Opt Ren Yr3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior Application DB2 Database Administrator	2288.00000	HOUR	$105.00	$240,240.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application DB2 Database Administrator

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 IARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
42	Senior Application DB2 Database Administrator Opt Ren Yr 1	2288.00000	HOUR	$105.00	$240,240.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application DB2 Database Administrator Opt Ren Yr 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior Application DB2 Database Administrator Opt Ren Yr 2	2288.00000	HOUR	$105.00	$240,240.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application DB2 Database Administrator Opt Ren Yr

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
44	Senior Application DB2 Database Administrator Opt Ren Yr 3	2288.00000	HOUR	$105.00	$240,240.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application DB2 Database Administrator Opt Ren Yr 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Application DB2 Database Administrator	2288.00000	HOUR	$77.19	$176,610.72

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Application DB2 Database Administrator

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
46	Application DB2 Database Administrator Opt Ren Yr1	2288.00000	HOUR	$77.19	$176,610.72

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Application DB2 Database Administrator Opt Ren Yr1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Application DB2 Database Administrator Opt Ren Yr2	2288.00000	HOUR	$77.19	$176,610.72

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Application DB2 Database Administrator Opt Ren Yr2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
48	Application DB2 Database Administrator Opt Ren Yr3	2288.00000	HOUR	$77.19	$176,610.72

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Application DB2 Database Administrator Opt Ren Yr3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior SQL Server Database Administrator	2288.00000	HOUR	$95.90	$219,419.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior SQL Server Database Administrator

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
50	Senior SQL Server Database Administrator Optional Ren Yr1	2288.00000	HOUR	$95.90	$219,419.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior SQL Server Database Administrator Optional Ren Yr1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior SQL Server Database Administrator Optional Ren Yr2	2288.00000	HOUR	$95.90	$219,419.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior SQL Server Database Administrator Optional Ren Yr2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
52	Senior SQL Server Database Administrator Optional Ren Yr3	2288.00000	HOUR	$95.90	$219,419.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior SQL Server Database Administrator Optional Ren Yr3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	SQL Server Database Administrator	2288.00000	HOUR	$70.00	$160,160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SQL Server Database Administrator

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
54	SQL Server Database Administrator Opt Ren Yr1	2288.00000	HOUR	$70.00	$160,160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SQL Server Database Administrator Opt Ren Yr1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	SQL Server Database Administrator Opt Ren Yr2	2288.00000	HOUR	$70.00	$160,160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SQL Server Database Administrator Opt Ren Yr2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
56	SQL Server Database Administrator Opt Ren Yr3	2288.00000	HOUR	$70.00	$160,160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SQL Server Database Administrator Opt Ren Yr3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior COGNOS Analyst	2288.00000	HOUR	$87.50	$200,200.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior COGNOS Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
58	Senior COGNOS Analyst Optional Renewal Yr 1	2288.00000	HOUR	$87.50	$200,200.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior COGNOS Analyst Optional Renewal Yr 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior COGNOS Analyst Optional Renewal Yr 2	2288.00000	HOUR	$87.50	$200,200.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior COGNOS Analyst Optional Renewal Yr 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
60	Senior COGNOS Analyst Optional Renewal Yr 3	2288.00000	HOUR	$87.50	$200,200.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior COGNOS Analyst Optional Renewal Yr 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	COGNOS Analyst	2288.00000	HOUR	$64.76	$148,170.88

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
COGNOS Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
62	COGNOS Analyst Optional Renewal Year 1	2288.00000	HOUR	$64.76	$148,170.88

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
COGNOS Analyst Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	COGNOS Analyst Optional Renewal Year 2	2288.00000	HOUR	$64.76	$148,170.88

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
COGNOS Analyst Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
64	COGNOS Analyst Optional Renewal Year 3	2288.00000	HOUR	$64.76	$148,170.88

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
COGNOS Analyst Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Software Test Analyst	2288.00000	HOUR	$68.60	$156,956.80

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Software Test Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
94	Systems Programmer Optional renewal year 1	2288.00000	HOUR	$59.93	$137,119.84

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Systems Programmer Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Systems Programmer Optional renewal year 2	2288.00000	HOUR	$59.93	$137,119.84

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Systems Programmer Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
96	Systems Programmer Optional renewal year 3	2288.00000	HOUR	$59.93	$137,119.84

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Systems Programmer Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Computer Operator	2288.00000	HOUR	$25.90	$59,259.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Computer Operator

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
98	Computer Operator Optional renewal year 1	2288.00000	HOUR	$25.90	$59,259.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Computer Operator Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
99	Computer Operator Optional renewal year 2	2288.00000	HOUR	$25.90	$59,259.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Computer Operator Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
100	Computer Operator Optional renewal year 3	2288.00000	HOUR	$25.90	$59,259.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Computer Operator Optional renewal year 3

SCHEDULE OF EVENTS

Line	Event	Event Date
1	VENDOR QUESTION DEADLINE	2020-09-10

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
66	Software Test Analyst Optional Year 1	2288.00000	HOUR	$68.60	$156,956.80

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Software Test Analyst Optional Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Software Test Analyst Optional Year 2	2288.00000	HOUR	$68.60	$156,956.80

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Software Test Analyst Optional Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
68	Software Test Analyst Optional Year 3	2288.00000	HOUR	$68.60	$156,956.80

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Software Test Analyst Optional Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Help Desk Analyst	2288.00000	HOUR	$28.70	$65,665.60

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Help Desk Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
70	Help Desk Analyst Optional renewal year 1	2288.00000	HOUR	$28.70	$65,665.60

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Help Desk Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Help Desk Analyst Optional renewal year 2	2288.00000	HOUR	$28.70	$65,665.60

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Help Desk Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
72	Help Desk Analyst Optional renewal year 3	2288.00000	HOUR	$28.70	$65,665.60

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Help Desk Analyst Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Business Analyst	2288.00000	HOUR	$63.70	$145,745.60

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Business Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
74	Business Analyst Optional Renewal Year 1	2288.00000	HOUR	$63.70	$145,745.60

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Business Analyst Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Business Analyst Optional Renewal Year 2	2288.00000	HOUR	$63.70	$145,745.60

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Business Analyst Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
76	Business Analyst Optional Renewal Year 3	2288.00000	HOUR	$63.70	$145,745.60

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Business Analyst Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Technical Writer	2288.00000	HOUR	$55.30	$126,526.40

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Technical Writer

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
78	Technical Writer Optional Renewal Year 1	2288.00000	HOUR	$55.30	$126,526.40

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Technical Writer Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Technical Writer Optional Renewal Year 2	2288.00000	HOUR	$55.30	$126,526.40

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Technical Writer Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
80	Technical Writer Optional Renewal Year 3	2288.00000	HOUR	$55.30	$126,526.40

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Technical Writer Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Information Systems Assistant	2288.00000	HOUR	$38.86	$88,911.68

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Information Systems Assistant

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
82	Information Systems Assistant Optional renewal year 1	2288.00000	HOUR	$38.86	$88,911.68

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Information Systems Assistant Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Information Systems Assistant Optional renewal year 2	2288.00000	HOUR	$38.86	$88,911.68

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Information Systems Assistant Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
84	Information Systems Assistant Optional renewal year 3	2288.00000	HOUR	$38.86	$88,911.68

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Information Systems Assistant Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Imaging Operator	2288.00000	HOUR	$26.75	$61,204.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Imaging Operator

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
86	Imaging Operator Optional renewal year 1	2288.00000	HOUR	$26.75	$61,204.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Imaging Operator Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Imaging Operator Optional renewal year 2	2288.00000	HOUR	$26.75	$61,204.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Imaging Operator Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
88	Imaging Operator Optional renewal year 3	2288.00000	HOUR	$26.75	$61,204.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Imaging Operator Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
)	Programmer Analyst	2288.00000	HOUR	$53.90	$123,323.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Programmer Analyst

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
90	Programmer Analyst Optional renewal year 1	2288.00000	HOUR	$53.90	$123,323.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Programmer Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Programmer Analyst Optional renewal year 2	2288.00000	HOUR	$53.90	$123,323.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Programmer Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 HARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
92	Programmer Analyst Optional renewal year 3	2288.00000	HOUR	$53.90	$123,323.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Programmer Analyst Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
93	Systems Programmer	2288.00000	HOUR	$59.93	$137,119.84

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Systems Programmer

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

State of West Virginia
Centralized Request for Quote
Miscellaneous

Proc Folder: 776701 **Doc Description:** TEMPORARY IT STAFFING FOR WVDHHR/OMIS **Proc Type:** Central Master Agreement			**Reason for Modification:** ADDENDUM 2-ANSWERS TO VENDOR QUESTIONS
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2020-09-15	2020-09-17 13:30	CRFQ 0511 MIS2100000002	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: 000000159751
Vendor Name : Diskriter, Inc.
Address : 2840 Library Road
Street : Suite 300
City : Pittsburgh
State : PA **Country :** USA **Zip :** 15234
Principal Contact : Laveena Yadav
Vendor Contact Phone: 412-465-1214 **Extension:**

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor Signature X **FEIN#** 250934128 **DATE** 9/17/2020

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

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

State of West Virginia
Centralized Request for Quote
Miscellaneous

Proc Folder: 776701	**Reason for Modification:**
Doc Description: TEMPORARY IT STAFFING FOR WVDHHR/OMIS	ADDENDUM 1 TO ADD ESTIMATED QUANTITIES
Proc Type: Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2020-09-09	2020-09-17 13:30	CRFQ 0511 MIS2100000002	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: 000000159751
Vendor Name : Diskriter, Inc.
Address : 2840 Library Road
Street : Suite 300
City : Pittsburgh
State : PA **Country :** USA **Zip :** 15234
Principal Contact : Laveena Yadav
Vendor Contact Phone: 412-465-1214 **Extension:**

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor Signature X **FEIN#** 250934128 **DATE** 9/17/2020

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

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

State of West Virginia
Centralized Request for Quote
Miscellaneous

Proc Folder: 776701 **Doc Description:** TEMPORARY IT STAFFING FOR WVDHHR/OMIS **Proc Type:** Central Master Agreement			**Reason for Modification:**
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2020-09-04	2020-09-17 13:30	CRFQ 0511 MIS2100000002	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: 000000159751
Vendor Name : Diskriter, Inc.
Address : 2840 Library Road
Street : Suite 300
City : Pittsburgh
State : PA **Country :** USA **Zip :** 15234
Principal Contact : Laveena Yadav
Vendor Contact Phone: 412-465-1214 **Extension:**

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor Signature X **FEIN#** 250934128 **DATE** 9/17/2020

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

CRFQ. MIS2100000002
Temporary IT Staffing contract for WVDHHR/OMIS

Diskriter, Inc.
2840 Library Road, Suite 300,
Pittsburgh, Pennsylvania 15234
Ph. No.: 412-465-1214

RFP#: CRFQ. MIS2100000002
RFP Title: Temporary IT Staffing contract for WVDHHR/OMIS
Due Date: September 18, 2020
Due Time: 1:30:00 PM EST

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Phone:(304) 558-2402

Diskriter
BUSINESS SOLUTIONS SINCE 1947

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3.I Senior Application Oracle Database Administrator - Sanam Sha 65
3.J Application Oracle Database Administrator - Bruck Hailu 74

3.K Senior Application DB2 Database Administrator – Hassan Khalid 79
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3.M Senior SQL Server Database Administrator – Tadege T Sulamo 89
3.N SQL Server Database Administrator – Ephrem Tilahum 93
3.O Senior COGNOS Analyst - Vikram Mandhala 98
3.P COGNOS Analyst - Sanjeev Sinha 108
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COVER LETTER

September 18, 2020

Attention:

Crystal G Hustead,
2019 Washington Street, East
Charleston, WV 25305
Phone: (304) 558-4115
Email: Crystal.G.Hustead@wv.gov

Subject: Response to State of West Virginia Department of Health and Human Resources (WVDHHR/OMIS) Centralized Request for Quote RFQ No. MIS2100000002 Temporary IT staffing contract

Dear Crystal G Hustead,

On behalf of Diskriter, Inc., (Diskriter) I would like to thank you for the opportunity to respond to the **State of West Virginia** CRFQ for **Temporary IT staffing contract for WVDHHR/OMIS**. Diskriter intends to bid on all the classifications of this CRFQ and confirms that we have read all the associated specifications document. I believe that our enclosed response and documentation will reflect the clear advantages, philosophy and strengths of choosing Diskriter as your valued staffing services partner. Diskriter has read and understood the General Terms and Conditions and confirms that we will adhere to the terms of the WVDHHR till the end of the contract. Upon request Diskriter will provide all the Insurance /required information / documentation to the WVDHHR.

Diskriter has extensive experience with many regional and national staffing programs, and our philosophy is building close alliances with our clients that produce favorable results for both the parties. As a successful staffing leader, we have a team of highly skilled professionals & recruiters and a robust data base comprised of the best candidates in order to provide flexible staffing options to fulfill the needs of WVDHHR. Our contract professionals have been known to add tremendous value in all their project endeavors.

Our Core Values & Accolades

- ✓ 71 years of Experience
- ✓ Nationwide provider of Staffing Solutions
- ✓ More Than 1200 Professionals
- ✓ More Than 2500 Clients Served
- ✓ Spread In 20 Different Locations
- ✓ 24/7 Support Across All Time Zones

Diskriter is a nationwide provider of Staffing Solutions, Payroll Management, Health Information Management Services (HIM) and we have a successful business history of 71 years in meeting client services requirements. Since the past decade, we have been consistently recognized as a leader in providing innovative solutions to complex Staffing challenges. Diskriter has been awarded with numerous accolades by organizations such as: **"101 Best and Brightest Companies"** to work for in the Nation, **"Best in Baker's Dozen Customer Satisfaction Ratings"**, **"Inavero's Best of Staffing Client and Talent Award"** to name a few. Our past experience includes successful partnerships with many agencies in public as well as private sector. We have always achieved our best in providing labor categories in IT, Engineering, Administrative/Clerical, Accounting, Transportation, Pharmacy, Healthcare, Light Industrial, Healthcare IT and Others. Our Green Think™ solutions suite has been applauded by a

number of our government customers in reducing their carbon footprint while optimizing their internal processes. This brings thought leadership to our Green IT initiatives.

Diskriter's employees are highly trained and experienced who focus on quality screening tools and procedures that will deliver quality candidates to the WVDHHR. Our recruitment process utilizes several proven values for professionals. We have robust data base of prescreened talent updated daily, and we bring the capabilities of successfully delivering the Temporary Staffing Services to ***several clients across the United States***. We have a streamlined referral process that generates optimal pipeline candidates for current and future needs of the WVDHHR. As we assimilate to the temporary contract resources needs of the WVDHHR and review job descriptions, our recruitment group after deep analysis of the requirement profiles your requirements to proactively sourced candidates for current and future needs. This pro-active approach assures that we always have a pool of available talent for your needs.

I trust that you find our response insightful and comprehensive. If you have any questions or need additional information regarding this proposal, please feel free to contact me. Diskriter acknowledges to intent to execute an award agreement with the WVDHHR.

Diskriter acknowledges the receipt of Addendum 1 to 3 and confirms that we have read all the associated Q&A. Thank you again for your consideration to allow us to participate in this CRFQ. I am providing you with my personal assurance that we will exceed your expectations and our references will corroborate my assurance. We look forward to meet with your team in order to detail our solutions and share the wide range of benefits that Diskriter can offer.

Sincerely,

Laveena Yadav | Chief Executive Officer |Diskriter, Inc. (***Authorized Contact for this CRFQ***)
2840 Library Road, Suite 300, Pittsburgh, PA 15234
Office: (412) 465-1214; Fax: (877) 815-6528
Email: business.coordinator@diskriter.com
Website: www.diskriterinc.com

Diskriter
BUSINESS SOLUTIONS SINCE 1947

1 COMPANY HISTORY AND QUALIFICATIONS

Diskriter, Inc. (Diskriter) is a Minority, Woman-Owned business led by Ms. Naveena Yadav which was founded in 1947 incorporated in the State of Pennsylvania. Over the last 72 years, Diskriter, Inc. has provided the best in staffing and is currently supporting over 2500 government and commercial entities at the Local, State and Federal Levels. Diskriter is a full-service staffing solution provider, with significant history providing the temporary employees in IT, Technical, Scientific, Healthcare Para Legal, Administration Custodial, Craft workers Heavy and Light Industrial. We have successfully acquired, managed and delivered a variety of staffing services projects and provided thousands of staff years of resources in technical and non-technical resource support services on diverse platforms to both government and commercial clients. Below table illustrates our company information:

	Company Details
Company Name	Diskriter, Inc.
Date of Incorporation	17 December 1947
State of Incorporation	PA
Organization Status	"C" Corporation
Address / Headquarters	2840 Library Road, Suite 300, Pittsburgh, Pennsylvania 15234
No of Years Doing Business	72+ Years
FEIN	25-0934128
No of Staff	1200+
Ownership	Laveena Yadav (100%)
Primary Contact Details	Laveen Yadav / CEO Phone: (412) 465-1214; Fax: (877) 815-6528 Email: business.coordinator@diskriter.com
Website	www.diskriter.com

1.a Qualifications

Our history dates to 1947 when we established as one of the earliest platforms for providing Healthcare services & Health Information Management Services in the country. Since then, we have diversified into several business verticals, process, and niches, serving our customers with utmost integrity and building long-term relationships based on trust & mutual respect. Diskriter expanded its wings in Staffing and related business in the year 1990 with a vision to be an agency that matches customer staff augmentation requirements both permanent and temporary. Today, Diskriter is a fully integrated staffing, technology and workforce management solutions provider offering a broad range of services. Since 1990, Diskriter has rapidly grown from a single desk staffing agency to one of the leading staffing agencies in the country.

Diskriter specializes in customizing workforce management solutions, talent acquisition and contingent staffing services to meet the resource requirements of its clients. Diskriter provides staffing and recruitment services (temporary, temp-to-hire, talent acquisition, 1099 and pay rolled worker) to US clients including government and private entities. The company operates as a single source provider for all human capital management and technology needs. Diskriter is a nationwide provider of Staffing Solutions, Payroll Management, Health Information Management Services (HIMS) and 1099 independent contractor compliance to total workforce solutions such as Managed Service Provider Programs, Recruitment Process Sourcing (RPO), Workforce Consulting and more.

We have always achieved our best in providing labor categories Accountant, Accounting Specialist, Auditor, Custodian, Administrative Assistant, Administrative Specialist, Senior Administrative Assistant, Staff Development Specialist, Public Service Administrator, Human Services Specialist, Human Services Consultant, Management Systems Analyst, Program Consultant, Program Specialist, Research Analyst, Legal Assistant, Customer Representative, Social Worker Specialist, Graphic Designer Specialist, Printer, Senior Printer Specialist, Light Industrial, Engineering, Professional, Technician, Plumber, Mechanic, Utility Worker, General Maintenance and Repair, Equipment Operator, cook, Food Service Worker, Electrician, Senior Engineering Technician, Refrigeration and Air Conditioning Service Technician, Assistant Storekeeper.

Over the last 30 years Diskriter has served more than 2500 clients and is currently supporting more than 450 clients nationwide including fortune 500 companies. Diskriter has a team of over 1200 professionals. Diskriter has a robust data base comprised of the best candidates in order to provide flexible staffing options to fulfill the needs of the Client.

Diskriter has extensive experience with many regional and national staffing programs, and our philosophy is confederating close and continuing alliances with our clients that produce favorable results for both parties. We have a team of highly skilled professionals & recruiters and a robust data base comprised of the best candidates in order to provide flexible staffing options to fulfill the needs of clients. Our contract professionals have been known to add tremendous value to the client immediate business goals.

Rich experience of almost three decades in staffing and workforce management coupled with the recognition of value of a reliable and dedicated employment agency, Diskriter is recognized as a customer service-oriented staffing solution company dedicated to serve high end personalized services to esteemed clients. Clients trust us for the customized support that addresses their business' specific resource needs, temporary or permanent employees with the commitment to meet immediate business goals.

CORE CAPABILITIES

Diskriter's employees are highly trained and experienced recruiters who focus on quality screening tools and procedures that deliver quality candidates to our clients. Our recruitment process utilizes several proven values for professionals. We have robust data base of the prescreened talent updated daily, we have a streamline referral process that will pipeline candidates for current and future needs. This pro-active approach ensures that we have readily available pool of talent to meet any requirement entrusted on us. Diskriter has a proud history of providing wide array of employment services to businesses in a wide variety of industries. We conduct focused behavioral interviews and comprehensive skill assessments to ensure you get the exact temporary staffing solution you need.

OUR STRENGTH

- **Staffing Contracts**: We are currently holding 150+ Staffing Contracts and providing staff on the temporary and permanent basis
- **Local presence & Strong Relationship**: We are locally available in almost all the states. We have an outstanding business relationship with various departments which comes under state government and have a keen interest in building a strong business relationship with Client. We are already providing temporary staffing services with the Statewide staff augmentation contracts of similar size

- **Experienced and dedicated Account Management Team**: Our Account Management Team will work diligently with Client to identify the contract needs and to provide best resources for those needs with effective communication. Our Account Management team has many years of collective experience handling similar temporary staff augmentation contracts
- **Well Defined Recruitment & Staffing Approach**: Our recruitment & Staffing approach enable us to handle multifaceted temporary staffing services contracts with no limitation to the volume of hiring and time requirements. Our recruitment division consist of 100+ people including recruiters, data miners, and research analysts, having an average experience of 5-7+ years, recruiting professionals to support Client requirements
- **Financial Capability**: Diskriter is financially stable and rapidly growing company having annual revenue of with total revenue of over $300 Million since its inception
- **Competent managerial team:** Our managerial board comprises of members who have years of dense experience and have technical expertise to understand the contemporary needs of organizations
- **Experienced and certified staff:** Our relevantly certified and experienced staff are consistently rated at par industry standards in staffing evaluations
- **Tailored solutions:** We work as your extended team to provide you tailored solutions that aligns with your specific requirement
- **Repeat clientele:** The percentage of repeat business that we get is the certificate to our work well done. About 95% of our revenue has been through repeat businesses

1.b Key Services

Diskriter, Inc. is a committed Staffing provider of strategic administrative and business management solutions to Federal, State and local Government entities. Human Resources training, retention, flexibility and workload management will be essential elements of the overall human resources management function for the contract. The objective of the staffing and management retention process is to attract, hire, train, and retain qualified personnel necessary to meet contract task requirements and performance metrics. The right people will be vital to successful performance on the contract. We offer full suite of Staffing Solutions including Long-term Contract Staffing, Temp-to-Hire Placement, Direct Hire, Permanent Placement, Temporary Resource Services and Payrolling. We have an automated Vendor portal for automated ordering, Candidate Review, tracking, Timesheet reporting and invoicing.

Our Key Services Areas are:

Key Services	Highlights
Healthcare RCM Solution	✓ Medical Transcription ✓ Medical Coding ✓ Medical Billing Services ✓ CDI ✓ Compliance and Audits ✓ Computer Assisted Coding ✓ Healthcare Staffing Services ✓ Nursing and related Services
Staffing Services	✓ Temporary Staffing ✓ Temporary-to-Hire

Key Services	Highlights
	✓ Direct Hire ✓ Managed Staffing ✓ On-Site Staffing ✓ Payroll Processing
Digital Marketing	✓ Search Engine Optimization ✓ Search Engine Marketing ✓ Social Media Marketing ✓ Reputation Management ✓ Content Marketing ✓ Email Marketing
Design & Development	✓ Website Designing ✓ Website Development ✓ Mobile App Development ✓ E-commerce Website Development ✓ Software Development ✓ CMS Website Development

Over the last 28 years, Diskriter has served more than 2500 clients and is currently supporting more than 450 clients nationwide. Diskriter has a team of over 1200 professionals. Diskriter has a robust data base comprised of the best candidates in order to provide flexible staffing options to fulfill the needs of the Client. Diskriter has a proud history of providing onsite employment services for businesses in a wide variety of industries. With over 28 years of staffing and workforce management experience coupled with the recognition of value of a reliable and dedicated employment agency, Diskriter is recognized as a customer service-oriented staffing solution dedicated to providing high quality personalized services to Clients. Clients trust us by receiving customized support that addresses their business' specific needs and temporary or permanent employees with the commitment to help business succeed. We also conduct focused behavioral interviews and comprehensive skill assessments to ensure you get the exact temporary staffing solution you need. Our services include:

- **Temporary Staffing:** To manage client's workload fluctuations by covering special projects, maternity leaves, vacation, sick time and rush orders while saving on overhead costs through our temp staffing service.
- **Temporary-to-Hire:** An approach that allows client to observe productivity, work style and character ahead of permanent employment.
- **On-Site Managed Staffing:** A fully customized and integrated staffing strategy with our personnel and systems on-site at client facility.
- **On-Site Recruitment:** We utilized our proven employee screening techniques to attract temporary employees. On-site recruiting also allows facility tours that assure a good fit between the temporary employee and company.
- Direct Hire: Our recruiting resources and staffing network to identify top-quality, well-matched candidates to fit your business requirements and culture for permanent hires.
- **Payroll Services:** A cost savings solution that outsources the entire payroll process – including employee compensation, Social Security, payroll taxes, and handling of Unemployment/Worker's Compensation claims.

1.c Geographic Locations

We have more than 1200+ professionals working all over the United States. Diskriter has numerous offices across the United States with its global headquarters located in Pittsburgh, PA. We have branch offices in the following locations:

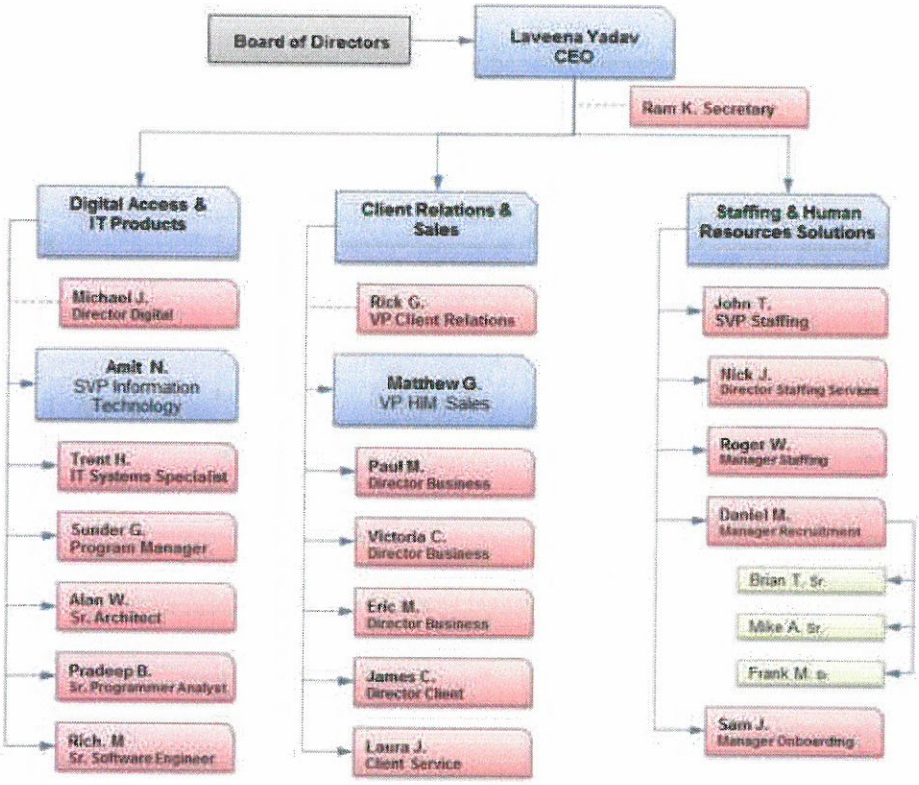
Diskriter, Inc.
Headquarters Address:
3340 Library Road, Suite 300,
Pittsburgh, PA 15234

Diskriter Office Locations

Kenai 125 N. Willow St STE B Kenai, AK 99611	**Roswell** 300 Colonial Center Parkway, STE 100NRoswell, GA 30076	**Clemmon** 627 25th Drive East Clemmon, FL 34222
Boulder 1942 Broadway Street Suite 314C Boulder, CO 80302	**Encino** 16830 Ventura Blvd, Suite 360 Encino, CA 91436	**Cape Canaveral** 7570 Magnolia Avenue Cape Canaveral, FL 32920
Springfield 2817 S. Ingram Mill Rd, St A100 Springfield, MO 65804	**Lubbock** 6721 6th Street Lubbock, TX 79416	**Grand Forks** 2605 5th Avenue N. Grand Forks, ND 58203
Lexington 828 Lane Allen Rd St 219 Lexington, KY 40504	**Indian Mill** 7504 Haystack DR Indian Mill, MD 21244	**Grands Rapids** 3850 Sherwood DR. Grands Rapids, MI 49506
Lewisville 17889 67Th Court North Lewisville, FL 33470	**Columbia** 13 Wotan Lane Columbia, SC 29229	**Wheeling** 41 Sunerest Ave Wheeling, WV 26003
Springfield 801 S 2nd St, 201 Springfield, IL 62704-2503	**Philadelphia** 2256 Souder St. Philadelphia, PA 19146	**Valdosta** 5428 Pointer Drive Valdosta, GA 31602
Oxford 803 Enterprise Drive, Suite A Oxford, MS 38655-3782	**Florham Park** 17 Hanover Rd. Florham Park, NJ	**Rockford** 216 Dawn Ave Rockford, IL 61107
Keizer 5805 North River Road Suite 81 Keizer, OR 97303	**Cuyahoga Falls** 1847 Lancaster Street Cuyahoga Falls, OH 44221	**Philadelphia** 9001 State Road Philadelphia, PA 19114
Virginia Beach 4445 Corporation Lane Suite 264 Virginia Beach, VA 23462	**Randolph** 10199 RT. 242 Randolph, NY 14772	**Quincy** 275 Victory Road Quincy, MA 02171
Nashville 1507 16th Ave South, #V8 Nashville, TN 37212	**Jamestown** 115 Myrtle Street Jamestown, NY 14701	**Bakersfield** 5329 Office Center Court Bakersfield CA

1.d Organization Structure

Please find the Diskriter's Organization Structure below:



Diskriter's Organizational Chart

1.e Experience and References

1.e.1 Experience

We have a great working experience with public sector clients. Since 1990, we have been providing short term to long term contract services, recruitment services, as well as direct-hire recruiting services to some of the leading commercial and public sector companies. Below are few of the government sector clients from the list of our esteem clients with whom we have been working from more than a decade and provided them temporary and permanent personals:

	Town of Manchester, CT		Orange County Corrections Health Services Department, FL
	Escambia County Board of County Commissioners, FL		City of Titusville, FL
	New York City Housing Authority		Colorado Department of Human Services
	County of Somerset, NJ		Charlotte Housing Authority, NC
	County of Sacramento, CA		Wyoming Department of Administration and Information
	Onondaga County Resource Recovery Agency, NY		Baltimore County Public Schools, MD
	Wisconsin Department of Corrections		Waco Independent School District, TX
	North Carolina Department of Information Technology		City of Irvine, CA
	West Virginia Department of Health and Human Resources		Commonwealth of Virginia Department of Corrections
	New Jersey Schools Insurance Group		Louisiana Department of Health
	Seattle Public Schools, WA		Allen Independent School District, TX
	Fulton County Schools, GA		Colorado Department of Corrections
	University of Texas		Fauquier County, VA
	Frisco Independent School District, TX		County of Fresno, CA
	Idaho Department of Labor		Tarrant County, TX
	Utah State Prison		

1.e.2 References

1.e.2.1 Reference #1: Real3000 Services

Temporary Staffing Services

Client	Real3000 Services		
Address	1 Cragwood Road, Suite 301, South Plainfield, NJ 07080		
Contact Details	Name: John Allen, Operations Head Phone: 888-361-2711 x 792; Email: JohnA@real3000.com		
Contract Duration	April 2014 - Ongoing	**Contract Value**	$321,155.00
Description of the Services			
Diskriter is providing the Temporary Staff in the areas of IT for the categories Project Management, Business Analysis, Application Development, Testing, Database Administration, GIS Support, Mainframe Application Support, Microsoft Application Support etc.			

1.e.2.2 Reference #2: Country Road Services

Temporary Staffing Services			
Client	Country Road Services		
Address	110 Meadowlands Parkway, Suite 100a, Secaucus, NJ 07094		
Contact Details	Name: John Matthew Operation Supervisor Phone: 855-934-2851 x 709; Email: john.matthew1@countryroadservices.com		
Contract Duration	May 2013 - Ongoing	**Contract Value**	$423,322.00
Description of the Services			
Diskriter has been providing the Temporary Staffing Services for the Country Road Services from past 4 years and provided staff in Application Developer, UI/UX Specialist, Project Manager, Database Administrator, IT, Civil structural engineer, Civil designer, Senior Engineering Technician, AutoCAD technician, Automation Engineer, Electrical Engineer, Instrumentation Technician, Accounting manager, Accounts Payable, Billing clerk, Certified public accountant, Payroll manager, Tax Manager, PeopleSoft HR Functional Analyst, PeopleSoft Systems Analyst Senior, PeopleSoft Finance Senior Business Analyst.			

1.e.2.3 Reference #3: KVN Services

Temporary Staffing Services			
Client	KVN Services		
Address	5329 Office Center Court, Suite 227, Bakersfield, CA 93309		
Contact Details	Name: Ronald Smith, Compliance Administrator Phone: 877 256-0002 x 700; Email: Ronald.smith@kvnservices.com		
Contract Duration	Jan 2015 - Ongoing	**Contract Value**	$410,300.00
Description of the Services			
Diskriter has been working with KVN Services since 2015 and in a span of last 1 year has grown out to become one of the largest vendors in the Professional Services space. Diskriter has staffed over 35 resources. Our Staff includes, IT Administrator, Program Manager, Project Manager, Business Analyst, Programmers, Testers, QA Specialist, Configuration Manager, Production Manager, UI Designers, etc.			

1.f Approach and Methodology

Diskriter understands that the State of West Virginia Department of Health and Human Resources requires qualified vendor to provide the temporary personnel on a need basis. We have clearly understood the terms of the WVDHHR and confirms that we will adhere to it throughout the contract. Diskriter has a well-defined recruitment process ensures that we are able to attract the best talent available at competitive rates, thus providing highly qualified personnel on time so that WVDHHR's expectations are always met and often, exceeded. Through experience, Diskriter has in place a detailed and proven process to select and manage employees and ensure the selection of the

best resources with proven experience and a history of customer satisfaction. We form a team where the members complement each other. The team approach offers less conflict, stronger capability through specialization & synergies, quicker response & a cohesive approach that ultimately results in less risk; & offers the customer the best combination of performance, cost, and delivery for the services being acquired. For the WVDHHR, we will consult with the CO/COTR to determine which of the incumbent staff are to be retained. Depending on WVDHHR's requirements, we will augment any personnel gaps as and when required.

Diskriter has team of recruiters, lead recruiters, offer coordinators, scheduling coordinator and sourcing experts, who works on the WVDHHR's requirements. Entire team is responsible to search the exact matching candidates, who will be the best fit for the requirement of the client. Their responsibilities include searching for the appropriate candidates in the accessible database of experienced & qualified consultants or using job portals like, Dice, CareerBuilder, Monster, and sending them the job requirement. The candidates we recruit are the best available talent in the market and they know how to complete the particular project within budget and time.

We manage staffing projects of all sizes via our established and documented process suite that is compliant to CMMI Level 3 and PMI processes. As part of our CMMI certification commitment, we aim at transforming our business processes into results-oriented activities. We make the best use of our human capital to build a solid foundation in strategic planning and organizational alignment, and leadership and succession planning by recruiting and training the best possible talent, and creating a strong performance culture - including performance measures rewards and incentives, through our focus on continuous learning and knowledge management.

We are able to attract talented staff due to our competitive salaries and benefits, employee-oriented culture, promotion potential, and open and honest communication from the first phone call to the first day on the job. Through our rigorous screening processes, we carefully evaluate and select the right candidates – for the position as well as for the organization. Each prospective candidate is interviewed by multiple staff members in order to ensure the best fit for our client.

At the beginning of the contract, for communication purposes, Diskriter will work with the WVDHHR to identify points of contact on various aspects such as goals, objectives, status, and plans for the project. Likewise, we designate an Account Manager (AM) as the primary point of contact from our side. In order to have effective communication. Our Account Manager is responsible for the all the communication regarding the requisition, resumes submitted, candidate submitted, communication regarding interviews, selection etc. WVDHHR's requirement notification will initiate our Purchase / Task / Job Ordering process. We have a Standardized Job Assignment / Request Initiation / Purchase / Job /Task order process

- **Request a Resource**: To request a resource, our Clients may send an email, or via other means, to our designated Account Manager OR we can provide access to our online ordering module (ATS) / resource management tool, through which the resource requisitions can be made easily.
- **Response to Resource Requisition**: The Account Manager will respond immediately and send the list of pre finalized candidates to choose from.
- **Interview and Selection**: The Account Manager will fix up the interview time and venue with our Clients either via, Skype or as required by the Client. If required, we ensure our candidates come for a face-to-face interview with our clients.

- **Project Orientation**: Once the candidate is finalized, the Account Manager informs the candidate and provides initial orientation on contract information, project requirements, client goals and objectives, reporting needs, and any specific status/performance guidelines.
- **Performance Tracking**: The Account Manager then assigns the candidate to the project and begins tracking the performance of the candidate using the Online ordering module.
- **Project Quality**: We use Client's or our own standard Quality Assurance and Quality Control procedures to monitor the quality of our resource's performance. Our resources also get readily available help from our Expert Team of specialists.
- **Project Monitoring**: We use our Accounting System tool to track the engagement of our resources and their performance details, so we could readily know the resource performance, billing hours, status, and other required details to help us meet our client needs successfully.
- **Project Communication**: The Account Manager will be in constant communication with our Clients on contract, goals and objectives, projects, and candidates related performance.
- **Follow up on resources selected and working for the WVDHHR:** Our AM ensures that service personnel assigned are performing to the expectations of the WVDHHR's requirement. Periodic feedback on the performance of the individual is taken and Diskriter provides all support to the individual to excel in his assignment with the WVDHHR.

1.f.1 Turnaround Time Schedule of Services

Diskriter, Inc. will promptly respond to all standard requests, including those received by email or voice mail, within 30 minutes with a confirmation that the Request Initiation/Purchase/Task/Job order request was received by email or voice mail, within 30 minutes with a confirmation that the Order Request was received, as well as a status report. After receiving an order from the WVDHHR, the turnaround time to place a qualified temporary employee is typically four (4) hours. Specialty positions require a 48 to 72-hour turnaround, and ASAP orders generally can be filled within two (2) hours.

Activity	Projected		Notes	W-o
	Begin	Through		
Initial consultation	30 min	1 hours		HR & HIRING Manager
Position Description Development	1 hours	2 hours		HR & HIRING Manager
Marketing/Ad Campaign Development	2 hours	4 hours		HR
Marketing/outreach Campaign Development	4 hours	6 hours	Determines Viability	HR
Applicant Screening	6 hours	8 hours	Formal	HR
Candidate Assessment	8 hours	Interviews		HR
Interview Question Development	10 hours	Pre-Interviews		HR & HIRING Manager
Pre-Interview Client Consultation	12 hours		Candidate Review	HR & HIRING Manager
Interview Question Selection	Pre interview			HR & HIRING Manager
Schedule/Coordinate Interviews	14 hours			HR
First Round Interviews	16 hours			HR & HIRING Manager
Background Refrence Checks on Finalist	24 hours	48 hours	Requires 1 day	HR
Submit Finalist for Review	48 hours			HR
Final Interviews	52 hours			HR & HIRING Manager
Offer Position	52 hours			Hiring Manager
Send Regrets to Remaining Applicants	52 hours			HR
New Employee Starts	72 hours			Candidate

1.f.2 Recruiting Methodology

At Diskriter, we bring to the table an experienced team of recruitment professionals, with domain specialization to cater to specific industries. Our proven track record demonstrates our ability to understand client's talent needs and provide clients with the right solution to finding key people faster, while freeing up management bandwidth to concentrate on core management activities.

Below is an overview of our work plan for external recruitment. We have devised this process to ensure WVDHHR is fully aware of what is to be expected at each of the 5 stages in our recruitment process.

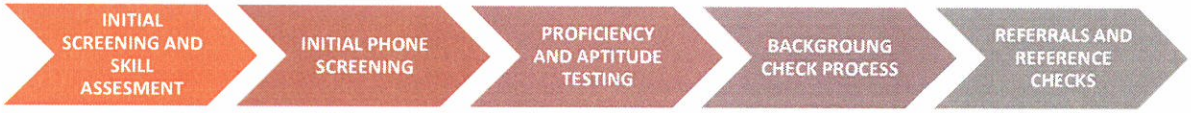
Diskriter's Recruitment Process

- **Step 1 - Initiation Phase:** Diskriter believes in valuing the importance of learning our client's business, aims, goals, corporate culture, and specific personnel/skill requirements. Upon acquiring this knowledge, a customized recruitment plan and brand statement is designed to address each one of the client company's unique needs. A kickoff meeting is set with the client and a submission plan is built according to the client project timeline, resource requirements, pricing requirements and hiring process is then agreed upon. WVDHHR's briefing to understand the requirements of potential candidates and establish a recruitment plan.
- **Step 2 - Planning Phase:** We prepare recruitment plan for candidate's searches. Diskriter's industry-leading team of multiple recruiters performs targeted searches for top talent within its proprietary database (containing more than 400,000 candidate's resumes) and strategic job portals, social networks. Diskriter maximizes exposure by advertising your classified job description across all leading job boards and develops client-specific talent pipelines while leveraging over 71 years' worth of industry-specific referrals.
- **Step 3 - Selection Phase:** Diskriter's recruitment experts rigorously screen all potential candidates and if required; conducting detailed face-to-face interviews, technical assessments, drug test and at least two reference checks with previous managers that can validate a candidate's competency and experience with desired skills. Our screening process ensures a shortlist of the best candidates that fit WVDHHR' specific needs. We will create role in accordance with the recruitment plan. All responses are handled and vetted before a shortlist is proposed.
- **Step 4 - Delivery Phase:** When Diskriter has qualified candidates worthy of submission, WVDHHR receive a comprehensive candidate overview, including a current resume, a skills/requirement match summary, contractual rate or salary expectations, and candidate availability. Diskriter account executive works with your hiring team to schedule candidate interviews and solicit feedback from both parties' post-interview. Support for both the WVDHHR in shortlist selection, interview support / preparation, feedback, negotiation and contract.

- **Step 5 - On-boarding and Offers:** When the WVDHHR feels that they have found the suitable person for the job, Diskriter account executive works with WVDHHR hiring manager/designee to present an offer to the candidate and confirm start dates. Diskriter then provides full on boarding services to include complete background and drug check as requested. After Diskriter's on boarding process is complete, your Diskriter account executive walks your new team member in on his or her first day.
- **Step 6 - Support Phase:** Providing qualified and quality engaged professionals are critical to success. At Diskriter we believe in constant communication and we administer consultant performance evaluations after 30 days on assignment, and again bi-annually. This regular feedback and collaboration with our clients and consultants ensure the fit of consultants over time, assists with recognition programs and increases retention and project completion. Contract management for Interim appointments and final reports prepared.

1.f.2.1 Screening Process

One thing that distinguishes us as a leader in the staffing world is our extensive screening process that ensures the safest work environments for our clients and candidates. Diskriter ensures that personals are qualified and proficient by using its advanced screening process. Our levels of candidate screening are:



- **Step 1 - Initial Screening and Skill Assesment:** Our recruiters evaluate candidate skills in multiple areas including management, customer service and Interpersonal skills.
- **Step 2 - Initial Phone Screening:** Once we identify a potential candidate our recruiters perform a phone screening to determine how their current and previous work experiences line up with our client's primary needs. We ask about work background/history, training and education, wages they're looking to earn, areas they're willing to travel to, and if they're willing to submit to a drug screen and background check.
- **Step 3 - Skill and proficiency Testing:** In the current Business scenario companies are beginning to understand that to stay competitive they need to focus on developing and hiring most suitable candidates for the right job. Diskriter evaluates skills of each candidate by conducting its own set of skill and proficiency tests which shows us how much capable a candidate is.
- **Step 4 - Background Check Process:** We endeavor to verify candidates' credential details to ensure the legitimacy of the candidate to work in United States. We also make sure that candidate has required license to perform the task as per client requirement. Wherever reasonably possible, feasible and instructed, we will provide details of the results of those conversations or written details, subject to our terms of Business.
- **Step 5 - Referrals and References Check:** The references and referrals provided by the prospective candidate are directly contacted by our recruiters who authenticate the information provided by the candidate. Further, the referrals and references provided are cross-checked for their true identity which is conducted by a third party vendor.

While conducting reference checks we ask following questions to the provided references:

- What is your relationship to the candidate?
- Can you confirm the candidate's job title, dates of employment and work duties?
- Can you describe the candidate's work performance?
- Was the candidate accountable in performing tasks?

1.f.2.2 Background Checks

Diskriter has well-defined and documented background check policy. Under this policy, depending upon the client requirement, candidates are subjected to compulsory pre-employment background checks. All temporary employees' references and backgrounds can be checked before Diskriter will consider placing an employee with a client. Additionally, Diskriter will work with the WVDHHR to provide supplementary screening specific to job positions. Diskriter has trusted partnerships with companies that have the resources to perform a variety of background checks at a local, WVDHHR, and state level, including:

- **Social Security Verification:** validates the applicant's Social Security number, date of birth and former addresses.
- **Prior Employment Verification:** confirms applicant's employment with the listed companies, including dates of employment, position held and additional information available pertaining to performance rating, reason for departure and eligibility for rehire. This verification will be run on the past two employers or the previous five years, whichever comes first.
- **Personal and Professional References:** calls will be placed to individuals listed as references by the applicant.
- **Educational Verification:** confirms the applicant's claimed educational institution, including the years attended and the degree/diploma received.
- **Criminal History:** includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:
  - The nature of the crime and its relationship to the position.
  - The time since the conviction.
  - The number (if more than one) of convictions.
  - Whether hiring, transferring or promoting the applicant would pose an unreasonable risk to the business, its employees or its customers and vendors.
- **Motor Vehicle Records (if required):** provides a report on an individual's driving history in the WVDHHR requested. This search will be run when driving is an essential requirement of the position.
- **Credit History (if required):** confirms candidate's credit history. This search will be run for positions that involve management of funds and/or handling of cash or credit cards.

1.f.2.2.1 Our Drug Testing Policy

All temporary employees' drug tests can be checked before Diskriter will consider placing an employee with a client. Diskriter has partnered with ESS for drug testing; ESS can provide drug testing services at all panel level. ESS is a national leader in the pre-employment drug and background screening field to conduct accurate, competitively priced and legally compliant background checks and drug screens. **ESS** maintains a secure environment, ensuring all drug and background screening information is kept completely confidential. Diskriter maintains pre-

employment screening practices per client instruction designed to prevent hiring individuals who use illegal drugs or individuals whose use of legal drugs or alcohol indicates a potential for unsafe or impaired performance. An employee whose drug test result is positive will be ineligible for hire.

1.f.3 Lines of Communication

Diskriter, Inc. proposes Nick James as an Account Manager for this CRFQ. He is responsible for all the contract related queries and the WVDHHR can contact him for any issues. Our Account Manager has more than 25 years of experience in Account Management and he will provide all the required assistance to the WVDHHR. Our Account Manager has direct contact to our CEO, Ms. Laveena Yadav. Our CEO is authorized to direct day to day work and coordinate with all the contractual matters, respond to questions and action items from the WVDHHR and resolve problems. She has managed / managing more than 55+ contracts which are similar in size and scope.

Ms. Laveena has extensive experience in Account Management, Operations, and Customer Relationship Management & Business Development. She has extensive experience in ensuring the timely and successful delivery of our staffing solutions according to customer needs and objectives. She has proven experience in communicating clearly the progress of weekly, monthly, and quarterly status updates to internal stakeholders. She is skilled in heading various State accounts to effectively manage day to day operations and liaising with key State agencies to gather requirements and understand overall functioning of existing resources. She is well versed in managing, motivating and leading teams for running successful business process operations with proven ability of achieving Service Delivery/Targets. She is skilled in identifying and growing opportunities within account, collaborating with recruitment team to ensure growth attainment. She has strong experience in managing on-site consultants and responding to all questions or concerns and proficient in generating client monthly reports and delivering to government Program Management Officer. She possesses excellent skills in building and maintaining strong, long-lasting customer relationships.

1.f.4 Onboarding

Pre-Employment Process: During this time, the Diskriter's onboarding team will be sending some paperwork and items to complete through the Diskriter Staffing On-Boarding system. As a selectee to a position with client, employees are responsible for being an active participant in the pre-employment process. Verification of employment source must be confirmed, pre-employment conditions must be met, any overseas entitlements must be determined, and the necessary in-processing forms must be completed. Our onboarding process is explained in below steps:

Step 1: Accept the tentative offer - The tentative offer will be send via the Diskriter Staffing system. Employee will use the link provided in the email to accept the offer.

Step 2: Complete the Pre-Employment Paperwork - The Diskriter Staffing system will provide a checklist of all documents and items that need to be completed prior to the final offer. The types of forms required will depend on employee's status, location, and the requirements of the position.

Step 3: Meet any Conditions of Employment - Each position will have different requirements. Conditions of Employment are any requirements, other than qualifications, that must be met or complied with before being appointed to a particular position. Examples of these include pre-employment drug tests, physicals, background screening/security clearance.

Step 4: Coordinate the WVDHHR - The WVDHHR is employee's Entrance on Duty date. Our onboarding team will coordinate with client for start date, time, address and reporting manager details and update the employee.

Step 5: Receiving Offer - Employee will receive his final offer email once all forms have been completed, and all Conditions of Employment have been met. Our onboarding team will send a job offer to the employee.

Step 6: Prepare for your first day - Our onboarding team will guide the employee throughout the first day procedure until employee is successfully on boarded at client location.

1.f.5 Time Sheet and Payroll Management Process with Schedule

Our standard process mandates that our talent submit approved timesheets weekly to their Diskriter account team for entry into our online time management systems, to ensure accurate timekeeping. Both the employees and Account Representative present at the client site are given logins and have access to eTurnip which enables the employees to do their time entry in the application. All the employees submit their timesheet in eTurnip on weekly basis and the Account Representative reviews the time entries and verifies them. After verification from Account Representative, timesheets are submitted within eTurnip application for approval by the Account Manager at Diskriter. A notification is sent to both the employees and Diskriter's Account Manager. If there are any corrections or queries regarding the timesheets, Account Manager at Diskriter connects with Account Representative present at the client site for clarification. Once approved by WVDHHR account representative, Diskriter's Account Manager then accepts and approves the timesheets and a notification is also sent to the employee regarding approval of their timesheet.

We generate invoices that accommodate our clients' individual requirements. For example, invoices can be generated by department or for the entire company on a weekly, bi-weekly or monthly basis and are net due upon receipt. Additionally, multiple employees may be combined on one invoice or billed separately. Invoices are always accompanied by signed timecards.

1.f.6 Training

Diskriter invests wisely in its greatest asset- its people, to deliver value to our customers. It is the policy of Diskriter to assure that our employees are fully trained in the most current systems and technologies they support. We provide our employees with training opportunities to increase their level of expertise, to improve work processes, learn higher value skills, and use state-of-the-art-technology so that their value is recognizable within the client organization. Each of our full-time employees develop in concert with their manager an annual learning plan which helps them achieve niche-specific, employee education and development.

Diskriter's training program provides several advantages to our customers. First, to provide the highest quality of support to our customers, Diskriter ensures that our employees are trained on the client's existing systems and technology. Second, Diskriter provides for any necessary training in the "soft skills" that will enhance the level of service to the client. Lastly, Diskriter remains committed to maintaining our employee's skill level with our customers' environment throughout any future changes and enhancements in technology.

Diskriter achieves its training objectives by offering employees several options including in-house training and partnerships with outside training organizations. We also offers tuition reimbursement to employees for courses offered by accredited educational institutions that are relevant to their field and career path. We also encourage and reimburse any expenses incurred while attending user group meeting, seminars, or conferences. Diskriter recognizes the costs associated with training new

employees and keeping up with technological advancements and provides that value back to our customers.

1.f.7 Benefits

Diskriter has a very robust Employees Benefits Program offered to all its temporary employees. An employee can choose from a variety of benefits plans and options, health benefits cover for an employee and his family members at a reasonable rate. The employee's weekly, biweekly or monthly contribution to health benefits varies with the plan he chooses. Here are the important program features:

Diskriter offers a generous variety of insurance options to keep its employees and their family healthy.

Health Insurance: Temporary Employees may enroll with family members in employee Health Insurance coverage. Family members eligible for coverage under "Self plus One" or "Self and Family enrollment" are:

- Spouse (including a valid common law marriage)
- Children under the age 26, including legally adopted children, recognized natural (born out of wedlock) children and stepchildren (including children of same-sex domestic partners).
- A child is eligible for coverage under the "Self plus One" enrollment (if they are the designated covered family member) or self and Family enrollment, if a state-issued birth certificate lists employee as a parent of that child.
- Under certain circumstances, employees may also continue coverage for a disabled child 26years of age or older who is incapable of self-support.

Eligibility:

Health insurance is available to Temporary employees also. Temporary employees must work an average of at least 30hours per week at the point of hire or over a defined measurement period to be eligible for benefits.

Dental: Eligible family members include:

- Spouse
- Unmarried, dependent children under the age26, including legally adopted children and recognized natural children who meet certain dependency requirements. This also includes stepchildren and foster children who live with the temporary employee in a regular parent-child relationship.
- Under certain circumstances, temporary employee may also continue coverage for a disabled child 26years of age or older who is incapable of self-support.

Eligibility:

Dental insurance is available to Temporary employees also. Temporary employees must work an average of at least 30hours per week at the point of hire or over a defined measurement period to be eligible for benefits.

Life Insurance: Temporary Employees may enroll with family members in employee life coverage which is offered in high and low options. Upon an insured's death, the plan pays a benefit to the person's designated beneficiary. If the temporary employee dies as a result of an accident, an

accidental death benefit is paid in addition to the regular benefits. In the case of dismemberment, the plan pays a benefit to the insured.

Eligibility:
Full time employees in a benefit-eligible position or part time employees with .50FTE in a benefit eligible position

Sick Leave:

As a temporary employee, one will earn sick leave that may be used for self or a family member's medical, dental, or optical examination or treatment. Regardless of length of service, temporary employees earn 13 days of sick leave each year. There are no limits on the amount of sick leaves that can be accumulated. Employees may use up to 9 administrative work weeks of accumulated sick leave (360 hours) each leave year to care for a family member with a serious health condition.

Holiday & Medical Insurance:

As per Diskriter Employee handbook all the Temporary employees may be entitled to certain employee benefits like medical insurance and enrollment in their retirement plan. Depending upon the length of time the temporary employee is in our service, they may earn the right, whether by company policy or law, to enroll in the benefits programs available to permanent employees. For example, Diskriter allows employees to enroll in the company-sponsored medical insurance program after three consecutive months of full-time service. To avoid this potential benefit drain, we push the employees to revisit Diskriter existing policies related to FMLA leave, medical insurance, and other employee benefits to ensure that they are not unwittingly opening up their insurance benefits pool to the crop of temporary employees in their midst. We keep ourselves proactive & updated with the statutory laws.

1.f.8 Data Collection and Reporting

Diskriter maintains the formal communication with our clients. We maintain records on each request for information and identify each user who requested information on a consumer. All Consumer Information transmitted using our computer network, including email, is secured using a minimum of 128-bit SSL encryption. No Consumer Information is sent over the internet that is not encrypted or secured with a minimum of 128-bit SSL encryption. This includes the body of emails or attachments. Access by users over the internet requires a confidential user name and strong password.

Diskriter understands the importance of establishing excellent customer service with clients from the very beginning of contract implementation. Toward this goal, Diskriter will use its proven ATS, as our company-wide reporting and communication tool. ATS combines powerful project accounting capabilities with built-in reports for project management. From recruiting to operational requirements, the Acceleration system provides the ability to collect labor and non-labor costs; allocate indirect costs to each project or contract; compute revenue; and prepare invoices for every type of contract at every system level. Our financial system enables Diskriter to record, bill, and report costs at any level. Diskriter employs transparent, continual and effective system checks.

Diskriter's proprietary Office Automation program tracks the WVDHHR's requirements, time requirements, and interfaces with Web-Based Time Capture system. Through OA, Diskriter can provide reporting for various daily, weekly, monthly, and other tracking periods based on the requirements of the WVDHHR.

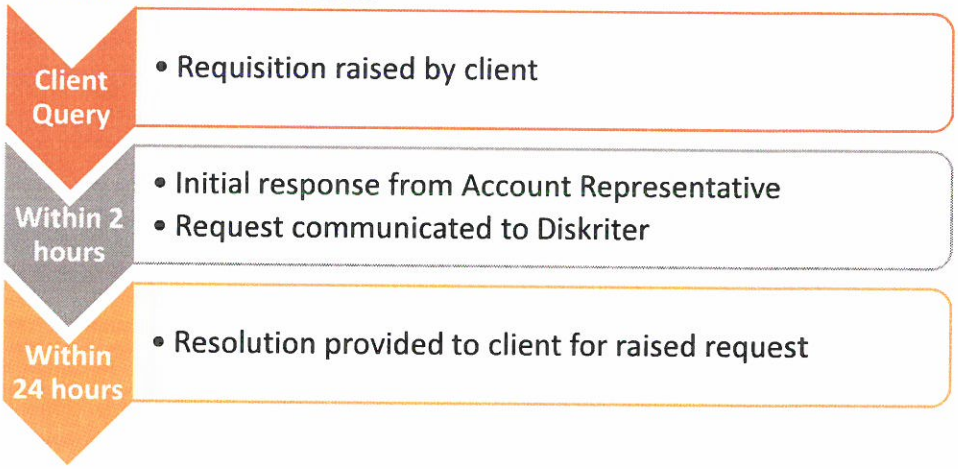
Employees are paid according to approved hours and receive their check stubs through our web-based human resources system. We give authorized approvers access to our online timekeeping tool, so they can review and approve hours for contractors reporting to them.

1.f.9 Billing and Invoicing

Diskriter will process all time sheets and paychecks and provide the WVDHHR with accurate, concise, and timely invoices. If the WVDHHR requires changes to the invoicing process during the term of the contract, Diskriter will work with the appropriate WVDHHR representative(s) to modify its invoice process and ensure that Diskriter remains fully compatible with the invoice processing requirements of the WVDHHR. This includes the related invoicing and management reports as required by the WVDHHR.

1.f.10 Problem Escalation process

Our effective account issue / or conflict management contributes to the overall satisfaction and ultimately to client retention. We place a high degree of attention on delivering exceptional customer service and it is not only Diskriter's core belief, it is a mandate from the very top of the organization. Diskriter's philosophy on customer service says, "Customer Service is only as good as the Customer says it is". Diskriter provides a dedicated Account Representative to oversee the workflow of an account. This individual serves as an immediate resource and go-to person for the client concerning account issues. Our Account Representative typically replies within two hours after the email is received from the client. The Account Representative will directly resolve issues, escalate issues and will try to facilitate resolution within 24 hours after an issue is raised by the client and will also have additional backup support from other Account Supervisors. Further, Diskriter's Client Support Services (CSS) team is available on call 24x7x365. Diskriter prides itself with our responsiveness and level of customer service.



2 KEY PERSONNEL ASSIGNED TO THIS CONTRACT

Diskriter assigns the below personnel for this contract. All our Key Personnel possess bachelor's degree with more than 10+ years of experience in providing the similar services. Below assigned Personnel will be available throughout the contract and will be responsible for fulfilling the requirements of the WVDHHR. Please find the Resumes of Our Key Personnel below:

2.a.1 Laveena Yadav – CEO

Laveena joined Diskriter in 2010. As the CEO, Laveena is responsible for the leadership, management and strategic direction of Diskriter and its Divisions including Medical Transcription, Coding, HIM Interim Management and Consulting, and Rehabilitation / LTAC services (HIM Services), Contracted Services, Digital Access, as well as Administration. She is directly involved in the management of all business units to guarantee client satisfaction and takes an active, hands-on management and sales approach.

Laveena Y, Chief Executive Officer at Diskriter is an asset to Diskriter's management team. She holds a master's degree in computer science as well as master's degree in Management. She has experience in building and supporting processes for Microsoft and Johnson & Johnson. Her in depth knowledge of technical processes and her ability to achieve overall process efficiency creates a rare blend of skills that on one hand is motivated by her immense zeal to achieve client satisfaction and on other hand develop an exceptional solution that works perfectly for clients.

As the CEO of Diskriter, Laveena continues to provide strong leadership and dedication towards client satisfaction. The overall satisfaction of clients is a priority for Diskriter and Laveena goes the extra mile to accomplish this goal. Her professionalism and attention to detail go a long way in keeping the communication lines open and put clients at ease. She works very closely with clients and her Operations Team to provide best quality solutions and service.

2.a.2 Nick J – Account Manager

Nick J.
RECRUITMENT MANAGER

Energetic and results driven Talent Acquisition and Recruiting Leader with 25 years of successful execution of Process Development, Implementation and Management; Employee Retention, Full Life Cycle Recruiting, Diversity Recruiting, Talent Development, Talent Branding, Talent Management and Talent Strategy along with Organizational and Strategic Planning.

PROFESSIONAL SUMMARY

- Plan, develop, organize, implement, evaluate and manage Talent Acquisition function.
- Manage full cycle recruiting; develop and execute a staffing strategy to align with the current and future strategic direction of sourcing, workforce planning, competitive intelligence, branding, social media, and job fairs.
- Successfully managed and delivered hiring and on boarding services for staffing teams of over 300 Talent acquisition employees.
- Experience in managing the End to End Full Cycle Recruitment Process/Practices for US, Canada and Middle East.
- Strong people management skills with ability to mentor and manage large team.
- Hands-on experience in managing Recruitment Operations and experience in MSP/VMS Models.
- Excellent problem-solving skills by doing root cause analysis and provide solutions
- Ability to take challenges and successfully delivered.

RECRUITMENT SKILLS

- **Applicant Tracking Systems (ATS):** TALEO, BULLHORN, JOBDIVA, SENDOUTS SURG, BIGBILLER

Vendor Management Office/Systems (VMS/VMO): FIELDGLASS, ETEMP, BEELINE, PRO UNLIMITED WAND, IQNAVIGATOR, PEOPLECLICK/PEOPLEFLUENT and ZEROCHAOS.

- **MSP Programs:** Randstad, TAPFIN, Kelly Services, Pontoon, Adecco Group, Aerotek, Allegis, Wilson HCG, CAI/COMPAID/COMPUTER AID INC,
- **US-Work Permit and VISA Knowledge:** H1-B, H4, E0, A.D, G.C, U.S-Citizen, TN-permit, E3, F1 (OPT & CPT) US- Professional Tax Term Knowledge: W2 (Hourly and Salary), 1099, Corp to Corp (c2c), Contract to hire, permanent and fulltime, Per Diem. Documentation and Legal documents verification: Background check form, SLA, MSA, NDA, NCA, NOA, W2, LCA, I-797, EAD, PR, GC,
- **Job Board Experience:** Dice.com, Monster.com, CareerBuilder.com, and corp-corp.com. (Other Job Boards – Jobvertise.com, Ladder, craigslist.com, devbistro.com and Google, Google Group).
- Client management and retention Process management
- End-to-End Recruitment management
- Change management Team management Business management Account management Portal management Candidate Onboarding Client Onboarding Compliance Management Delivery management Program management Interview management
- Recruitment Budget management VMS and MSP Management
- ITB Management Resource Allocation and Management
- Induction & Training Monitoring KRAs and KPIs Volume Hiring
- Internal Hiring
- Interview & Selection Process mgmt. Employee Engagement
- HR policies formulation Negotiation and finalization.

INDUSTRIES

- Aerospace industry
- Agriculture Chemical industry
- Computer industry
- Construction industry
- Defense industry Education
- industry Energy industry
- Entertainment industry
- Financial services industry
- Food industry
- Health care industry
- Pharmaceutical industry
- Hospitality industry
- Information industry Manufacturing
- Mass media Telecommunications industry Transport industry

Career Synopsis

Company: Diskriter
Duration: Feb 2013- Present
Designation: Head Recruitment – USA + Internal (Complete Operations)
Reporting: CEO & President

ACCOUNT ABILITIES:

- SME in Diskriter hiring -Single POC for all fulfillment channels (Contract, Subcon and contingent Programs)
- Continuous improvement shown in terms of Scale of hiring, Skills hired, hiring models supported
- Heading USA Captive Business and managing multiple customers
- Handled Major ramp up numbers within less lead time for various major Fortune 500 giants
- Built a well-oiled supply engine that responds to business needs without any time delay
- Leading a team of 200 recruiters includes managers, Leads
- By evaluating the Recruitment & Sourcing approaches on a periodic basis, brought in changes to improve the efficacy of the entire process
- Implemented successfully various hiring models for various customers
- Working closely with the sales team and contributing to new customer acquisitions on a continuous basis. Effective participation in ITB for new bids. Managed BU for continental North America across all verticals
- Hands-On experience with high volume recruiting. Possess strong sense of urgency, flexibility, and adaptability.
- Manage individual teams of account managers and recruiters specifically focused on a vertical market strategy
- Work closely with hiring managers to stay ahead in requirement gathering and updating recruiters
- Improve efficiency of the process - Turnaround Time to hire, interview process, Quality of hires, Selection conversion
- Actively participated in Business Networking Events, keeping abreast of developments in Technology and Recruitment areas.

Company: Confidential
Duration: Oct 2011 – February 2013 Designation: Head Recruitment Reporting: CEO & President

ACCOUNTABILITIES:

- Spearheading the US Recruiting team and building companies capabilities in US Staffing from a team of 150 recruiters. Created Staffing Center of Excellence which is a process oriented initiative focused in maximizing profitability for the company.
- Managed handling MSP/VMS based customers.
- Quality & Compliance: Responsible for Q&C for complete US Staffing Operations including adherence to client SLAs to onboarding, background procedures.
- Successfully managed MSP/SOW requirement of 4 clients which include high volume and niche skills recruitment.
- Successfully managed Internal Hiring, US HR – business liaison and back office Teams.
- Successfully build Recruitment SME's for several clients.
- Process Implementations and enhancing the process towards excellence in quality and time management
- Reviewing quarterly supplier Scorecard, creating recruitment strategies & action items which is driven per the client scorecards.
- Reviewing the performance of the team quarterly and taking scorecard of every team and analyzing the score of the team.

- Build a team of doers. Motived team to be more of process oriented and performer.
- Implemented Job diva as a centralized database for the company, helped team to get accustom to it so everyone follows the process properly.
- Build and implemented new recruitment strategy which helped the recruiter to close candidates with very few back out/declines.

Company: Confidential
Duration: March 2010 – March 2011
Designation: Sr. Manager – Staffing, Procurement & Sourcing (Global Resource Delivery)
Reporting: Resource Director

ACCOUNTABILITIES:

- Responsible for overall recruitment delivery and Leading a team of 100 plus Recruiters.
- Developing and delivering strategic resourcing plans for clients, to produce high quality candidates.
- Responsible to provide end-to-end solutions to manpower requirements right from demand.
- Planning and forecasting resource requirements, understanding the current pyramid utilization, business rationale behind hiring while highlighting recruitment challenges if Any.. This is across client BU's & Practices.
- Responsible for working with Business Leaders and hiring managers to forecast the demand and define recruiting plan quarterly/half yearly/yearly.
- Driving recruitment metrics (Fulfillments, TAT, Cost per Hire, Offer-Joinee ratio, source/channel
- mix, company tier mix, Diversity Mix)
- Interface with Hiring Managers to understand and validate the demand.
- Monitoring, reviewing and assessing the development of the recruitment team members. Offering support and guidance to manage workflows.

Company: Confidential
Duration: August 2007 – December 2009
Designation: Vertical Sourcing Manager - MENA, Middle East & North Africa
Reporting: CEO

ACCOUNTABILITIES:

- Managed a team of 50 plus recruiters and delivered a complete recruitment lifecycle from requirement gathering to onboarding.
- Developed and implemented recruitment strategies and programs.
- Prepare Quarterly Recruitment plan based on the business ask.
- Preparing Quarterly recruitment event calendar and drive the recruitment operations team.
- Collaborate with the Hiring Managers to strategize and meet their hiring numbers, assess needs, develop strategy and implement work. Plans to meet the needs of various sectors & practice areas
- Responsible for interviewing, hiring decisions, candidate salary negotiation, offers and declines
- Employee referral pay-outs & various schemes
- Built a large and efficient vendor network by involving them in the business and recruitment process.

- Responsible for vendor management, Quarterly review of the vendors in terms of their target met, quality of candidate supplied and getting their invoice cleared.

Company: Confidential
Duration: June 2006- October 2007
Designation: Account Manager/ Program Manager Reporting: CEO / Executive Vice President

ACCOUNTABILITIES:

- Managing a Team of 30 people and responsible for end to end recruitment process including contract, contract to hire and full-time positions.
- Directly interacting with clients and implementation partners and vendors for new requirements.
- Working directly with clients hiring manager or project managers / Engagement manager.
- Client co-ordination / interacting with business Units for recruitment process.
- Responsible for hiring the right talent for customer as per client demands.
- Developing own relationships with present / potential clients.
- Timely communication and co-ordination with the clients during various recruitment drives held at various locations.

Company: Confidential
Duration: October 2004- June 2006 Designation: Manager- Recruitment
Reporting: Head Recruitments

Company: Confidential
Duration: June 2002- September 2004 Designation: Manager- Resourcing
Reporting: Head Operations

Company: Confidential Duration: July 1994- May 2002
Designation: Senior Executive - HR Reporting: Manager Human Resources

2.a.3 Peter Williams – Team Lead

PETER WILLIAMS
SR. TECHNICAL RECRUITER/ LEAD

SUMMARY

- Around 13 years of overall experience in the field of Recruitment & Client Relationship Management.
- Exposure in implementing strategies for augmenting business, identifying and penetrating new market segments for business excellence. Sound conceptual knowledge of recruitment and marketing with strong grip over analysis and problem solving techniques. Conversant in organizing, interpreting and communicating market information / data to facilitate the decision-making process with the team.
- **Full life cycle recruiting** of all levels of staff and departments in: IT, software & hardware development, telecommunications, Engineering, Medical, Healthcare etc.,
- Strong abilities in sourcing, screening, qualifying and hiring candidates for permanent and contract positions in client firms.

- Experienced in successfully working with hiring managers to specify required skill sets.
- Excellent interviewing and consultation skills. Proficient in working with candidates and providing pre-interview screening and consultation.
- Ability to source candidates through Internet resources/referrals/database.
- Demonstrated ability to identify, evaluate and source technical candidates in a highly competitive environment.
- Supervised and trained employees in technical recruiting skills.
- ***Positions Recruited:*** IT: DBAs' Developers, Programmers, Architects, QA, Network Engineers, Project Managers, Network Security, Business Analysts, EDI/Gentran Analyst, Oracle, PeopleSoft, SAP, PowerBuilder, Lotus Notes, Crystal Reports, Business Objects, Ruby on Rails, DataStage, JD Edwards, SharePoint, Tivoli, Remedy, ColdFusion, Web Focus, Cognos, Documentum, BizTalk.
- ***Recruitment & Search Management:*** Experience in permanent- contract placement recruiting, Account management and Business Development. Expert at screening, interviewing and qualifying candidates, ensuring a quick, painless search. Sensitive to candidate needs and company time constraints. Expert at achieving a good rapport with candidates, developing trust between all parties and closing the deal in a confidant and secure manner. A knack for cultivating client/company relationships.
- ***Leadership:*** Skilled in all aspects of running a business: delegating tasks, managing employees, implementing company's processes and running the day-to-day operations of a staffing company or department.

SKILLS

Screening, Technical Recruiting, Benefits Negotiation, Talent Acquisition, Sourcing, Internet Recruiting, Recruiting, Applicant Tracking Systems, CbizOne, Screening Resumes, Contract Recruitment, IT Recruitment, Staffing Services, Employee Relations, Vendor Management, Human Resources, Background Verification, MS Word, MS Excel and MS Outlook

EDUCATION

M.B.A in H.R

PROFESSIONAL EXPERIENCE

Sr. Technical Recruiter/ Lead
Sept 2014 to Present
Responsibilities:

- Handling US customers and addressing their issues/concerns & handling the end-to end requirement process.
- Monitoring/Handling the Client requirements on a regular basis.
- Worked cooperatively with all members of the staffing team to develop and implement staffing plans. Recruited for permanent/contract-Hire and contract professionals
- Owned full-cycle recruiting: interviewed, offered, negotiated and closed candidates for assigned requisitions.
- Performed extensive recruiting for various technologies including Developer/Designers/Architect, Engineers, and DBA's.
- Presenting the right match to the Account's Manager as a best fit for their requirements.

- Head hunted highly qualified Software Engineers, Software Test Engineers, Program Managers, Web Developers, and other senior engineering leaders.
- Developed, drove and executed comprehensive search strategies to recruit senior and niche candidates in limited candidate spaces.
- Responsible for mentoring and providing on-going training and support for new recruiters and serve as a resource for learning and navigating senior technical policies and procedures.
- Maintained up-to-date knowledge of top Pure Networks business/technical and policy initiatives and competitors.
- Effectively recruited IT Professionals in a time-sensitive environment.
- Developed databases for third party vendors and candidates contact information.
- Coordinating for interview schedules to the candidates with the Account Manager.
- Increased the sub-contracting vendor base sourcing for qualified candidates for screening. Contract negotiation.
- Maintaining candidate's data base for G.C/EAD, c2c, 1099, w2 and US citizen.
- Involved in the immigration process (H1, L1, and B1) for candidates travelling onsite and also in H1 Transfer activities.
- Have used VMS like JobDiva and Taleo.

Sr. Technical Recruiter
April 2012 to July 2014
Responsibilities:

- Handled End to End recruitment cycle for US Nationwide requirements
- Utilized job boards (Bull Horn, Monster, Dice, Career Builder)
- Identifying right talent through job boards, networking and Internet Search
- Perform initial screening and submit the profile to Account Manager for approval
- Client submission followed by database updating and follow-ups
- Setting up Interviews and doing reference checks
- Pipelining candidates for niche skills
- Proactively recruit for both existing requirements/job openings as well as maintaining a steady candidate flow experienced within the office's technical skill specialty in anticipation of future business, in order to quickly provide talent to meet critical client needs
- Post-open requisitions on resume websites (Monster, Careerbuilder, Dice, LinkedIn, Blogs, JobDiva
- Mostly recruited on both H1-B and W2 for all types of contract and fulltime positions.

Sr. Technical Recruiter
January 2011 to Feb 2012
Responsibilities:

- Responsible for full life cycle Internet recruiting.
- Utilize Networking/ cold calling techniques, whatever is necessary to fill the positions, sourcing candidates nationwide.
- Cold calling consultant and contact them for their coming availability for new project on different work status like W2, corp-corp, 1099, H1-B with the rate they looking for.
- Worked on different technologies from time to time as per specified by resource manager

- Counsels applicants on resume development, interviewing skills, and career initiatives.
- Investigates and verifies references and work history on applicants; licensure and visa confirmation as needed for background checks.
- Understanding the client requirements thoroughly then screening and short-listing the candidatures in accordance to the requirements.
- Scheduling technical/final interviews with technical manager and follow up on the feedback
- Excellent direct sourcing through established and maintained personal networks as well as using Internet search engines: job boards, user groups, vendor associations, Creative search techniques, and other candidate sourcing methods.
- Responsible for building relationships with candidates and clients to ensure retention and repeat business -Reducing consultant attrition rates.
- Find, identify, pre-screen, present, get interviewed, negotiate offer, and bring on board new candidates through new recruiting methods and avenues that best utilized time and resources.
- Handled End to End recruiting and sales.
- Correspondence with clients/ vendors for further requirements, schedule interviews, feedback and follow-ups
- Getting requirements from different Preferred vendors
- Giving rate confirmations, maintaining excel sheet of the requirements with all details like rate, vendor and client details to which we submit to develop new business.
- Negotiated contracts and direct labor rates with an emphasis on company's profit margin.
- Taking interviews over phone.
- Select the right person and submit to the client.
- Formatting the resume of the consultant in a professional way before submitting to client/ vendor in company format.

Sr. Tech Recruiter
Aug 2008 to Jan 2011
Responsibilities:

- Responsible for handling the entire recruiting cycle such as sourcing, screening, contacting, confirming, interviewing, and placing qualified talent professionals.
- Responsible for working Offshore in full life cycle of recruitment process, understanding the requirement, sourcing the right candidate, technical interviews, negotiations, closing the deal and maintaining the relationship with clients and consultants
- Responsible for handling and maintaining VMS.
- Worked with multiple client requirements and submission up to 2 resumes within the turn over time.
- Working with multiple direct client like RBS, UBS, State of NJ, PA, DE, VA, AT&T, Verizon, Pepsico, iHeart Radio.
- Short-listing consultants as per experience, qualification, and communication to cater able needs of clients.
- Interviewed qualified consultants and assessed their skills (per client request), for Contract, Contract-to-Hire, Fulltime (Perm) placements across United States.
- Database Maintenance: Maintaining databank of all the resumes i.e. platform wise, experience wise etc. Maintained and updated potential candidate/client database for current and future job opportunities.

Sr. Technical Recruiter
Jan 2007 to Feb 2008
Responsibilities:

- Experienced in analyzing and understanding job requirements from account managers and clients.
- Experienced in searching/sourcing potential candidates from various sources viz., job portals (Monster, Yahoo Hot Jobs, Dice, Career Builder, etc.), Google, LinkedIn, company databases, referrals and networking.
- Screened and short-listed candidates in accordance with the client's resource requirements.
- Interacted with potential candidates through phone and email to understand their skill sets, communication skills, their availability and their suitability to client's requirements.
- Experienced in dealing with candidates with various work authorizations, like US Citizens, Green Card holders, H1B candidates, Candidates with EAD (L2 holders or H1 holders waiting for Green Card) etc.
- Experienced in negotiating rates on W2, 1099 and Corp-to-Corp (C2C) terms.
- Scheduled and coordinated interviews for candidates with clients as per the schedule requested by the account manager / client.

IT Recruiter (H1 B Bench Sales)
June 2006 to Dec 2006
Responsibilities:

- Strong experience on gathering requirements and coordinating with consultants on updating the resumes according to requirement.
- Strong experience on various job portals like Jobsearch.monster.com, www.careerbuilder.com www.dice.com www.hotjobs.com www.indeeded.com and Search Engines.
- Submitting candidates for suitable requirements whom they are comfortable with to vendor companies and keen follow-up on every submission done for them.
- Responsible to give rate confirmation for each client submission and follow-up starting from Scheduling interviews to till the candidate joins the client.

Previous Experience:

LIMTEX - 2004-2006 – Job Profile: Customer Care Executive

- Worked as out bound call center executive for a American Mortgage Company (US process) at **American Mortgage** for 6 months.
- Worked as out bound call center executive for a pharmaceutical company (US process) at **Pfizer** solutions for 12 months.

VIDYAPITH - 2005 - Job Profile: Computer Coach

- To teach Computer IT BASICS to the High school students.
- (Convergence of Technologies & Communication Technology, MS- Windows, MS-Office & C)
- To provide Information to the students on different concepts; Presentations based on latest trends.
- Preparation of monthly reports & also maintaining student's Record and up loading them to the

Data base.

- To Formulate and present the weekly, monthly, quarterly, half-yearly, annual reports to the management.
- Conducting seminars, presentations on related institutional topics. (Awareness programs like INTERNET, SCIENCE & other related School Programmers)

2.a.4 Eric Thomas – Team Lead

ERIC THOMAS
SENIOR RECRUITER

SUMMARY

- I have total 13 years' work experience in different domains including HealthCare, IT Consulting,
- Telecom, Finance in B-B and B-C and C-C business environment.
- Good knowledge on Different ERP tools for example SAP, PeopleSoft, Oracle functional, JDEdward etc.
- Worked on technologies like... Programmer, research associate, Quantitative analyst, QRM, Anti Money Laundering (ALM), Front Office, Middle Office, and Back Office based position, Trading Applications, Hyperion, Peoplesoft, etc.
- Proficient in internet searching tools including Dice, Monster, Corp to Corp, Career Builder, LinkedIn etc.
- More than 5+ years' experience working with US customers/Clients in AR (Account Receivables) Health care (US Collection B to B)) and US recruitment (B to C and B to B)
- I have 5+ years' experience in US recruitment/Staffing for contract, contract to hire and full time positions.
- I have a very strong working experience with US federal, US States, County, US government, that requires TSC (top security clearance), SC (security clearance) for US Citizen and some Commercial projects that include Health Care, Financial telecommunication, infrastructure, manufacturing, Energy etc.
- Strong understanding on US Visa i.e. H1, H1B, L1, L2, B1, B2, OPT, F1, H4, TN1, TN2, GC, EAD etc.
- Strong knowledge on US Tax Terms: -W2 (salary & Hourly), 1099, C2C, W2 (with and without benefits)
- US Tax Systems: -Federal Tax, Employer's Tax, State level Taxes, Employee's Taxes etc.
- Knowledge of H1 transfers procedure.

Education

- MBA IN IT

Area of Interest: -

Reading Books on innovation and discoveries, Meeting people from different culture and civilization, travelling to new and different beautiful places.

PROFESSIONAL EXPERIENCE:

Confidential
September 2014 to Present

Team Lead/Sr. Technical Recruiter

Software Tools: -Dice, Monster, CareerBuilder, Techfetch, Jobdiva, Taleo.
Clients:-State of NJ, Commonwealth of PA, State of DE, Commonwealth of Virginia, State of Arkansas, State of Maine, Comerica Inc., Gwnet County, State of Oregon, JDSU, Sunoco Inc. (Gas and Oil), BCBS of MI, New Castle County (Delaware), state of Michigan, State of Georgia, State of District Columbia, State of Iowa, BCBS of FL, Cardinal Health, Larsen &Turbo, Limited Brand (Merchandising)
Position:- IT Project manager, Architect, Program Manager, SAP/PeopleSoft Consultant, Programmer/Lead, GIS Analyst, DBA, Data warehouse, Software Engineer, Linux/Unix/WebSphere/Weblogic and SharePoint Admin, Network/System Admin, Cobol & Mainframe Programmer, SME, QA, BA and all non-It potions as well.

Responsibilities: -

- Currently working here as a Sr. Recruiter/Lead, handling a team of 5-10 recruiters, taking care of interviewing, training and briefing the new joining.
- Tracking a daily records of client requirements, assigning the jobs to the recruiters, quality submission on the job, client interview request, purchase order etc. Preparing the excel sheet for each recruiter's submission and interview request on daily basis
- Circulating the position to all vendors, working on Portals to get the best recent available resume with almost all required skills and all or some desired skill set in the minimum time period.
- Following up with my team members what requisition they are working, which one is on highest priority and setting a priority for all requisition asking them to work on those position as per his/her capability. Posting the job on LinkedIn, dice, c2c etc.
- At the time of purchase order, following up with vendor, preparing purchase order, doing reference check, following up with consultant regarding start date and their information, sending paper work to both the party (employer and consultant) and get them signed by them ASAP.

March 2012 to August 2014
Sr. Technical Recruiter

Software Tools: - Dice, Monster, CareerBuilder,
Clients: -All are Preferred Vendors i.e. Capgemini, AT&T, Wells Fargo, Lincoln Financial, Bank Of America, Microsoft, IBM, Bank Of NY etc.
Positions: - Java/flex/.net programmer, Cognos, BI, BO, sql server developer, oracle developer, oracle DBA etc.

Responsibilities: -

- Fetching the requirement from sales manager, posting them onto dice and C2C.
- Circulating the position to tier 1 and 2 vendors.
- Searching resumes on dice, discussing the requirement and after checking all required skills and education, submitting to the manager.
- Informing consultant about interview, providing feedbacks, following up with consultant's employer.
- Programmer, research associate, analyst, mechanical

Sr. Recruiter
January 2008 to March 2010
Oct. 2008 to March 2012
Clients:- Investment Banks - Goldman Sachs, Morgan Stanley, JPMorgan Chase, Bank of America, BOA- Merrill Lynch, Deutsche Bank, Citigroup, Credit Suisse, Barclays Capital, UBS, HSBC, Nomura Holdings, RBC Capital Markets, BNP Paribas, The Royal Bank of Scotland Group, TD Securities, Jefferies Group, Bank of New York Mellon and Bloomberg
Position: -Programmer, research associate, Quantitative analyst, QRM, Anti Money Laundering (ALM), Front Office, Middle Office, Back Office based position, Trading Applications, Hyperion, PeopleSoft, etc.

Responsibilities: -

- Working with direct and layers requirements, making calls to the potential candidates for a job, getting hold on him/her and submitting ASAP.
- Handling queries for a job posted on company's job portal, also working and floating jobs into the internal database
- Searching resumes for both permanent and contractual position, knowing their Visa status,
- Availability to join, salary discussion/rate negotiation, arranging telephonic interview with the client, fetching feedback from client for a candidate in case of rejection.
- Checking all the required and highly desired skills on the resumes and doing a cross check with their projects (if that is genuine or not), if all is fine, then getting skill matrix done along with RTR (right to represent)
- Building rapport with a potential candidate whose interview is expected from client end, after interview is done, keeping the candidate warm till we receive any feedback.

Process Associate
February 2007 to March 2008 Job
Responsibilities: -

- This was a typical B-B US based health process, where we to keep track of patient/customer's medical/health claims.
- Once the heath care/medical services are given to the patient, a claim is raised to Health care insurance companies on behalf of the patient.
- Doing a continuous follow up with insurance agents regarding a claim and keeping the record accordingly.
- Involving into 3-way verification on a health claim, claim received (reconfirmation the mailing address), claim status (active or not) and final status (denied, paired, rejected etc.) and updating track on CRM.
- Some of few health insurance companies were BCBS, Molina, Cigna, UnitedHealth Care, Nationwide, Blue care Networks, Medicare, and Medicaid etc.

Customer Care Executive
January 2006 to February 2007
Responsibilities: -

- Inbound customer care services, handling customer's call regarding network connection And handset and updating notes into company's software (CRM)

- Calls were about new connection, call charges, compliant and request for activation of Any Airtel live services on their handset.
- Checking their numbers into different software putty, CRM and providing the requested information at the earliest timings.
- Maintaining 100 % quality and customer satisfaction in order to resolve customers Problem and providing them the exact SLA (service level agreement) for resolution.

2.a.5 John Turner – Sourcing Specialist / Quality Analyst

JOHN TURNER
LEAD RECRUITER

SUMMARY:

Recruitment Lead with 8+ years of relevant experience in the US Recruitment and placement of candidates for both private sector and Public sector organizations. Talent acquisition experience includes placement of candidates in various aspects of the career life cycle including entry level professionals to C-suite executives.

EDUCATION:

M.B.A IN H.R

SKILLS:

- **Recruiting Function:** Recruitment & Team Building, Key Relationship Management, VMO Management, Client Satisfaction and Account Management & Development.
- **Vertical Expertise:** Private Sector (Non-Profit Corporations, Telecom, HealthCare, Banking, Finance, Manufacturing and, IT Company). Public Sector (City & State Government, State County)
- Technology Expertise:
- **Web:** HTML, CSS, JAVASCRIPT, PHOTOSHOP, PHP,
- **Database:** ORACLE 9i, 10g-**certified**, MYSQL, DBMS, RDBMS.
- **System and Internet:** Microsoft, Linux Redhat and Cisco
- **Business Applications:** Microsoft Word, Excel, Access, PowerPoint (Office Suite), Microsoft Outlook and Outlook Express, Lotus Notes.
- **Internet Search Techniques:** X-Ray search technique, Boolean search technique.
- **Applicant Tracking Systems (ATS):** BULLHORN, JOBDIVA and SENDOUTS SURG
- **Vendor Management Office/Systems (VMS/VMO):** FIELDGLASS, ETEMP, BEELINE, WAND and IQNavigator.
- **US-Work Permit and VISA Knowledge:** TN-permit, E3, F1 (OPT & CPT), H1-B, E.A.D, G.C, U.S-Citizen
- **US- Professional Tax Term Knowledge:** W2 (Hourly and Salary), 1099, Corp to Corp (c2c), Contract to hire, permanent and fulltime, Per Diem.
- **Job Board Experience:** Dice.com, Monster.com, CareerBuilder.com, and corp-corp.com. (Other free Job Boards – Jobvertise.com, scguild.com, craigslist.com, devbistro.com and Google, Google Group). Social Networking: LinkedIn
- **Skills Recruited for:** Software Developer, Software Engineer, Software Testing, Middleware Technologies, Business Analyst, Data Analyst, Architect(enterprise/solution), Project Manager, Program manager, Director, ERP, Infrastructure(System/Network), Web Developer, Information

Architect, Mainframe, Data warehouse, Data Modeling, DBA, Application DBA, ETL, Informatica, Business objects, Business Intelligent, Mobile Technologies (Android/Apple/mac), Mechanical and Electrical Engineers.

- **Infrastructure Requirements:** Support, Admin, Engineer, Architect, manager, NOC, System/Network, Telecom (CISCO, AVAYA, JUNIPER, GENESYS, SONET, NOKIYA etc.,) SYSTEM (Microsoft, Unix, Linux, Solaris, AIX etc.,)
- **Financial Domain Requirements:** Front office, Back Office, Middle Office, Trade Floor Support, Trading Applications, Risk Mgmt Applications, Market Data, Credit Data.
- **Financial Skills:** Investment Mgmt, Investment Banking, Fixed Income Products, Foreign Exchange, Equities, Bonds, Swaps, Options, Derivative, Wealth Mgmt, Risk Mgmt, Trading, Banking, Accounting, Auditing and Brokerage.
- **Engineering Recruitment:** Electrical and Mechanical Engineers, Pharmaceutical Equipments and Instruments, Aerospace Industrial Machines and Equipment, HVAC Equipments, HAZMAT/ hazardous material, Validation (oq/pq/iq),

PROFESSIONAL EXPERIENCE:

Confidential – (June 2014 – Till Date)
Sr. IT / Technical Recruiter (Lead)
Pharmaceutical: Genentech, Abbott, Sanofi, Johnson & Johnson, Aerospace/Aionics: Honeywell, Beat LLC,
Government Clients: NYC State and City Depts like DOITT, NIH, Telecom: Verizon, Frontier Comm, Qualcomm
***Senior* Technical Recruiter**
Work for Clients: Wall Street Financial Clients Client List:
Invest Banks: *Goldman Sachs, Morgan Stanley, JPMorgan Chase, Bank of America /Merrill Lynch, Deutsche Bank, Credit Suisse, Barclays Capital, UBS, Nomura Securities, RBC Capital Markets, BNP Paribas, The Royal Bank of Scotland Group, TD Ameritrade, Jefferies Group, bank of tokyomitsubishi.*
Big Four (audit firms): *Ernst & Young and KPMG*
Other Financial Companies like *Thomson & Reuters*
Pharmaceutical Company: *Johnson & Johnson*
Major Accountabilities: *Recruitment, VMO Account Management and Training*

- Worked as a Lead Recruiter.
- Handled both Managerial-Driven and VMO requirements.
- **VMO:** FIELDGLASS, BEELINE, WAND and IQNavigator
- Used **Bullhorn** for the Recruitment Activities.
- **Job Boards:** Dice, Monster, CareerBuilder, Ladder, Techfetch and Bullhorn (Internal Resume Database-Bullhorn).
- **Developed** a good understanding of technical job requirements based on Investment Mgmt, Investment Banking, Fixed Income Products, Foreign Exchange, Equities, Bonds, Swaps, Options, Wealth Mgmt, Risk Mgmt, Trading, Banking, Accounting, Auditing and Brokerage.
- Mainly worked with tax terms - **W2, c2c and Fulltime.**
- **Trained** fresher and junior recruiters.
- **Main Activities**: Get the requirement from Sales manager and VMO - Study it - Posting - Mass e- Mailing - Resume search and cold calling - lock the candidate and get the deal done - Submit the resume on VMO or to Sales Manager - Update the activities on Bullhorn - Follow-up with the

Sales Managers - Interview Setup and Placement.

Senior Technical Recruiter

Worked for Clients: *Goldman Sachs, Morgan Stanley, JPMorgan Chase, Bank of America, BOA-Merrill Lynch, Deutsche Bank, Citigroup, Credit Suisse, Barclays Capital, UBS, HSBC, Nomura Holdings, RBC Capital Markets, BNP Paribas, The Royal Bank of Scotland Group, TD Securities, Jefferies Group, Bank of New York Mellon*

Major Accountabilities: *Recruitment and Training*

- Worked as an Individual Team Player
- Used ATS called **JOBDIVA** for resume search and other recruitment activities.
- Job Boards: **JOBDIVA, Dice, Monster USA, CareerBuilder**
- First level **Tech screening** of the consultants.
- Mainly worked with tax terms - **W2 and individual c2c.**
- **Trained** fresher and junior recruiters

Main Activities: Get the requirement - Study it - Posting - Mass e-Mailing - Resume search and cold calling - lock the candidate and get the deal done - Submit the resume on Etemp - Update the activities on the Job diva - Follow-up with the sales Managers - Interview Setup, Paperwork and Placement.

3 RESUMES OF OUR TECHNICAL STAFF

To illustrate the Qualifications of our candidates, Diskriter has provided the resumes below:

3.a Senior Web Application Analyst – Akhil

Professional Summary

- **G. Card holder currently looking for new opportunities and open to RELOCATE.**
- Lead /Senior .NET professional having 12+ years of experience in Service Oriented N-Tier Enterprise Wide Web Applications in Microsoft .NET Environment using ASP.NET, MVC, MVVM, WCF, Web API, Entity Framework, C#.NET, ADO.NET, LINQ, XML, Web Service, Windows forms, Web forms, IIS, MS SQL Server
- Extensive development in Rich Experience in leveraging Windows Communication Foundation (WCF), Web API, Windows Presentation Foundation (WPF), Web Services and Language-Integrated Query (LINQ) as core technologies.
- Expertise in .NET Design Patterns, Frameworks such as Model View Controller (MVC), MVVM and multiple JavaScript.
- Strong Knowledge of HTML, CSS, JavaScript/JQuery, XML.
- Experience with ASP.NET and its components: AJAX, LINQ to XML, LINQ to Objects, LINQ to SQL
- Experience in writing Database queries, Store Procedures and Triggers (PL/SQL and T-SQL (Transact-SQL)).
- Good experience in JavaScript Framework such as Angular JS and JQuery bundling. Experience in designing Web pages and programming with client side and server side Web Technologies such as ASP.NET, AJAX, JavaScript, JQuery, HTML, CSS, and XML.

Education

- Masters, Computer Sciences - New Jersey Institute of Technology - 2008
- Bachelors, Computer Sciences - University of Mumbai - 2004

Certifications

- Microsoft Certified Solution Developer (MCSD)
- Microsoft Certified Solution Developer Visual Studio 6 (MCSD)
- Microsoft Certified Application Developer (MCAD)

Technical Skills

Languages & Technologies	.Net Framework, Visual Studio Test Project, Coded UI, C#, ASP.Net Web Forms, ASP.Net MVC, HTML5, CSS, AJAX, JavaScript, JQuery, AngularJS, WCF, Web Services, REST Services using Web API, ADO.Net, IIS, LINQ, LINQ to SQL, SSIS, SSRS., Windows Forms, Windows Service, XML, XSLT, Windows Workflow Rule Engine, Microsoft Office Interop, Open Xml, Windows Media Encoder SDK
Tools & APIs	Visual Studio, HP Quality Center, HTTP Fiddler, Team Foundation Server, Toad, IBM Data Studio, Telerik Controls, Log4Net, High Charts, Report Viewer, PayPal & Cyber source payment gateway APIs
Databases	MS SQL Server 2014/2012/2008R2/2008, ADO.NET, Entity Framework, LINQ, Oracle 11g/10g/9i, MS Access

Professional Experiences

Morgan Stanley New York, NY, Lead / senior .Net Consultant Nov 2016 – Current

- Requirement discussion of enhancements with business analysts and users as well as coordinating with other teams like Mainframe for debugging production issues and development team for deployment for MSIs.
- Led team through Design and development of features like visibility rules as per user role in all the layers (SQL, WCF and UI) as well as implementing new processes in Windows service.
- Defect fixing in all the layers.
- Developed a testing framework for the Calculation utility using Visual Studio Test Project.
- Developed a SQL table driven Coded UI test application for regression testing projects.
- Designed .RDL files which retrieves data using SQL Stored Procedures and deployed on SSRS server for Export document functionality in the application.
- Implemented audit logging using Log4Net

Environment: ASP.NET MVC 5, C#, WCF, JavaScript, JQuery, HTML, CSS, SQL 2012, SSRS, IBM MQ, Windows Service, Log4Net, NET 4.5. Tools: Visual Studio 2013, TFS.

BANK OF AMERICA / MERRILL LYNCH New York, NY, senior .Net Consultant Jun 2015 – Nov 2016

Understanding and analyzing the client's requirement and design windows applications by using WPF for internal submission checking

- Wrote stored procedures and SQL statements to access data from SQL Server 2014 Database.
- Used Data Grids, Data Sets, Data Views and Data Adaptors to extract data from backend.
- Implemented abstract, sealed classes, interfaces and classes to construct the business and data tier using C# and Entity Framework

- Designing a Web application, consider using techniques such as caching and output buffering to reduce round trips between the browser and the Web server, and between the Web server and downstream servers.
- Generate new unit test for new added function and Business rules.
- Updated the SDK for WCF service.
- Using T-SQL to extract XML information from database for analysis.
- Generate SSRS report by using store proc and deploy it on the internal server for daily checking.
- Using .Net to extract information from xml file and create an object for data transfer.
- Create applications for synchronizing the information form IRS by using WCF service.
- Developed Web forms using C#. Coding Business Logic in C# & ADO.NET.
- Coding for the Production fixes and enhancements, Preparing Unit Test Case documents.

Environment: C#, MVC 4.0,HTML5, JSON, CSS3, JQuery, ADO.Net, SQL Server 2014, SSRS, SSAS, WCF, SOA, Visual Studio.Net 2013, .Net Framework 4.0/4.5, WCF, ASP.NET 4.0/4.5, Team Foundation Server(TFS), XML, XSLT,LINQ, XSD

Citi Group Jersey City, NJ, senior .Net Consultant **Nov 2013 – May 2015**

- Development data layer, service layer and web mvc4 presentation layer using WCF and Entity Framework.
- Use dependency injection with Unity pattern for communicating with different services.
- Used Auto Mapper with Builder Pattern to populate the target class data from source class.
- Using Repository and Unit of work pattern to create an abstraction layer between the data access layer and the business logic layer.
- Building controllers and views tightly integrated with the razor UI and JQUERY.
- Using Ajax / JSON communication with JQUERY.
- Build common MVC helper controls to be across the application, like Editable Grid, Tab control etc.
- Converted the project to Code First approach.
- Work on client side and server side Common Framework modules.
- Build Custom Model Validator Action Filter Attribute and Data Annotation Model Validator Provider, while helps to validated specific Sub Models based on the configuration mention in the Action Filter.
- Create Custom Validation attributes/Validation Attribute custom/business validations and passing the response back as JSON Error result class.
- Created Editable Grid control which will take care of add, edit and delete by configuring the parameters.
- Passing the complex object of multiple pages to server side and having the default Model Binder properly map them.
- Used Revealing Module Pattern for client side.

Environment: C#, MVC 4.0,HTML5, JSON, CSS3, JQuery, ADO.Net, SQL Server 2014, SSRS, SSAS, WCF, SOA, Visual Studio.Net 2013, .Net Framework 4.0/4.5, WCF, ASP.NET 4.0/4.5, Team Foundation Server(TFS), XML, XSLT,LINQ, XSD

J.P. Morgan Chase Jersey City, NJ, Senior .Net Developer **Aug 2011 – Oct 2013**

- Designed & coded a NodeJS / Angular (SPA) web site (mean stack).
- Used Node to serve up an Angular SPA, and to proxy REST calls from Angular, to Node, to a legacy Oracle/Maven/Spring system, and back to Angular.
- Configured Node to provided caching functions to lower bandwidth to the Legacy system.
- Created Angular SPA, which performed isothermal and adiabatic type load calculations for three types of environments (economy, fixed and area); each with unique inputs.
- Used Mocha / Chai for testing
- Authored using Windows 10, VSCODE, Angular 1.5
- The Angular app also included toast messaging services. The Node portion used NPM, and GRUNT, with tasks for building less/sass, testing, and running the app from the command line (via NPM or GRUNT).

International Federation of Red Cross (IFRC) Washington D.C, MD, .Net Developer
Nov 2009 – Jul 2011

- Requirement discussion with business users.
- Developed templates required to create Single Page Application (SPA) using HTML5, Bootstrap CSS, JQuery and AngularJS 1.2.
- Created controllers, services to access data from backend using Web API, filters to translate business terminologies to user-defined words, custom directives to allow Numbers only, Date picker control, etc.
- Coordinating with other teams like Mainframe for debugging issues and development team for deployment of MSIs.

Environment: AngularJS, Web API, Bootstrapping, C#, JavaScript, JQuery, HTML, Log4Net, Highcharts API, IBM DB2, .Net 4.5. Tools: Visual Studio 2013, TFS.

Citi Group, Jersey City, NJ, .Net Developer **Feb 2007 – Oct 2009**

- Created the objects using C#.NET for different Modules.
- Created events for the server side components using ASP.NET.
- Developed Custom Web Controls created User Controls to include in the Web forms using ASP.NET
- Involved in the development of business logic like validations and error handling.
- Wrote the ASP.NET Web forms for user interface.
- Developed custom controls for Windows Forms using C# .NET.
- Involved in the development of Objects using ADO.Net to implement business logic like maintaining state information and database operations.
- Created stored procedures, views and triggers.
- Involved in writing the CSS for the application.
- Involved in writing Technical Documentation.
- Extensively worked on data binding with different ASP.NET Server Controls.
- Developed Database Design and Troubleshooting using SQL Server 2008.

Environment: ASP.NET 2.0, VB.NET, C# 2.0, MS SQL SERVER 2008

Akstech Solutions Pvt. Ltd., India, .Net Developer **Nov 2004 – Sep 2006**

- UML design documentation

- Create plan to migration of application from N Tier to MVC 3.0 architecture
- Implement POCs for the design and architecture of the system
- Code review and reviewing unit test script code coverage Business discussions and requirements gathering with business stakeholders
- Creating solution architecture with respect to all technical stakeholders like back end service and global elements and other modules of Merrill site
- Unit test script creation
- Production support and Enhancement change management
- Creating TFS deployment scripts and deployment cycle management
- Taking responsibilities in project management process improvement tasks
- End to end deployment cycle execution

Environment: C# 3.5/4.0 Asp.net 3.5/4.0, MVC 3.0, HTML, JavaScript, JQuery, AJAX, JSON, WCF, HTML5, Visual Studio 2008/2010, TFS 2008/2010, Fiddler, Firebug 1.11, Developer Tool, HPALM 11.0

3.b Web Application Analyst – Jan Supolik

Professional Summary:

- An application developer with over 13 years of experience in information technologies, developing Thick client Windows, Real-time, Mobile as well as Web applications.
- Work experience in the financial, real time trading (ATS - Alternative Trading System, Dark Pool), fixed income, insurance, media, health care, telecommunications industries
- *Core skills include* **C# 7, WPF, Silverlight, XAML, MVVM, MVVM Cross, Prism, Xamarin iOS, Xamarin Forms, ASP.NET MVC, Mobile Development, Web API, REST, WCF, Microsoft .NET 2.0/3.5/4.0/4.5, .NET Core, ADO.NET, Azure, Entity Framework, SQL Server, UI, LINQ.**
- Designed and developed web applications in ASP.NET using C#, ASP.NET, XML, HTML, CSS, Java Script, Ajax, ASP.NET MVC, AngularJS, HTML5, Typescript, jQuery, Bootstrap.
- Advanced knowledge of database modeling concepts, stored procedures and query building.
- Experienced in Microsoft Application building blocks for .Net projects (data access, user interface design, **multi-threading**, **async programming,** TPL (Task Parallel Library), reflection, data structures and generics).

Education:

- University of Zilina, Slovakia - Master's Degree in Electrical Engineering - Faculty of Telecommunications (2004)

Software/Hardware:

Languages	C# 7, VB.NET, Visual Basic, C/C++, XML, XAML, LINQ, TPL, Typescript
Object Design	NET Framework 1.1-4.6, .NET Core, OOAD, Design Patterns
Desktop	WPF, Prism, MVVM, Silverlight 4/5, Dependency Injection, IoC, Unity, MEF, multi-threading, async and parallel programming, Moq, FluentAssertions, Rx Reactive Extensions, .NET Remoting, TCP/IP (Protocol Buffers and TIBCO)
Web Technologies	ASP.NET, MVC, AngularJS, HTML, AJAX, ADO.NET, CSS, SOAP, JavaScript, HTML5, jQuery, Typescript, JSON, WCF, Web API, REST Services, Bootstrap
Mobile Development	Xamarin, Xamarin iOS, Xamarin Forms, XCode, Xamarin Designer, UWP, Window 8 and Windows Phone 8
Databases	MS SQL 2005-2014, Entity Framework, Dapper, NHibernate, Oracle, SQL Lite

Version Control	Team Foundation Server, Visual Source Safe, Git, SourceSafe
Other tools	Telerik, Infragistics, Devexpress, ReSharper, Team City, VSTS
Methodologies	Scrum, Agile and Waterfall, Jira, Confluence
Other	Azure, Azure Web Services, Cloud, Windows, IIS, Visual Studio 6.0, Visual Studio .NET 2003 - 2017, UNIX, LINUX, Windows Server, Expression Blend, UI, UX.

Professional Experience:

Microsoft, New York, NY, Senior C# .NET Xamarin/WPF Developer **January 2017 – present**

Part of Microsoft team developing mobile cross-platform applications (UWP, Xamarin iOS,, Xanarin Forms) for local government agency.

Responsibilities:

- Involved in technical design, high-level architecture development and team members guidance.
- Data consumed via REST services (JSON) using Web API and Azure Synch.
- Development and creating architecture for mobile cross-platform applications utilizing Xamarin iOS, Xamarin forms and UWP.

Environment: C# 7, NET 4.6, Xamarin, Xamarin iOS, Xamarin Forms, UWP, Window 8 and Windows Phone 8, WPF, XAML, XCode, Xamarin Designer, XML, JSON, VSTS, MVVM, MVVM Cross, PRISM, MVVM Light, LINQ, Azure Synch, Web API, Async Programming, TPL, iOS API, MVC, Microsoft Visual Studio 2015, 2017, REST, Telerik Controls, Blend, AutoMapper, Fiddler, IoC, SQL Server, SQL Lite.

Liquidnet, New York, NY, Senior WPF Developer **Sept 2015 – Dec 2016**

Senior member of front end team responsible for reinventing the company's core alternate trading system (ATS - Alternative Trading System, dark pool) used by institutional investors to negotiate directly or use algorithms to access liquidity and anonymously trade thousands to millions of shares in single trades in Liquidnet.

Responsibilities:

- Developed the current trading application, to provide real-time trading functionality from order creation and management, to negotiation, to execution and post-trade analytics.
- Communication with server established over TCP/IP (Protocol Buffers and TIBCO) messages
- Participated in developing prototype of Mobil version of ATS using Xamarin Forms

Environment: C# 6, NET 4, WPF, XAML, XML, MVVM, LINQ, Rx Reactive Extensions, Task Parallel Library, Microsoft Visual Studio 2015, Unix, Oracle, DevExpress, Git, Team City, Microsoft Expression Blend, Fiddler, Unity Container (Dependency Injection), Ioc, Xamarin, Xamarin Forms, .NET Remoting, TIBCO messaging, Thomson Reuters market data provider, Protocol Buffers, AngularJS, HTML5, Typescript, Jira, Confluence

IntegriDATA Financial Technology Consulting, New York, NY, Tech Lead/Senior WPF Developer Feb 2013 – Aug 2015

FR101 is a full scale enterprise solution for Fundraising management (UJA Federation is client). It provides a wide variety of solutions for different departments within the organization like Operations, Fundraisers and management.

Worked on Fixed income WPF trading application (integriData)

Responsibilities:

- Involved in technical design, high-level architecture development and team members guidance.
- Developed VSTO Excel Add in for easy data consolidation and manipulation.
- Data exposed via REST services (JSON format) using Web API.
- Delivered Mobile version of application using Xamarin, using share code from desktop application

Environment: C#, NET 4.5, WPF, XAML, XML, JSON, MVVM, PRISM 5, LINQ, ASP.NET MVC 4, Web API, Async Programming, Task Parallel Library, Microsoft Visual Studio 2012, Dapper, Log4Net, REST, Entity Framework, IIS 7.0, UI, MS SQL server 2012, Telerik Controls, Microsoft Expression Blend, AutoMapper, Fiddler, Unity Container (Dependency Injection), Inversion of Controls, Jira, VSTO Excel Add in.

New York Life Insurance, New York, NY, Senior WPF/Silverlight .NET Developer Sept 2010 – Jan 2013

Purpose of FTISg application is to create the next generation illustration system. The objective of this WPF thick client application is for business users to be able to create and quickly deploy new products as well as update existing life Insurance, term insurance and annuity products.

Responsibilities:

- Used Microsoft patterns & practices recommended PRISM framework with features such as regions, modules, event aggregators, delegate commands in implementing (MVVM) Model-View-ViewModel design pattern to develop RIA rich user interface (UI) WPF and Silverlight application.

Environment: C#, NET 4.0, WPF, Silverlight 4/5, XAML, MVVM, PRISM 4, LINQ, WCF, Microsoft Visual Studio 2010, VSTS, IIS 6.0, UI, MS SQL server 2008, Infragisitics Silverlight Controls (NetAdvantage), Microsoft Silverlight toolkit controls 4/5, Devexpress, Microsoft Expression Blend 4/5, Fiddler, IoC

Chiropractic Leadership Alliance/Creating Wellness Alliance, Mahwah, NJ, C# .NET Developer Jun 2007 – Sept 2010

Development and maintenance of web-based and windows based applications for chiropractic centers and for internal use.

Environment: C#, WPF, Silverlight, XAML, Windows Forms, VB.NET, VB6, ASP.NET, .NET Framework 1.1, 2.0, 3.5, LINQ, ADO.NET, WCF, Web Services, MVVM, Windows Service, Visual Studio 2003 - 2010, HTML, CSS, XML, Java Script, Ajax, SQL Server 2005 /2008, IIS 6/7, Windows Server 2003.

Siemens System and Program Engineering, Zilina, Slovakia, IT Developer Feb 2005 – Feb 2007

Development & maintenance of software for SIEMENS switching center (SS7, CCS7 - Common Channel Signaling System) mobile and fixed exchanges.

Environment: CHILL, C#, ADO.NET, ASP.NET, Unix, Linux, Citrix server, Visual Studio 2005, Easy Script, RDBMS, .NET Framework 2.0, SQL Server 2005, Windows Forms

3.c Senior Mainframe Application Analyst - Barlin Joseph

Professional Summary

Over 14 years of experience in IT as a **Senior Developer** with specialization ranging from **Mainframe** application development to provide articulating business solutions. Expertise in complete SDLC processes which involves Discovery of requirements, Gathering functional/technical requirements, Proof of concept, Gap analysis, Converting functional to technical Spec, Analysis of the specifications

provided by the clients, Impact Analysis, Estimation, ROM, High Level Design, Review, Detailed Design, Coding, Unit Testing, System Testing, Integration Testing, Regression Testing, UAT, Go Live, Post Go Live Support and production Support

- Mainframe Developer for mid-to-larger scale projects to understand the requirements and responsibilities and to deliver a successful solution
- Have high proficiency in Mainframe, Programming and Data Warehousing concepts.
- Worked extensively in COBOL II, JCL, CICS, DB2, VSAM, IMS/DB, IDMS, MQ Series, Stored Procedure
- Worked extensively in Natural ADABAS (Batch and Online), JCL, MLS, ADAUTIL and Predict
- Worked extensively in Micro Focus Cobol, Pro*COBOL, RM Cobol, Vi Editor & UNIX Shell Scripting.
- Have experience in writing 32000 lines of code (Shipment Tracking CICS program)
- Expert in CICS Programming (MQ Series, containers and channels), root cause analysis, proposing solutions and solving problems.
- Face-to-face work experience with Nissan Business User, Business Analyst for fixing UAT issues and successful completion of UAT, implementation and post implementation support.
- Written many new batch and online programs, Online (CICS) to Batch (COBOL) conversions, IMS to DB2 conversions, IMS to SAP Migration and IDMS to DB2 conversion Projects.
- Have experience in Minor/Major Enhancements, Migration, Bug Fixing and Production Support.
- Have experience in TELON Online programs, conversion of TELON online to batch scan programs.
- Have experience in converting IMS data into XML format and Sunset of legacy mainframe system.
- Stand up to take responsibilities for any shortcomings from team or self.
- Lead, co-ordinate a team and worked in an agile project. Played a role like Senior Developer, Tech Lead, Batch Monitoring and Production Support.
- Experience in writing Unix Shell scripts (Encryption, Decryption) and scheduling jobs.
- Experienced in full life cycle trouble (tickets) and change request (CR) management.
- Received Extra Mile Award from client Nissan USA for Legal Data Extract & Production Support.
- Experience in Nissan Vehicle lease payment processing (PEP+ from Fiserv), ACH, Claim processing,
- Billing, payments, Credit Card Transaction Processing (Vision PLUS), Reconciliation, RTGS and Core Banking Solutions, SWIFT and ATM Switch Interfaces.
- Experience in Automotive, Banking, Insurance, Investments, Child Care and Health Care domains.
- POC done in common module (CMBUSDAY Business Rule & Data Model) for UPS.
- Having knowledge in SAP FICO Module, Java programming, Big Data, AWS and Azure Cloud.
- Strong team player, commitment towards learning, possesses excellent communication, and Interpersonal skills

Skills:

Technical Skills	VS-COBOL II, JCL, CICS, VSAM, DB2, IMS DB, IDMS, NATURAL, ADABAS, Stored Procedures, Assembler, Focus, EASYTRIVE, PANVALET, ENDEVOR, FILE-AID, Smart Test, MLS, PRINCETON, FILE MANAGER, SPUFI, QMF, Predict, Security Pro*Cobol, Animator, Micro Focus COBOL, RM-COBOL,COBOL-WOW, Oracle 8i, HP-Unix, Unix Shell scripts,

	Sun Solaris, LOTUS NOTES, Vi Editor, VSS, MPP, MSMQ, Rally and JIRA.
Domain Skills	Automotive, Insurance, Banking, Investments, Claim Process, Billing , Payments, Child Care and Health Care.
Trained Skills	Java, SAP, Big Data (Horton works Data Platform/Cloudera), Apache Hadoop Cluster Setup, Spark, Scala, MySQL, Sqoop, Flume, Hive, HBase, Python and Informatica.

Experience:

Client	Designation	Duration (Month/Year)
Edward Jones, St. Louis, MO, USA	Senior Programmer Analyst	Jan'2020 to Till Date
MAZDA, Irvine, CA, USA	Senior Mainframe Developer	Jun'2019 to Jan'2020
NISSAN, Franklin, TN, USA	Senior Mainframe Developer	Nov'2006 to May'2019
CUNA Mutual Group, USA	Mainframe Developer	Feb'2006 to Oct'2006
HSBC Bank, PUNE,INDIA	Mainframe Developer	Jan'2005 to Feb'2006
Janata Bank, UAE	Pro*Cobol Developer	Apr'2004 to Jan'2005
Corporation Bank, INDIA	Micro Focus Cobol Developer	Feb'2003 to Mar'2004

Education:

Degree	Institution/University	Year of Passing
M.B.A (Finance)	Periyar University	2004
M.C. A (Computer Application)	Adaikala Matha College/Bharathidasan	2001
B.Sc. (Maths)	Annai Velankannai /Manonmaniam Sundaranar	1998

Professional Summary

Edward Jones, St. Louis, MO, Date Till **Senior Mainframe Developer** **Jan'2020 to**

IDMS Abandonment: Replace IDMS Check Point/Restart calls with DB2 Check Point/Restart calls; Use existing DB2 table columns by replacing IDMS record fields. Replace IDMS Records by introducing new DB2 tables.

Responsibilities: -

- Code changes done for replacing IDMS Check Point/Restart calls with DB2 Check Point/Restart calls.
- Code changes done for replacing IDMS records with DB2 Tables.
- Smoke testing completion and assigning the code into walk-list for DBA/Peer Review.
- Unit testing done with Production/IDMS code and Test/NON-IDMS code in CLONE region.
- UAT Support, Implementation activities, Implementation & Post Implementation Support.

MAZDA, Irvine, CA, Senior Mainframe Developer **Jun'2019 to Jan'2020**

West Coast Ports Strategy: The first phase of this project is to setup two new west coast ports WL (Wilmington) and BE (Benicia) and process its data in ePort application which will be operational in place of existing NC (National City) port. The second phase of this project is to help profitably of MC by enhancing its system to provide complete support for new Huntsville plant.

Responsibilities: -

- Impact Analysis, Preparation of High-Level Design, Detailed Design & Unit Test Case Preparation.
- Analysis of new SP definitions, Written New Cobol Stored Procedures, SP changes & unit testing.
- Batch program changes & unit testing, written new EDI JOBS for data extraction & transmission.
- CICS MQ program changes & unit testing, unit test result preparation, STC Preparation & Review.
- System and Integration testing with Java team and another vendor (Infosys) team.
- UAT Support, Implementation activities, Implementation & Post Implementation Support.

Nissan, Franklin, TN, Senior Mainframe Developer **Nov'2006 to May'2019**

IMS to SAP Migration: Production purchasing processes on mainframe will be retired, by migrating most of the IMS components to SAP or by removing IMS segments which are no longer required or replacing IMS segments with DB2.

Responsibilities: -

- Discovery Phase: Understanding of current system, gathering requirements & defining project scope.
- Impact Analysis, Prepared component list, Estimation done and arrived ROM for project approval.
- Did analysis for introducing new DB2 Tables. Field mappings between IMS Segments and DB2 Tables.
- Instead of Detailed Design Doc, prepared High-Level Design Document for all the impacted programs.
- Prepared specification document for the existing complex programs and new CICS MQ program.
- Did field mapping between SAP Screen fields and DB2 Tables for removing CICS screens.
- Introduced Vendor Master SAP Screen for replacing CICS programs which are having IMS DB.
- Executed this project in Agile, program changes & Implementations are done by IMS DBD wise.
- Written New CICS MQ Program to receive data from SAP then validate, process and store it into DB2.
- Coding changes done for converting complex CICS IMS programs to CICS DB2 programs.
- Written Data comparison programs between IMS Database and DB2 Table.
- Written six onetime programs for migrating data from IMS Database to DB2 Table.
- UAT Support, Implementation activities, Implementation & Post Implementation Support.
- Written few onetime programs to fix issues as part of implementation support.
- Taken end-to-end responsibility to complete this project successfully within the timeframe.

IMS Conversion to DB2 Services: Replace IMS XRST/CHKP calls with BMC ARCXRST/ARCECHK calls; Use existing DB2 table columns by replacing IMS segment fields. Replace IMS DBD's by introducing new DB2 tables.

Responsibilities: -

- Detailed Design & UTC doc preparation for replacing IMS CHKP/XRST with BMC ARCECHK/ARCXRST.
- Coding changes done for replacing IMS CHKP/XRST with BMC ARCECHK/ARCXRST.
- Regression Testing done with Production/IMS code in one region and Test/NON-IMS code in another
- Region with same data. Both Test Results should match, both check point and restarted from the Record should match.
- Review of Detailed Design and Regression Test Result which are done by other team members.
- Package Creation, Implementation activities, Implementation & Post Implementation Support.
- Written Data comparison programs between IMS Database and DB2 Table.

CPO RESPEC BACKLOG: Order Management System will allow the Nissan Dealer to order/request vehicles based on the availability on the OMS web screen. This request will come from JAVA to Mainframe thru Host Bridge. Request will be validated and processed at mainframe side and send the response back to the OMS web screen.

Responsibilities: -

- Detailed Design & UTC doc preparation for Batch and CICS Program changes.
- Batch & CICS Program Changes done, written new JCL for matching files, loading data into VSAM.
- Unit Testing, System and Integration testing done with Java Team.

Lease EOT: The scope of this project is upgrading our lease payment processing system to support Fiserv PEP+ Automated Clearing House.

Responsibilities: -

- MQ CICS (without screen) programs modified to receive and send lease payment details to Fiserv.
- Prepared Detailed Design Document and Unit Test Cases for converting CICS VSAM program to Batch VSAM program. This was an accounting related complex program with 14,000 lines of code.
- New Batch VSAM program written without missing any business rule.
- Able to complete and got approval from business before the approval date.
- Integration testing with Fiserv team and UAT support.

Order Tracking System (OTS): This project will provide a system having the ability to receive an order from a business partner or another plant, schedule, ship, and track the orders.

Responsibilities: -

- Prepared Detailed Design Doc & Unit Test Cases for more than 10 new CICS DB2 Programs.
- Written more than 10 New CICS DB2 programs using CICS containers and channels and completed Unit, System testing and UAT.
- Written new common module for selecting proper route code based on the input parameters.
- Written new CICS DB2 program (Shipment Tracking) with 32,000 lines of code with 250 test cases, 4 main screens and 7 popup screens. As per client request, travelled to USA for doing UAT in front of the business users, UAT went around 4 months.

Claim Processing Information Analysis (CPIA): The CPIA system is the claims processing system at NNA and is used to process claims from dealers affiliated to NNA, Nissan Canada, Nissan Puerto Rico and Nissan Guam.

Responsibilities: -

- RTB (Run the business) or Production Support, Incident/Problem Ticket root cause analysis.
- Providing Business/Technical Solutions, Estimation for all minor enhancements, Detail Design.
- Unit Test Plan and Unit Test Case Review, Coding, Unit Testing Review, Regression Test Plan.
- Regression Test Case Review, Resource planning and task allocation for the tickets and minor
- Enhancements, Minor Enhancement & Tickets Tracking and Monitoring.
- Made CPIA production support ticket count 0, two times. Got Extra Mile Award from Nissan.
- Production Support done in COBOL, JCL, VSAM, DB2, CICS and Natural ADABAS environment.

Nissan all other Projects:

Mexico A3 Project. (COBOL, JCL, DB2, IMS DB, CICS)
Fleet Accounting System Changes Project. (Natural, ADABAS, JCL)
QG+Plus Maintenance Launch Project. (Natural, ADABAS, JCL)
QG+P Dividend Advance Check Payment Project. (Natural, ADABAS, JCL)
Model Electronics – Drop Ship Setup Project. (Natural, ADABAS, JCL)
Dealer Orders at N-3 Project. (Natural, ADABAS, JCL, JAVA)
Implement New RPM Website Vendor Project. (COBOL, DB2, JCL, CICS, UNIX Scripts)
PCC Parts Ordering Project. (COBOL, DB2, IMS DB, JCL, CICS)
Monroney Label Redesign Project. (COBOL, DB2, JCL, CICS)
Infiniti Fourth region Project. (COBOL, Natural, ADABAS, Assembler, JCL, DB2, CICS)

Responsibilities: -

- Requirement Understanding Document Preparation.
- Detailed Design & UTC doc preparation for Batch and CICS Program changes.
- Written many new CICS and Batch Cobol Programs, Written many Natural ADABAS Programs.
- Unit Testing, System Testing, UAT, Implementation.
- Written Unix shell script to encrypt the Maritz interface file and ftp's the encrypted file to Maritz's ftp site and written Unix shell script to receives and decrypts the C80 file from Maritz.

CUNA Mutual Group (CMG), USA, Mainframe Developer **Feb 2006 to Oct 2006**

CUNA Mutual Group (CMG) is in the business of providing Collateral Protection Insurance to Credit Unions all over the USA. The Credit Union provides loan to its members for various purposes such as Flood, Real Estate, Collateral Products (Vehicles) and Wind. The loan details of each members of the Credit Union are maintained by CMG. These details are provided by the respective Credit Unions.

Responsibilities: -

- Analysis of the specifications provided by the client, Solution Proposed and Technical Details.
- Unit Test case Preparation and Coding, Unit Testing and Review, UAT, Implementation and Post implementation support.

HSBC Bank, PUNE, INDIA, Mainframe Developer (VisionPLUS) **Jan'2005 to Feb'2006**

Credit Card Transaction Processing and supported Credit Management System and Letters Tracking System.

Responsibilities: -

- Analysis of the specifications provided by the client, Solution Proposed and Technical Details.
- Unit Test case Preparation and Coding, Manual code walks through.
- Unit testing and Review, UAT, Implementation and Post implementation support.

Janata Bank, UAE, Pro*COBOL Developer **Apr'2004 to Jan'2005**

Core Banking is one of the best solutions in Banking. It is used to provide the facility to the customers to access their day-to-day banking operations from remote branches or any account branch.

Responsibilities

- Analysis of the specifications provided by the client, Solution Proposed and Technical Details.
- Unit Test case Preparation and Coding, Manual code walks through.
- Unit Testing and Review.
- UAT, Implementation and Post implementation support.

- Written UNIX shell scripting for batch processing.

Corporation Bank, CHN, INDIA, Micro Focus COBOL Developer **Feb'2003 to Mar'2004**

Real Time Gross Settlement (RTGS): is a large funds transfer system whereby financial intermediaries can settle interbank transfers for their own account as well as for their customers. The system effects final settlement of interbank funds transfers on a continuous, transaction-by-transaction basis throughout the processing day. This system decides whether the payment system is customer payment or interbank payment depends upon the SWIFT code.

Responsibilities: -

- Analysis of the specifications provided by the client.
- Solution Proposed and Technical Details. Unit Test case Preparation and Coding, Manual code walks
- Through, Unit Testing and Review
- UAT, Implementation and Post implementation support
- Written UNIX shell scripting for batch processing

3.d Mainframe Application Analyst - Vijay Kanaparthy

Professional Summary

- Highly motivated, goal oriented with near around 10+ years of experience in design, development, and implementation of mainframe programs.
- Strong Mainframe development experience which includes requirement gathering, technical discussion with Products owner, design finalization, coding (Build), unit testing and scrum testing support.
- Responsible for creation of all QA supporting documentation such as estimates, test strategies, test plans, test coverage, risk assessment, defect management, issue resolution, status reporting and approach documents.
- Delivered thorough QA testing reports that determined product quality and release readiness. Good Exposure on Requirements Analyzing & Streamlining and Management.
- Actively participate as a scrum team member in all phases of the scrum process from last 2 years and was full time dedicated scrum master as well.
- Responsible for giving demonstrations and presentation to the management and mentoring other junior team members. Expertise in all development phases of Software Development Life cycle.
- Having knowledge of all testing phases including System Integration Testing, User Acceptance Testing, Regression Testing, Performance Testing etc.
- Well versed with various Testing Stages/Levels/Phases, Testing Types, Testing Techniques and quality work products. Good expertise in peer reviews (Test Design and Defect Reporting), analyzing the results and reporting Suggestions and defects.
- Prepared documentation of the Prescription fulfilment and management module for management review and project presentations.
- Have an experience of handling multiple projects concurrently with a team of more than 15 resources. Understanding of code analysis, code conversion and automated testing tools in depth knowledge of Software Development Life Cycle, process which includes Waterfall and Agile methodologies. Expertise in Microsoft Office Suite including Word, PowerPoint, Excel, Access, and Visio.

- Proficient in the development of Test Strategies and Test Plans, writing detailed Test Cases, developing and implementing complete software Test methodologies. Enriched working experience in SDLC using both Waterfall and Agile methodologies

Education: Bachelor of Technology (Mechanical Engineering), Sri Venkateshwara University, Tirupati

Professional Experience

Tarrant County, TX, Fort Worth, TX, Sr. Mainframe Developer **Nov 19 – Apr 2020**

- Biweekly processing DPS files from AZURE servers by triggering county system Identification batch processor.
- Generate county system Identification reports by running scripts in MS SQL Server and share with business SMES for further verification preprocess.
- Update Criminal Justice Department tables with Fines and Descriptions using DB2 SQL Scripts in SPUFI.
- Daily update Child Support systems online through CICS screen by taking input from county clerk. Manually update Expunction records by taking input form county Judge and trigger Expungement batch process on need basis

Environment: AZURE, JCL, DB2, SPUFI, CICS, IMS, ServiceNow, SPLUNK, MS Office, SQL Server

USAA, San Antonio, TX, Software Developer & Integrator **May19 – Sep19**

- Production and maintenance support. 24/7 support environment with onshore and offshore module. Monitoring and supporting batch and online jobs.
- Involving in the Critical calls with Clients and production issues and resolved all production issues without impacting the production.
- Analyze SPLUNK logs for possible errors and document the tickets in Service Now daily. Assign the tickets to offshore resource pool and request root cause analysis.
- Dealing with offshore teams, assign them works, and manage work in progress.
- Involving in meetings with subject matter experts and customers to get more information about the system and design the interface more effectively

Environment: AZURE, SPLUNK, JCL, Optim DB2, Service Now, VSAM, TSO, Sync Sort, Control-M, NDM, WSF2

AT&T, Dallas, TX, Sr. Mainframe Developer **July 17 – Feb 19**

- Developed COBOL/DB2 for Multiple Tables and where Business and/or Data Referential Integrity Rules need to be considered. Used Teradata utility such as Fast load/Multiload and BTEQ to do the update/insert into target tables.
- Developed batch report programs utilizing Easytrieve
- Conducted unit testing utilizing Xpediter. Prepared test cases for both systems unit and system tests Created program specs based on business system analysis and Design documents and given directions to the offshore team to do the proper coding
- Conducted and Verified test data during system testing before moving all the programs into production.

- Dealt with offshore teams, assigned them works, and managed work in progress
- Involved in meetings with subject matter experts and customers to get more information about the system and design the interface more effectively

Environment: COBOL, JCL, Optim DB2, VSAM, TSO, ISPF/PDF, File Manager, BMC Utilities, QMF, SPUFI, Sync Sort, Endevor, Control M, IDCAMS, MS Office, SAS

Ford Motor Company, MI, Sr Mainframe Developer **July 15 – July 17**

- Made changes to BMP and Online COBOL, CICS programs based on Customer requirements, prepared test data, unit and system testing.
- Extracted data from IMS flat files and DB2 tables using QMF. Downloaded data into a Microsoft Excel spreadsheet and sent the information directly to the user.
- Analyzed returned code and made COBOL and JCL changes as necessary. Tested and debugged the batch and online programs utilizing debugging tools like Via-soft and CA-Interest.
- Worked with the QA team to provide inputs for the test case generation. Performed code review with developers to ensure the Business requirements met in an efficient way, and make sure that the coding standards are followed.
- Performed the activities needed to deploy code to production environments during project installation.
- Documented the knowledge sharing sessions and the learning's from the project as a repository for the new joiners in the team.

Environment: COBOL, CICS, DB2, TSO, ISPF/PDF, CICS, Sync Sort, DF SORT, NDM, VSAM, CA7, HP Quality center

DATAPRO Computers Pvt Ltd, India, Mainframe Developer **Jul 10 – May 15**

- Created COBOL and DB2 batch programs. Have experience in Insurance and claims processing. Performed UTP Preparation, Unit Testing and Peer Review.
- Prepare Knowledge repository excluding the user documentation.
- Attended team meetings with clients understand priorities, sharing responsibility and gaining experience. Coded programs completed unit testing and conducted code walk-thru utilizing COBOL, CICS, IMS DB/DC, DB2 and JCL. Created unit test plans and test folders to gain user acceptance sign-offs. Performed integration and parallel testing in both the test and production environments.
- Participated in quality assurance peer reviews.
- Resolved production problems in a timely manner utilizing ABEND-AID.
- Analyzed and modified JCL for testing purposes.

3.e Senior CRM Application Analyst – Sunny Bhatt

- Microsoft Dynamics 365 Certified Developer. SME in Dynamics 365 & Azure.
- Modules-: Sales, Service, CE, USD, Field Service & Finance.
- Expertise in PowerAPPS (Canvas & Model Driven Apps)—Power Automate.
- Expertise in marketing automation (Hubspot, Marketo & Click Dimensions).
- Expertise in Unified Service Desk • Including extensive adapter work. (Web & CTI Adapters).

- Expertise in C#, Javascript, SQL, Flows, X++, Logic Apps, TFS & Azure DevOps.
- Expertise in Data Migration • integration (Scribe, KingswaySoft) and SSIS packages
- Generated over $5M Revenue for CRM projects.

Education

- Northwestern University – Kellogg School of Management - Masters' Business Administration
- Illinois Institute of Technology - Bachelor of Science in Electrical & Computer Engineering

Applications / Languages

Azure, AWS, Entity Framework, SQL Server SSIS, CVS, ESRI, WEB API, SSRS
Virtual PC/Server, VMWare, Wix, Salesforce Dynamics NAV, AX & Azure.
Dynamics CRM Upgrades & Data Migration SKUID, React, Node.JS & CICD
C#, Javascript, .NET, X++ Java, Assembly, HTML, CSS & Bootstrap

Professional Experience

AVANADE Manager CRM Solution Dev / Lead Developer **Mar 2019 – Jul 2020**

- Executed a complete implementation from Dynamics AX 2012 to Dynamics 365 Finance.
- Executed a complete implementation for a client from Sherpa to Dynamics 365 using SSIS packages.
- Extensive Customizations, Plugins, set up a complete sales process, set up a complete business hierarchy including security roles, teams, regions & Territories.
- PowerApps • Built Canvas & Model Driven Apps for Field Service Teams, from design to completion and executed several Model Driven Apps for POC's.
- Extensive experience with Flows & Logic Apps. Migrated one client from Salesforce to D365.
- Extensive integration experience with Scribe, Marketo, Click-Dimensions, Sitefinity, DotNetNuke, Oracle CPQ and many in house applications. ADFS and IFD debugging and configuration.
- Worked directly with executive technology leaders to move applications into Azure via Remote App, SQL Azure PaaS and internet facing App-V deployments.

Brigham Healthcare CRM Lead Developer **Oct 2019 – Jan 2020**

- Executed & demonstrated a POC for a complete patient appointment booking system.
- Created a solution design document, custom HTML page, portals, Iframe.
- PowerApps • Built Canvas & Model Driven Apps, Embedded canvas apps and Microsoft Flows as part of the POC.
- Designed and implemented the whole solution from scratch and ensured all appointments are booked in the outlook calendar via CRM.
- Spinned up Portals to connect to Dynamics, created custom web pages to transmit data into Dynamics

Chevron Oil HQ, San Ramon, CA, Dynamics 365 Lead Developer **Sep 2018 – Mar 2019**

- Biggest Microsoft Dynamics CRM Project by far A/C to Microsoft with multiple On-Prem CRM's on ships and one Cloud version for shore.
- Developed Dynamics base with entities, fields, voyage reporting & Alteration Requests.

- Created numerous workflows (system & custom). Written plugins.
- Designed PowerApps (Canvas Apps) Unified Interface.
- Created Actions, Workflows, Plugins • Heavy JavaScript work.
- Developed teaming concepts and arranged security roles and teams.
- Lead an off-shore team in India and developed custom model applications with Data Sync Engine.

First Key Homes – Power Objects Atlanta, GA, D365 Architect / Developer Mar 2018 – Sep 2018

- Reporting to the CIO while working with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, networking and information technology assets.
- Dynamics CRM 365 complete implementation from start to finish.
- Created Custom Applications-; Purchase Order Tool-; Migrated all data from HUB to CRM and from CRM back to Staging Data Base. Wrote numerous Plugins (Sum of Total Price, Items etc).
- Integrated YARDI with HUB and thru to CRM for all Property & Vendor data.
- Written SSIS packages, migrated all data from Salesforce to CRM.
- Customized Dynamics per wish lists! Setup integrations with Reno-Walk.

Campus Management, Boca Raton, FL, Sr. Dynamics Consultant Mar 2018 – Apr 2018
Project: Migration from Salesforce to Dynamics CRM

- Migrated data from Salesforce to Dynamics CRM and customized the PSA module.
- Written SSIS packages for all entities, migrated all data from Salesforce to CRM.
- Extensive customizations & JavaScript work.
- Created custom entities, fields, mappings, Timecards, Service Balance.

RSM US – (Chicago – Boston), Sr. Dynamics Solution Architect / Developer May 2017 – Mar 2018

- Working with the entire Dynamics suite for several clients, with focus on CRM complete implementations.
- Upgraded Dynamics CRM 2011 to 365, Several Data Migratons!
- Worked directly with executive technology leaders to move applications into Azure via Remote App, SQL Azure PaaS and internet facing App-V deployments.
- Trained software engineers on everything from the basics of .NET and Dynamics CRM Online/AX Integrations to Azure IaaS and PaaS development offerings.
- Worked on several POCs including ESRI ArcGIS'S Javascript, API, cutting edge IoT and PowerBI integrations allowing well machinery to communicate across the globe.
- Written SSIS Packages, Migrated data. Resolved tremendous amounts of JS errors for all clients.
- Plugins, Tax plugins. (Tax rates, Percentages, Auto-Calcs, etc).
- Implemented and Customized Great Plains for clients of RSM. Removed JENNARK and INTACT and migrated all data through reverse logic.

Elements Holdings, Chicago, IL, Dynamics CRM Lead Dec 2016 – May 2017

- Reported directly to CEO& COO.
- Managed a Cross-Functional team of 15 members. (Domestic & International).
- Transitioned from a custom .Net software (Cognet) to Dynamics 365. Migrated over 5K accounts.
- Customized a complete sales engine process / proposal generation in CRM.
- Written Web API's, plugins, extensive Javascript work.

American Board of Pediatrics, Chapel Hill, NC, Sr. Dynamics CRM Consultant Feb 2016 – Dec 2016

- Customized / configured MS Dynamics 365 online for 500 + users.
- Migrated data - of ERM (old legacy ERP) to Dynamics CRM online. Wrote SSIS Packages.
- Tremendous amount of JS work & Plugin Creations.
- Provided several lunch-n-learn sessions to the team on how Case Management works. (Registrations, Article publishing, Resolution) step by step process.
- Created a web portal for messaging center for (pediatricians). (ADX Studio).
- Created several templates in Click Dimensions and imported data from EMMA.

SC Johnson – Sr. Dynamics CRM Developer Jul 2014 - Feb 2016

- Responsible for overseeing the company's requirements, deployment, testing and deployment of CRM projects.
- Heavy Dynamics customizations. Workflows, plugins, entities.
- Designed and developed CRM solutions with MS dynamics and monitored all project stages.
- Responsible for analysis and planning phase of the project and delivered comprehensive fact-based report to management for decision making. Presented cost benefit analysis and risk assessment related data points on 2 options to migrate acquired company's systems and infrastructure.
- Responsible for detailed plan to migrate new company infrastructure from existing hosting center to SCJ in-house data center.

Aon Hewitt- Sr. Dynamics CRM Consultant, Salesforce to MS Dynamics migration Project Jul 2011- Jun 2014

- Configured MS Dynamics. Customized dynamics per client requirements.
- Used ETL tools and migrated data from ERM to CRM.
- Created custom fields in entities, mapped entities & built relationships between them.
- Responsible for defining new operational reports for business through CRM Tool.
- Coordinated with over 5 developers for data migrations, reporting and data base administrations.
- Worked with business users to manage ongoing enhancements of codes and web services.

X-Cell Communications. – CRM Business Analyst Jun 2010 - Jul 2011

- Responsible for business users to manage all requirements to ongoing enhancements on the NPI solution.

- Used MS Dynamics 2011. Imported / exported excel spreadsheets.
- Developed complex applications on MS dynamics CRM platform with customization of entities, sitemap writing client side Javascript.
- Used marketing automation tools heavily for the project. Created marketing templates.
- Worked with business customers and development team to resolve system production issues.
- Responsible for ensuring solution compliance with applicable federal, Corporate and Divisional Policies.

3R Medical Healthcare Solutions – Salesforce Consultant May 2007- Jun 2010

Call Center & Case Management Project: 3R Healthcare Solutions embarked the Call Center Migration initiative to build the world class call center solution with "Case Management" functionality in Salesforce.com.

- Used salesforce.com, throughout the project. Deep understanding from an architectural standpoint.
- Responsible for defining incident management requirements with customer care team.
- Responsible for defining the workflow and call transfer related requirements.
- Worked with vendors and end users to translate requirements into design specifications.
- Responsible for working with external vendors (Cisco) to define the integration requirements.
- Responsible for working with testing team to define the test cases for new call center features.

3.f CRM Application Analyst

Certifications

- Microsoft Certified Professional - Dynamics 365
- Microsoft Certified Solution Associate – Dynamics 365

Education

- Computer Information Sciences - Florida Atlantic University, Boca Raton, FL
- Business Administration, B.S. - University of Florida, Gainesville, FL

Professional Summary

- Certified Professional with 12 years' experience with Microsoft Dynamics 2016/365/2011/2013/4.0 in the capacity of **MS Dynamics CRM Developer**
- Azure Cloud Development of RESTful Services
- Full SDLC Application Development Experience utilizing various technologies such as .Net (Microsoft Technology stack), AngularJS, SQL Server, SSRS
- **10** years using .NET technologies such as C#
- ASP.NET web development experience with both Webforms, and Angular SPA
- jQuery, JavaScript library experience for client-side scripting.
- Strong Database Architecture, Database Development, and Data Modeling experience
- Expertise in SQL 2000/2005/2008/2012
- SQL writing Stored Procedures, Functions and Triggers
- ETL development and Data Migration using native tools of SQLSERVER

- Writing/designing automated unit tests for quality and performance metric gathering
- Thorough knowledge of Agile and Waterfall SDLC development processes
- Thorough knowledge using analytical functions, hierarchical queries
- Normalized Database Design and Modeling (Logical and Physical design of database)
- Data flow diagrams, data dictionary techniques, Entity relation modeling and design techniques, database normalization theory
- Physical and logical data modeling
- Version control tools like VSS, TFS, Subversion
- Writing SQL queries, understanding requirements, writing functional specs, writing test specs and plans.
- Enterprise -level development, analyzing system load and technical specification for high load environments

Professional Experience

Lightholder Consulting LLC, Pittsburgh, PA Chief Microsoft Dynamics CRM Consultant

May 2017 - Present

- Experience in Sales, Marketing, Field and Project Service and xRM flavors of Microsoft Dynamics.
- Chief Microsoft Dynamics Consultant and CEO of Lightholder Consulting which specializes in CRM consulting. Microsoft Dynamics professional with 22 years of full SDLC experience in relevant current technologies.
- Expert in workflows, custom workflow activities, data modeling, custom web controls in your Dynamics, plugin development, implementation, and configuration. Experience in Finance, Marketing, Public Sector, Law, Healthcare, Education, Logistics and Energy spaces

Avtex Corp, Minneapolis, MN, Senior Microsoft Dynamics 365 Developer\Architect

May 2017 – Aug 2018

- Experience in Sales, Marketing, Field and Project Service and xRM flavors of Microsoft Dynamics.
- Developed strategies for migration from other CRM platforms such as Salesforce
- Developed and deployment AZURE APIs for consumption in Dynamics
- Developed applications utilizing Microsoft cognitive services
- Worked on developing complex applications on Microsoft Dynamics CRM platform with customization of entities, sitemap writing client-side JavaScript
- Used tools such as Kingsway Soft\SSIS for data migration
- Developed web portals utilizing ADX Studio
- Worked on developing of custom WCF web services, workflows, plug-ins and integrating custom web pages into CRM
- Worked on interacting with MS CRM database using web service methods
- Experience in operations like data migrations and updating using LINQ and XRM that help in facilitating data migration within CRM across various entities
- Hands on knowledge of implementing and maintaining access controls in CRM based on roles and access conditions

- Design and develop custom Plug-in and workflows.
- Worked on Fetch XML for query expression.
- Worked on Site Map changes with the help of Sitemap editor in CRM system 2016.
- Worked on Managed and Unmanaged solutions.
- Worked on Ribbon workbenches.
- Actively participated in daily scrum and defect triage meetings.

Insight Global, Pittsburgh, PA **Dec 2016 – Feb 2017**

- Work on GIS integration for robotics telemetry application
- Developed VB.net and C# WinForms application code for Robotics data metrics and asset management in perpetration of technology upgrade
- Developed SQL scripts for data storage and analytics
- Maintained WCF Services containing business logic
- Worked on remote imaging using Windows API

Regent Education, Frederick, Maryland, Senior Delivery Services Engineer Oct 2015 – Nov 2016

- Develop integration scripts with Microsoft SQL Server both On-Premise and Azure
- Write data queries using T-SQL for user metrics
- Develop document templates using Java Velocity script engine
- Work with clients and vendors coordinating all aspects of deployment, from network configuration to data cleanup and integration with other software packages
- Wrote dynamic content helper libraries for use in Web application using C#

Hiperos Inc., Bridgeville, PA, Senior Integration Engineer **Jan 2015 – Sep 2015**

- Worked on Angular 1. * application
- Wrote C# RESTful services used in BizTalk integrations
- Salesforce data integration
- Developed Microsoft BizTalk integration solutions for integrating disparate systems with Hiperos third party data management product.
- Investigated and analyzed other integration solutions other than BizTalk for client specific scenarios
- Worked with Fortune 100 companies such as Microsoft, Astra Zeneca, BB&T, Schwab on specific data integration projects, such as integrating their Active Directory User database with our proprietary software

Iagnosis Corp. Peters Township, PA, Senior Web\Database Developer Consultant Aug 2014 – Dec 2014

- Development and maintenance of healthcare tele-medicine application
- Development utilizing jQuery, jQuery UI', JavaScript, ASP.NET, SQL server
- RESTful services for data access using ADO.net and Entity Framework 6.0
- Database development writing stored procedures, UDFs, triggers

Rolls Royce Corporation, Moon Township, PA, Senior Web\Database Developer Consultant Jun 2014 – Aug 2014

- Development of Maintenance and Equipment Obsolesces applications

- Utilizing ASP.NET
- Client-side scripting with jQuery and jQuery UI
- Database optimization on Oracle 11g database
- Development of packages and triggers in Oracle 11g utilizing SQL Developer
- Development of server-side code with VB.net

Westinghouse Electric Corporation, Cranberry PA, Lead Senior .NET Web Consultant Dec 2013 – May 2014

- Senior consultant on Lotus Notes to ASP.NET conversion
- Did data migration from Lotus to SQL Server 2008
- Worked on fully documenting testing, data migration and deployment plan
- Performance testing and tweaking of new website.
- Worked with DOJO toolkit and jQuery JavaScript libraries for rich client-side scripting
- Utilized SyncFusion server controls for exporting and importing documents

National Network of Digital Schools, Pittsburgh, PA, Lead Senior Microsoft Dynamics CRM Developer Consultant Jul 2013 – Oct 2013

- Supported Microsoft Dynamics CRM 4.0\2011\2013 Application for K-12 education
- Developed enhancements for existing CRM product utilizing ASP.NET Webforms
- Used jQuery library for client-side scripting.
- Diagnosed and remedied data integrity issues.
- Worked with Lead Architect to develop new SharePoint\Dynamics CRM 2013 solution to replace old system

Beitler Trucking and Logistics, McKees Rocks, PA, Lead Technical Lead/Architect Consultant Dec 2012 – Jul 2013

- Senior Technical Lead for logistics software suite of products
- Designed, architected, coded and tested new warehouse management system. System was migrated over from older FoxPro system. New system is a multi-tier system using C# with the 4.5 .NET framework
- Recoded barcode scanner app utilizing Windows Compact .NET framework 3.5
- Redesigned SQL server database for new WMS and Scanner application
- Functional and performance testing of new scanner application
- Implemented new Microsoft Entity 5.0 Framework ORM for data access.
- Crystal reports

3.g Senior SharePoint Application Analyst - Harry Liu

Professional Summary:

Primary SharePoint Server / Online Skills:

- Architectural design, installation and configuration on SharePoint 2003, MOSS 2007, SharePoint 2010, 2013, 2016, and 2019 Servers
- Farm design and building with multi-domain, NLB, AAM, Kerberos security
- Customized user access authentications with sign-in, SSO and CBA, FBA, etc.
- Customization with site definition, templates, list, library and site features

- Enterprise Content Management including various text and imaging documents
- SharePoint 2010, 2013 and 2016, 2019 App & Office App development in on-premier & Office 365, Azure and AWS
- User profile service and social sites development with Tags and other features
- RSS, Wiki, and Blog, MySite social sites Development for data sharing
- BDC (MOSS) & BCS (SP 2010, 2013 and 2016, 2019) development for various LOB systems
- ECM of Document, Records, and Web Content Management solutions
- Building workflow based on Workflow Server 1.0 with Visual Studio 2013, 2015
- Building workflow with SharePoint Designer, including 2010, and higher
- SSRS integrated mode to create reports rendered in SharePoint libraries as PDF
- Dashboard Visualization & KPI, Excel Service, PowerPivot table Development
- PerformancePoint service in SharePoint 2010, and 2013 for building reports, dashboards, scorecards, statistical metrics
- List, Library, web service and web parts development using both Server Object Model & CSOM with jQuery for 2010, 2013, 2016, and 2019 environment
- K2 & Nintex development for workflow and design of forms, reporting
- SP 3rd-party application tools from *Idera* and *AvePoint, Metalogix*, Jira etc.
- Project (including Server, Prof.) integration with SP 2010 and 2013, 2016, 2019
- Site branding with customization on Master Pages, Page Layouts for both team sites and Publishing sites with HTML5 and CSS 3 design and coding
- Skilful with PowerShell for development and other administering functions
- Migration from earlier SharePoint 2003, 2007 to SharePoint 2010 and SP 2013, Also the migration from SharePoint 2013 to 2016, and 2013 to 2019
- SharePoint administration experiences with support and disaster recovery
- Very good oral and verbal skill for business and project communications
- Skilful ability to write all types of docs for design, tests and trainings
- Training & mentoring experiences on SharePoint administrators and end users
- SharePoint migration from server to online and server to server.

Primary Azure & Microsoft 365 Skill Summary:

- Architecting solution for IaaS, PaaS & SaaS for new client & migration
- Build & develop Web Apps, API Apps and even Mobile Apps in Azure
- Deploy workloads on Azure Resource Manager (ARM) in Windows & Linux VMs
- Design & implement a storage and data strategy with Blobs and File Share
- Implement storage tables, queues & Cosmos DB, SQL DB with data sync
- Plan the services & security in office 365 for different types of resources
- Configuring Exchange online and Skype for Business for end users
- Familiar with services like OneDrive, Power Apps, Power Automate, Power BI and Yammer, Planner
- Skillful at creation of Teams, Groups and Office apps like Delve, Sway, Stream
- Migration from SharePoint server to office 365, and synch with Azure AD

Summary of Primary ASP.NET & Front-End Development Skills:

- Skilful C#, VB.NET hands-on experiences with ASP.NET in SharePoint 2003, 2007, 2010, 2013, 2016 for Server Object Model and Client Object Model

- SharePoint Framework with node.js and PnP solutions
- ASP.NET development with MVC, Web Forms, WEB API, and ASP.NET Core
- LINQ, Entity Framework and WCF, Silverlight used in SharePoint environment
- JavaScript, Ajax, jQuery, Knockout, AngularJS (v.8), Bootstrap, JSON, Backbone, Node.js, HTML5. CSS3 and RESTful API, JSOM client Object Model scripting in .Net and SharePoint environments
- XML, XSLT, XPATH, XQuery, XAML. CAML, etc. mark-up languages development

BI Development Skills:

- Microsoft SQL server SSIS, SSRS and SSAS (data mining) design & development inside or outside SharePoint on-premises
- Skillful at front-end Tableau, Power BI (Desktop & Report Server), Power View and Power Pivot development and dashboard visualization in/out SharePoint
- SharePoint PerformancePoint based dashboards development and customization with data sources in SQL, Excel, lists, etc.
- Skillful with Excel with Power Pivot and Power Chart for BI visualizations

Education:

- Jan. 2004 - May 2005: Computer Science of Oklahoma State University, - University Center, Tulsa, OK
- Sept. 1994 - Jul. 1998: B. S. in Computer Science - Zhejiang University, Hangzhou, China

Developing SharePoint or .NET programs with customized requirements

- Experienced at *WSS 3.0* and *MOSS 2007, SharePoint 2010*, 2013 and 2016 to design, develop the SharePoint sites with customized requirements involving Office 2007 & 2010, 2013 integration, web parts, BDC for LOB systems, Publishing Portals with collaborative features of survey, discussion, document libraries and image center, record center; Workflow with InfoPath integration and MS Excel services, etc.
- Skillful at .NET framework technology (*both 2.0, 3.0 & 3.5, 4.0, 4.5*) with C#, VB.NET, ASP.net and legacy ASP to build applications of different levels. I've developed about *28* .NET projects, most of them are web-form based, either as team member, architect or independently for different sized businesses in last 8 years. The functions of the projects include management of restaurant, hotel, school, computer sales and inventory, online shop, blog, survey, customer tickets support, MediCare services, production monitoring, calendar system, and SharePoint based features, etc.
- Skillful at Visual Studio 2005, 2008, 2010, and 2012, 2013 for coding, debugging and testing SharePoint or ASP.NET, MVC, HTML, JavaScript, Entity Framework, SharePoint & Office Apps, etc.
- Skillful at ASP.NET 3.0 & 3.5, 4.0, 4.5 with features of Ajax, jQuery, AngularJS, Knockout and LINQ.
- Familiar with software testing and be sure the most bugs are found and solved before the formal release; with test-driven development with NUnit for .NET coding.
- Familiar with development of COM and COM+ using both VB & VC++.
- Skillful in ML, XSL and XSLT application in both .NET and Java environments.
- Familiar with UML model to design the framework of the projects.
- HTML. DHTML and CSS design for web site and JavaScript and Ajax for web layout, color, menus and other functions
- Crystal Report (*9, X, XI*) building & publishing visually effective report with SQL Server & Oracle and Visual Studio 2005, ASP, etc

SQL Server, Oracle and MS Access

- Very skillful at design, install and manage SQL server (*2008R2, 2012, 2014, 2016, 2017*) for different business orientation at different levels.
- Ability to set view, cursor, trigger and code stored procedures. Skillful at SSIS, SSAS and SSRS in SQL Server 2005, 2008R2, 2012/14 and 2016 with BI all versions.
- Expertise at MS Access including VBA scripting coding and the link either SQL Server for data share and transaction and transformation.
- Oracle 8i to 10g ability including configuration and managements and development using Java or VB6 to build forms and sites.
- Oracle PL/ SQL programming skills cover triggers, stored procedures, packages and interactive use with Java. Skillful in data migration between Oracle & SQL Server or DB2 universal database.
- Excellent in Report Services (SQL Server *Ver. 2005, 2008R2*) and OLAP.
- BizTalk (version 2009 & 2013) development
- CRM development on version 2013 and 2015

Windows Servers (NT4, 2000, 2003, 2008, 2012) & Other Application Servers from Microsoft

- Implementing tasks like backup & restore, performance tuning and monitoring on both Windows servers and other application servers like SQL Server(*Ver. 7, 2000, 2005, 2008R2*), Exchange Server(*Ver. 5.5, 2000, 2003*), ISA server (*Ver. 2000, 2004, 2006)* and IIS server (*Ver. 4, 5, 6, 7*), Live Communications Server 2005, BizTalk 2006 & 2009, Commerce Server 2009, etc.
- Good knowledge of Active Directory including multiple domain and trusts to NT server, delegation of OU and Group Policy implementation and security; configuring AD by both GUI and command line interface.
- In-depth expertise on Windows scripting skill to operate on system and AD using VBScript, WSH, ADSI, WMI and Perl and Windows command line batch codes for system administration solutions.
- Skillful in Lync Server and client 2010 for installation and configuration
- Experienced in setting up domain & domain tree according to the business needs and adjusting AD database to make it work better accordingly.
- Familiar with Exchange Server 2003, 2005, 2007, 2010, 2013 and 2016.
- Skillful in Windows Registry implementation including all versions (*from Windows 95/98 to Windows 2000/2003/2008, 2012*) to tune the system.
- Skillful in Microsoft Dynamics CRM 4.0, CRM 2011 integrated with web service, etc development and data sharing with external sources.
- Familiar with System Center Configuration, Operation Managers.
- Experienced at Office Project Server 2007 and 2010, 2013

Professional Experiences

Sanchez Oil & Gas Houston TX, SharePoint Consultant May 2019 – Feb 2020

- Developed Graph-based app for HR with organization chart, showing employee info and relations between management
- Migrated 3 Tb shared drilling data (docs, graphs and videos, etc.) In SAN to One Drive for public and private users. Also, about 85 SharePoint sites collections with total 2 Tb data to Office 365 with Azure AD sync and Exchange migration

- Developed SharePoint app (JSOM based) of vendor management for general accounting, including generating, changing and updating vendor info with attached docs
- Developing Microsoft Graph app for org-chart with Angular to present all employee info (connecting to Delve and Outlook) and all relations among them.
- Migrating about 5 Tb data for SharePoint & SAN to Office 365 using Sharegate & DocAve Migrator and Microsoft Migration Tool
- Developing a SharePoint add-in application using JavaScript Object Model to manage vendor information like generating, changing and updating & interacting with Enertia and attachment of documents

KeyBank Cleveland OH **Aug 2018 – Mar 2019**

- Migrating 4 Tb data of shared documents to Azure & SharePoint online including One Drive. Migrating SharePoint on-premises to Office 365 with external users' permissions and solutions for secure scorecard. Creating various workflow with Flow and BI apps with Power BI. Tools used are Share gate & Metalogix.
- Migration of shared documents from different data centers to SharePoint online document center with different levels of security settings like labeling, etc.
- Migration of large folders over 9,000 files to Azure File Share and creation of local disk mappings to the individual users through Group Policy
- Developing Flows for workflow, email auto-reply, message-submission
- Migrating SSRS-based report in SP on-premises to Power BI reports.
- Developing Office PowerShell functions for checking files migrated for errors
- Developed new site experiences with modern style of Angular 2 and Bootstrap
- Creating SharePoint online site collection, Groups and Teams for migrated sites

DukPro Remote Virginia, SharePoint & ASP.NET Developer **Jan 2018 - Jun 2018**

- Working in a 4-person team as architect for updating AD synch and migrated 3 SharePoint VM servers and migrating content databases from on-premises to Azure. Developing a new SharePoint sites with SharePoint Framework and AngularJS with UI and web parts involved in SPO in office 365. Also configuring something in Teams and Yammer for the team corporations.
- Re-developed 2 web parts in 2 SharePoint 2016 sites from original Server Object Model to CSOM & migrated the same sites to Azure with new UI developed in AngularJS and Bootstrap
- Migrating the above sites to Azure with VMs created and configured including AAD user migration and also the SQL databases
- Developed a API App service to provide the source for an ASP.NET site
- Power BI analytics reports of employee education and benefit distribution
- ASP.NET web app with some REST scripts development for proposal comments

ITT New York NY – Remote, Senior SharePoint Developer **Feb 2017 – Nov 2017**

- Migration from SharePoint 2013 to 2016 and cloud. Development of User Profile mapping in HR search in Office 365 environment.
- .Net framework and AngularJS 2 & Bootstrap based front-end web design

- Migrating a SharePoint 2013 farm to SharePoint 2016 with new features configured by the tool from AvePoint & Metalogix
- Developed SharePoint add-in (app) (REST API-based) of feeding analysis data of mechanic maintenance from an asp.net system for reporting to all managers
- Migrating Power BI application reports to SSRS with SharePoint 2016
- A SOAP application in ASP.NET migrated to SharePoint online with XML messaging rebuilding involving XSLT and XPath

INL Idaho Falls, ID, Senior SharePoint & .Net Lead Jun 2016 – Dec 2016

- Built SQL reports for INL (Idaho National Laboratory) HR and some warehouse modification for procurement with SSIS and SSAS
- Built Export Compliance and STIMS system with SharePoint 2013 apps using JSOM and REST API with Angular 2 and Bootstrap used.
- Built SSRS reports for HR based on Excel files and Oracle database
- Enterprise documents migration and indexing development
- Developed report interface inside SharePoint with auto-rendering web part
- Developed SSAS codes for a data warehouse for INL procurements
- Developed Export Compliance system with SharePoint 2013 apps (add-ins) using REST API and JSOM. A complete app site with menu and database from lists
- Built workflow in Visual Studio 2015 for the above export compliance system
- Developed STIMS, a publication review system for INL, with sane tech as Export Compliance, also interactively sharing data from it
- Redesigned Suggestion System, an old asp.net web forms, to MVC to work with Export Compliance system for files archiving
- Built library with Document Set content type as the data and files storage of the above 2 systems, Export Compliance and STIMS

Exterran Houston, TX, Senior SharePoint Developer Sep 2015 – Apr 2016

- After the split of the company re-hired by Exterran as SharePoint Administrator senior for all the farms of Production, Test, and BI to handle the daily tickets from clients all over the world and maintain and administer all the servers and applications
- Built 6 Nintex workflows for HR, Engineering and Finance departments
- Managing and maintaining 4 workflows developed with K2 Black Pearl
- Built 2 Achievement reports with PowerPivot, and PerformancePoint
- Fixed some aging Nintex workflow issues and report errors in Training Tracker
- Re-designed the Web Analytics report schedule to save some SQL server spaces
- Re-configured the backup & restore for farms, made the jobs easier to do
- Cleaned up lot of redundant settings for permissions and access
- Created a new document management system for Legal Docs department with documents route based on search of Metadata Management menu
- Created workflow for HR hiring with InfoPath forms
- Training the Power Users for some site collections in Latin America & Asia

ConocoPhillips Houston, TX, SharePoint Solution Consultant **May 2014 – Mar. 2015**

- Working on 2 projects of migrating the user permissions from 15,000 sites in SharePoint 2003, 2010 portal servers to SharePoint 2013 farms, using CSOM web services and designing the data model for SQL server 2012 for the project with both SSIS and SSRS. This achievement saved client from slow and complex error-prone manual operations and finished the migration job 3 month earlier.
- Building a global navigation menu system from the cooperate SharePoint 2013 farm, using json data from web services, to make it called from SharePoint 2003 and 2007 farms using jQuery and AngularJS.
- Building a procurement and invoicing SharePoint 2010workflow with K2 SmartForm and Appit
- Built a Windows application, *PermiGrabber*, operates copying and pasting among the worksheets in an Excel file, then using copied data to grab SharePoint 2003 site data including group, user, site contents, to save back to the Excel files which will be used for next application
- Developing a Windows application, *Permigrator*, using CSOM to test and add data of Group, Role, and Permissions in SP 2013 farms by importing the site collection data from an Excel file, which is modified by *PermiGrabber*.
- Created SSIS packages to draw the raw data from Oracle and SAP to the SQL server to record all the data of sites which are migrated and tested
- Building a new SharePoint 2013 site with migrated ASP.NET contents, using web responsive design and AngularJS, and some of the Backbone
- Redesigned the migrated sites with changing master pages and developing some new pages with some JavaScript techniques
- Designed procurement K2 workflow with management feedback for approvals

Entrance Software Houston, TX, Senior SharePoint Consultant **Dec 2013 – Apr 2014**

- As senior SharePoint consultant working for some SharePoint 2010, 2013 and SSRS, SSIS based projects for different clients as following.
- Migration of file system to SharePoint 2010 ECM with search based on meta data for Toshiba USA by using doc set and Record Center for file archiving
- Remodeling and designing the reports in tech of SSRS for General Plastics
- Building a quiz system in SharePoint 2010 for employee training for Entrance
- Migration of Project server from 2007 to 2013 with content upgrade for Murphy Oil
- Developed an ASP.net Intranet with Client OM, RESTful API, JSON, XML, jQuery
- Developing the menu system with web part, master page for MRD
- Building a SharePoint 2013 workflow for Texas Teachers' Association for document set automation on authorization of member's retirement management

Shell Houston, TX, SharePoint & .NET Developer **Oct 2011 – Nov 2013**

- Hired twice for Shell Oil Production downstream for phase 1 & 2, SharePoint 2013 based MBMT Project, for all Shell refineries and chemical plants, with SQL Reporting Service as presentation tool to display the weekly summary statistical data for maintenance jobs in each site

- All the technologies used are SharePoint 2013, SQL Server 2012 and VS 2012. (Developed in SharePoint 2010 for Phase 1 and re-engineered at SharePoint 2013 platform for Phase 2.)
- Working closely with PM and business analyst to collect requirements and keeping adjust the project timeline with development progress under the budget
- Lead the design of multi-domain farm infrastructure and all site taxonomies
- Lead designing & developing SQL database, SSIS package for extracting raw data
- Designing SQL reporting service with SharePoint pdf, Excel, email subscriptions
- Developing Dashboard of report charts with PerformancePoint Service
- Developing a PowerPivot based Excel form to be rendered in SharePoint server
- Lead building SharePoint farm and all sub-sites with customized content types
- Built MBMT report libraries and set up configurations for the reports
- Built report configuration by using BCS to retrieve the data from SQL Azure
- Lead developing apps of web part to build the security trimming for Main Menus at top level with modification in Master pages to make them fit different users
- Building the CBA (Claim-Based Authentication) form for external partners' access
- Created SSIS package to migrate raw data from SP 2010 database to new ones
- Built a web part of connecting to a remote source using WCF from a Java bean
- Developed PowerShell scripts for deployment of some features to production
- Built Nintex 2010 workflow for drilling equipment procurement & invoicing
- Training the users with all the features developed for all sites and contents
- Mentoring the support team with maintenance and trouble-shooting issues
- Writing the supporting documents for designs, development and tests

Shell Houston, TX, Senior SharePoint Developer Oct. 2010 – Aug. 2011

- Up-stream Americas Drilling WDP project with design of site hierarchy; customized web parts for GIS maps for the well locations; customized search functions; customized document management. Americas Smart fields HC portal administration covering 2,000 users distributed in 32 locations in about 8 countries, doing daily function and maintenance jobs
- Managing MOSS 2007 portal with daily job of reporting and troubleshooting
- Working with Agile Point server for DCAF workflow process
- Developing specified site functions on list, libraries, etc. on user requests
- Designed the disaster plan with required RTO and RPO from the clients
- Built feature for main calendar events update from sub-sites calendars
- Built centralized document management from sub-sites document libraries
- Developing search and user interface advancements in SharePoint 2010
- Site branding with master pages, Java Scripts and CSS, including menus
- Built administrative management site for administration and training purposes
- Designed disaster recovery plan and tools to start with for the farm
- Built InfoPath 2010-based workflow for docs approval and authentication
- Migration of 5 MOSS 2007 portals to SharePoint 2010 platform
- Mentored the junior administrator and trained the power users from sites

ConocoPhillips Houston TX, Senior SharePoint & .Net Developer Mar 2010 – Oct 2010

- Yanbu Export Refinery Project. Doing site taxonomy; customized web parts for event-handled lists, randomly displayed user profiles and birthday greetings; customized search functions; customized document management. First developed in MOSS 2007 later migrated to SP2010 platform.
  Analyze, design and build MOSS portal with different functional team sites
- Customize the site theme and interfaces with different styles
- Create web parts for vacation update, user spotlight and birthday greetings
- Customize the search scopes and targets with different security levels
- BDC design to access external databases and documents in other servers
- Workflow with InfoPath 2007 for engineering draft approvals and feedback
- Migrated a Java based site for electrical engineering document storage and rebuilt the Java bean based features to SharePoint web parts.
- Built and administer Project Server 2007 & 2010 for all the technical departments
- Dashboard with SSRS 2008 and metrics in Silverlight 3.0
- Building Help Desk and ticket system for the portal use
- PPS dashboard with Scorecards and Analytic charts from SSAS data warehouse
- Building training sites for both normal users and site administrators

3.h SharePoint Application Analyst - Nitin Deshmukh

Professional Summary

- IT Experience in requirement Collection, Analysis, Development, Testing and production support of Internet/Intranet, Multi-tier Client/Server, Web applications
- Technologies worked with SharePoint Portal 2003, MOSS 2007, SharePoint 2010,2013, 2016, SharePoint Online, PowerApps, PowerBI, WEB API, .NET Framework, AJAX, Visual Basic 5.0/6.0, ASP 2.0/3.0, IIS 5, SQL Server 6.5/7.0/2000/2005/2008, COM Technologies, Web Services, Windows 2000/2003 Server Environment, XML, HTML/DHTML, VBScript, Java Script.
- Expertise in developing .NET (2.0, 3.0, 3.5, 4.0,4.5) applications using VB.Net and C#.Net, VS 2008, VS 2010-15.
- Expertise in developing/customization SharePoint Portal 2003/2007/2010.
- Expertise in writing Stored Procedures, DTS packages.
- Experience of handling the full life cycle of the projects, writing requirements and specifications as per the client needs. Involved in the design, development and implementation of various stages of the projects.
- Requirement Analysis, Design and Development of Internet Based Applications.
- Excellent work ethics, self-motivated, quick learner, team player, and team oriented. Continually provided value-added services to the clients through thoughtful experience, productive coding habits and excellent logical aptitude and communication skills.
- Has a strong desire to learn new technologies.

Technical Skills:

- SharePoint 2007, 2010, 2013, 2016, Office 365 SharePoint online
- SharePoint Workflow Designer, InfoPath Forms, Windows Workflow
- Project Server 2013
- Web Services (RESTFUL API)
- JavaScript, JQuery, AJAX

- HTML, DHTML, CSS
- XML, XSL, XSLT
- Branding

Professional Experience:

UFHealth, Jacksonville, FL, Sharepoint Web Developer **Apr 2018 – Apr 2019**

- SharePoint Portal Farm, installation, Configuration, migration and Administration
- SharePoint Redesign Master Pages
- Content Management.
- Workflow creation (SharePoint Designer)
- InfoPath Forms (Forms, Site Content Type, Administrator Approved)
- Maintain Web Applications

Environment: SharePoint 2013/2016, SQL Server 2016, .NET, C#, InfoPath Forms, Visual Studio 2017, SharePoint Designer 2013

Southeaster Grocers, Jacksonville, FL, Systems Engineer **Aug 2016 – March 2018**

- Responsible for SharePoint farm infrastructure design, installation, guidelines and best practices.
- SharePoint Migration.
- Deploy custom developed and third-party SharePoint solution packages
- Configure SharePoint services and settings
- Administer and maintains sites and sub-sites and manage security for sites and sub-sites
- Manage the site layout structure and content
- Audit and report on SharePoint access, usage, and trends to provide insights to IT management about usage patterns and possible improvements.
- Regular review, clean-up, management and configuration of SharePoint accounts and sites.
- Manage SharePoint content databases.
- Install, configure and support technical components such as operating systems, network equipment and software, middleware components and/or application frameworks

Environment: SharePoint 2010/2013, SQL Server 2012, .NET, C#, InfoPath Forms, SP Designer, Workflows.

JEA, Jacksonville, FL, SharePoint Developer/Architect **May 2016 – Aug 2016**

- 2013 SharePoint Portal Farm, installation and Configuration, Administration
- Planning and execute Migration of SharePoint 2010 to SharePoint 2013
- 2013 Project Server Install & Configuration
- Redesign Master Pages
- Content Management

Environment: SharePoint 2010/2013, SQL Server 2012, Project Server 2010/2013, .NET, C#, InfoPath Forms, Visual Studio 2015, SharePoint Designer 2013, Metalogix

Network FOB Inc., Jacksonville, FL, SharePoint Developer/Architect **Oct 2013 – Apr 2016**

- Involved in Developing .NET, SharePoint, Administration, Support and User training

- Actively participate in the requirements, design and build phases; delivering high quality deliverables
- Assist with planning and execution of unit, integration and user acceptance testing
- Ensure delivery of solutions within the structured timeframe
- Provide technical expertise and ownership of technical solutions
- Collaborate and team with clients, partners. Continual focus on Customer Success
- Assist in the identification of enhancements to the core base product

Environment: .NET 4.5, Office 365, SharePoint 2013, SQL Server 2008, Microsoft Dynamics (Great Plains), Visual Studio 2015, SharePoint Designer 2013

Rail America Corp., Jacksonville, FL, Application Analyst – SharePoint Nov 2008 – Jun 2013

- Involved in SharePoint Development, Administration, Migration and Support and User training for Rail America Intranet Portal
- Custom Web parts, features and Workflows, InfoPath Forms
- Content Management
- SharePoint Designer - Workflow and customization
- Create BI reports using SSRS, dashboard, Power Pivot, Excel Services
- Install, Configure, and Maintain, Administration of SharePoint 2007, 2010
- Planning and execute Migration of SharePoint 2003 to SharePoint 2007 and SharePoint 2010
- SQL Server 2008
- Involved in Security and backup

Environment: SharePoint 2007/2010, SQL Server 2008, Visual Studio 2010, Report Builder, SharePoint Designer 2007/ 2010, C#

3.i Senior Application Oracle Database Administrator - Sanam Sha

Professional Summary

- 15 years of experience as an Oracle Database Administrator having hands on experience in Installation, Administration and Troubleshooting of Oracle 12c/11g/10g/9i for OLTP (multiple instances)/OLAP environment and supported multiple Clusters, Non - cluster and ASM Database in production, development and Testing Servers. Experience in database administration, production support, installation, configuration, upgrades, patches, performance tuning, backup and recovery, Configured Disaster recovery databases using Data guard, replicated databases using Golden Gate.
- I have been through many EBS HCM implementations and upgrade life cycles as well as extended production.
- Automated RMAN Backups, Data pump, cloning, space management, database security, cloning, migration, AWS DMS, AWS KMS, AWS IAM, AWS ADG, AWS RAC, AWS RDS, AWS EC2 and documentation. Proficient in supporting databases running on AIX, O.E.L, R.H.E.L, Sun-Solaris and windows platforms.
- Experience in Installation, Configuration and Monitoring of Oracle Server on UNIX, Linux, AIX and Windows Environments.
- Experience in Installation and Configuring of Oracle Real Application Cluster (RAC) with ASM and manage RAC instances using CRSCTL and SRVCTL Utility.
- Performed the 12c Upgrade of RAC cluster ware from 11g.

- Configuring and implementing Oracle ASM on UNIX, Linux, and Windows platforms.
- Configure high availability systems like Data Guard and RAC environments.
- Installed and Administered Oracle 12c, 11g ASM & 10g RAC with ASM & Oracle Clustureware File System (OCFS2).
- Well experienced in DB2 LUW versions 9.5, 9.7 & 10.5, AIX, Solaris, UNIX technologies.
- Installation, Configuration and Maintenance of Logical/Physical standby databases in Data guard.
- Configured multiple database instances using a single ASM instance.
- Providing DBA support to multiple Cluster, Non Cluster and ASM Database in production, development and Testing Servers in UNIX, AIX & Windows Environments.
- Experience in monitoring and managing of Oracle instances using Enterprise Manager Grid Control (OEM Grid).
- Experience in Implementing BACKUP and RECOVERY strategies using RMAN.
- Installation and configuration of Recovery Catalog for multiple Databases.
- Experience in taking logical backup of the database using DATAPUMP (Expdp/Impdp).
- Configured Oracle Golden Gate for bi-directional replication and migrated databases with ZERO downtime.
- Participated in implementation and maintenance of Golden Gate replication and troubleshooting the GG abends.
- Extensive troubleshooting of typical Oracle Golden gate technical issues: such as differences in the rows count from source to target, column mismatch errors, unique key violation by using ggsci / log dump/discard file & ggserr.log analysis.
- Replicated tables using single extract/pump/replicate process, performed many to one replication.
- Having good experience in EXADATA, Storage Loader and Smart Scan.
- Implemented OLTP COMPRESSION, PARTITIONING, Hybrid Columnar Compression for databases on EXADATA and the basic, low, high compression methodologies.
- Performance tuning of the database - SQL Tuning, Used Tuning utilities like STATSPACK, UTLESTAT, AWR, ADDM and Tuning of SGA, Distribution of disk I/O, Sizing of tables and indexes.
- Expertise in Using EXPLAIN PLAN for query optimization and Performance diagnostic tools like SQL Trace and TKPROF.
- Generate and interpret Automatic Workload Repository (AWR), Active Session History (ASH) and Automatic Database Diagnostic Monitor (ADDM) reports.
- Attended Developer's code review meetings and made recommendations to improve Efficiencies.
- Supported development teams by providing SQL statement Tuning and removing load and query performance bottlenecks by using tools EXPLAIN PLAN, STATSPACK, and TKPROF.
- Worked extensively on Performance tuning of Queries by maintaining Aggregates, Compression, partition, indexing and use of Statistics.
- Applying PSU Patches and interim patches whenever required to make the database software up to date.
- Proficient in SQL, PL/SQL, Perl Scripting, Shell Scripting, ERwin Data modeling, OLAP, Oracle Data Dictionary - metadata, Logical and Physical Database Design.

- Written shell scripts to monitor Oracle services, Golden Gate processes, to upgrade databases from 10g to 11g, to automate startup/shutdown of Oracle database, to migrate database from one server to another.
- Expertise in developing various Database objects like Triggers, Stored procedures, Functions, Sequences, Views etc.
- Worked on AWS DMS for Migrating Oracle databases.
- Worked on S3 buckets and Cloud trails to monitor logs and backups.
- Hands on experience in implementing and installation of DataGuard Broker for EC2 instances and supported High Availability environment in Multi-AZ locations.
- Responsible 24x7 production operations (incident break/fix, change, service requests, management) and On-Call rotation.

Technical Skills:

Operating Systems: HP-UX 10.x, 11.x, Sun Solaris 2.5, 2.6, 8, 9, 10, AIX 5.1, 5.2,6.1, Red Hat Linux RHEL 4.x,5.x, Windows
Database: EC2, RDS, RDBMS, Oracle10g/11g/12c.
Languages: SQL, PL/SQL, C, C++ and UNIX Shell Scripting.
DB Management: TOAD 9.5, DB Artisan, SQL Developer and Enterprise Manager grid.
Tools: AWS - SCT, KMS, DMS, IAM, MMIS, RMAN, OEM, Oracle Management Service (OMS), SQL*Loader, ASM, Export/Import, TOAD, Patch Management, ODBC, DBUA, DBCA, putty, Golden32, ImpExp32, Grid Control, Data pump, Data guard, VERITAS Net Backup and MS Access.
Tuning Tools: TKPROF, EXPLAIN PLAN, STATSPACK, AWR and ADDM, SQLT, SQL TUNING ADVISOR

Professional Experience

Jack Henry and Associates, Inc, Elizabethtown, KY **Jan 2018 to till date**
AWS/Oracle Database Administrator
Responsibilities:

- Installation and use of High Availability and Disaster Recovery components; Oracle GRID Infrastructure /Clusterware, Oracle 12c two node RAC for the database tier.
- Planning and implementing DR & high availability solutions using Oracle 11g /12c Standby Database using Dataguard.
- Installing agent 12c on the server. Adding high Available database with CRS, scheduling Backups through OEM12c.
- Responsible for Build Work in various servers which has 3 Node RAC & Non - RAC, High Availability, Golden Gate Technologies.
- Configured Data Guard Broker and used for switchover and stopping and Starting Media recovery process.
- Implemented Fast Start Fail Over (FSFO) using Data Guard Broker in Production Environment.
- Responsible for Implementation of Oracle 11g R1 Grid Control and configured nodes for proactive monitoring and auditing.
- Installed 12C grid control and Used Oracle Enterprise Manager Grid control 11g/12c for monitoring databases.
- Handled Physical and Logical Corruptions and recovery using RMAN (Recovery Advisor).
- Worked on implementing Advanced Security for PHI/PII data.

- Hands on experience in building new Encryption Keys to protect PHI/PII data in production environment.
- Hands on experience in providing Oracle Net traffic encryption among databases and application servers using Oracle Advanced Security utility.
- Worked on AES (Advanced Encryption Standard) for protecting Oracle Network Traffic Services.
- Hands on experience in using MMIS tool for all upgrades on application servers.
- Worked on configuring and installing Oracle Security features in MMIS.
- Hands on experience in Data Import/Export and backup using fullfile Import/Export using MMIS.
- Applied database patches using Opatch utility & building Clone instances for Development and Test teams.
- Involved in Mass Agent Deployment using Oracle Enterprise Manager 12c.
- Implemented Data Guard with maximum availability and performance configurations for production databases.
- Performance tuning of oracle databases using Sql Access Advisor, Sql Performance Analyzer, sql Tuning Advisor.
- Upgraded oracle 10g databases to oracle 11g R1 (11.1.0.6, 11.1.0.7) and 11g R2 (11.2.0.2).
- Upgraded oracle RAC databases from 10g to 11g.
- Hands on experience in Cross Platform migration from Unix 10g to Linux 12c databases.
- Worked on migrating databases from windows platform to Linux platform.
- Hands on experience in Oracle Fusion Migration from Oracle 9i to 11g and 12c Fusion databases.
- Conducted time-to-time analysis and monitoring of the software and hardware requirements and act accordingly.
- As part of the GDBA Support team we provided L2/L3 level support to the application teams during high risk issues (escalations) and within normal activities like code migration, Database recovery via RMAN, troubleshoot performance issues, export and import of tables/schemas among environments.
- Implemented Oracle Transparent Data Encryption (TDE) Oracle backups.
- Worked on wallet and TDE (transparent data encryption) for encrypting the sensitive data, using column encryption and tablespace encryption.
- Worked on Transparent Data Encryption for specific columns in Logical Standby.
- Configure Oracle Advanced Security to implement Transparent Data Encryption at table space, table and column levels. Also configured Redaction using OEM's Policy expression builder.
- Used Oracle database vault and proactively protecting application data, Created Oracle Wallet, Enabling Transparent Data Encryption, Automatic Login Enabled for Transparent Data Encryption, Setting and Resetting the Master Key, Adding and Removing Salt from an Encrypted Columns, created encrypted table spaces and backup wallet and master keys to tapes.
- Worked on AWS Oracle databases for App migration into private cloud.
- Worked on AWS Database Migration Services for migrating data from Oracle to RDS.
- Hands on experience in Implementing DataGuard High Availability Environment on RDS Oracle Databases.
- Worked on Configuring and installation of DataGuard Broker on AWS Servers.
- Worked on configuring and installing Data Guard Broker and implemented FSFO in Higher Environment.

- Supported Main DBA functions in RDS and documenting in confluence page.
- Worked on Developing a Lambda Function script for copying Audit files to S3 buckets.
- Developed a shell script for Audit enable/disable on RDS Oracle Tables in multiple databases.
- Worked on documenting Audit functions into confluence page.
- Published RDS capabilities and limitations documentation into confluence page.
- Worked on FGA for new RDS Oracle databases and created IAM policies to the users.
- Worked on Audit test by truncating the tables in the Oracle database and validated results.
- Supporting High Availability Environment and monitoring those databases for performance tuning.
- Worked on Log Mining function and documented in confluence page.
- Hands on experience in ECS services for Docker management and documented in confluence page.
- Worked on Implementing Disaster Recovery strategies for RDS Oracle databases and documented into confluence page.
- Hands on experience in Amazon Web Services (AWS) provisioning and good knowledge of AWS services like EC2, S3, Elastic Beanstalk, ELB (Load Balancers), RDS, VPC, Direct Connect, Route53, Cloud Watch, Cloud Formation, IAM, SNS etc.
- Configured and installed, involved using AWS services such as EC2, Data Pipeline, S3, RDS and EMR. Architecting new DBA solutions in AWS.
- Provide domain expertise of open-source and commercial relational DBMS products and services (Oracle 11g/12c, SQL Server, PostgreSQL, AWS RDS) and NoSQL databases (e.g. MongoDB, Cassandra) databases.
- Defined AWS Security Groups, which acted as virtual firewalls that controlled the traffic, allowed reaching one or more AWS EC2 instances.
- Installed the application on AWS EC2 instances and configured the storage on S3 buckets.
- Worked on migrating Oracle databases to AWS RDS using utility AWS Database Migration Service (DMS).
- Worked on multiple databases available in AWS RDS such as Aurora, Oracle, MSSQL, MySQL, Cassandra, and PostgreSQL.
- Worked on converting schema from one DB engine to AWS RDS using AWS Schema Conversion Tool (SCT).
- Hands on experience in encrypting data using AWS Key Management Service (KMS).
- Hands on experience in building Terraform Scripts for databases and used Chef tool for sharing cookbooks.
- Worked on integrating KMS to AWS CloudTrail to monitor logs used by keys for compliance Databases.
- Worked on Creating Identity Access Management policies (IAM) with Audit Team for user identities and for security breach.
- Deployed Oracle RAC on AWS EC2 by using API calls and commands using AWS CLI.
- Worked on Cluster Architecture for AWS and implemented 2-node RAC architecture on Physical on-premises infrastructure.
- Worked on installing and configuring Active DataGuard (ADG) for AWS instances.
- Performed DBA activities using ADG in AWS are rolling upgrades and first patching on standby using physical standby.

- Worked on taking incremental backups on ADG and load balancing, service management across the replicated databases.
- Implemented and maintained the monitoring and alerting of production and corporate servers such as EC2 and storage such as S3 buckets using AWS Cloud Watch.
- Creating S3 buckets and managing policies for S3 buckets and Utilized S3 bucket and backup on AWS.
- Created an AWS RDS Aurora DB cluster and connected to the database through an Amazon RDS Aurora DB Instance using the Amazon RDS Console.
- Configured an AWS Virtual Private Cloud (VPC) and Database Subnet Group for isolation of resources within the Amazon RDS Aurora DB cluster.
- Hands on experience in Amazon RDS Aurora performance tuning.
- Provided L2 and L3 production support depending upon the ticket assigned to meet the corresponding SLA's.
- Developed scripts to proactively monitor and databases and alter the DBA on events such as running out of extents, disk space and actively involved in shell scripting for various CORN jobs to be run.
- Database monitoring and maintenance activities which include checking alert logs, space management, undo management, gathering database statistics, database locking issues, scheduling of jobs, creation of users, schemas, table spaces and other database objects.
- Involved in 24x7 support for 8TB, 4 Node productions RAC database with on-call pager.
- Working with the Oracle Support Mechanisms; My Oracle Support (Metalink), Raising Service Requests.

Environment: Oracle 12c/11gR2/10g, Red Hat Linux, UNIX, OEM Grid Control, RAC, ASM, Amazon Webservices (AWS), OEM 13c, ERP, Oracle Advanced Security, EBS R12.1.3 with RAC 11gR2 (11.2.0.3), TLS, Data Guard, OPatch, Stats Pack, TKPROF, and SQL*Trace, AWR, ADDM, ASH, SQL*Loader, ASCP, Stats Pack, SQL*Trace, Explain Plan, SQL tuning advisor, SQL access advisor, SQL planned management, UNIX Shell scripting, export/import.

Confidential, Norfolk, Virginia

ProQuest LLC , Ann Arbor, MI **Mar 2015 to Nov 2017**
AWS/Oracle Database Administrator
Responsibilities:

- Installation, configuration and maintenance of Oracle 10g and 11g databases on AIX.
- Monitoring Day-to-Day Backups, Log's & recovering them as per the requirement.
- Successfully implemented Backup & Recovery using RMAN, Hot and Cold backups.
- Taking the RMAN incremental and cumulative and scheduling the databases backup using Cron tab.
- Monitoring the Oracle Instances, Users, Tables, Table spaces, Memory structures, and Rollback segments, Redo logs, Archived Redo logs and Alerts.
- Worked on migrating databases from 11g to 12c.
- Implemented cross platform migration from 11g to 12c, from Linux to AIX and Unix to Linux.
- Hands on experience in installation and configuration of Oracle 12c Advanced Security Template.
- Expertise in moving databases to Exadata and Involved in migration strategies.

- Implemented several new features in Exadata concepts like Hybrid Columnar compression (HCC), Smart Cache, Storage indexes and cell offload processing.
- Familiarity with CellCLI tool to manage the Exadata storage cells.
- Involvement in space management, rectification of lock problems, managed quotas.
- Configuration of Listener and Net Service names using NETCA.
- Expertise in Installing and configuring ASM and RAC for high availability databases.
- Strong Exposure in creation on an Oracle 12c Multi-tenant RAC data base with 2 node cluster and instances using ASM storage.
- Performed Database Performance and Tuning on the DB2 LUW versions 9.7, 10.1, 10.5. Upgraded database from DB2 LUW 9.7.4 to DB2 LUW 10.1.3.
- Installed Oracle DB 10g, 11g RDBMS, RAC on ASM, Applying Oracle Critical patch updates, Implementing and Manage Data Guard, Replication, Backup and Recovery support and performance tuning etc.
- Expert in performance tuning of database, memory & I/O. used tools such as AWR, ADDM, STATSPACKING, HANG ANALIZE, SYSTEM STATE and analyzing queries using EXPLAIN PLAIN, SQL-TRACE, TKPROOF, OEM.
- Worked on Multiple RAC clustered, converting single node instance to RAC and adding instance to the existing 5 Node RAC.
- Configured Data guard for disaster recovery purposes.
- Implemented Data Guard with maximum availability, protection and performance configurations and worked with Data Guard Fail over and Switch over cases.
- Setup and configured Oracle 10g/11g Physical Standby database (Data Guard) to ensure high availability.
- Cloned schemas, objects and data on new server using Data pump.
- Responsible for capacity planning, recovery planning and installing patches.
- Maintained Data Guard to ensure high availability, data protection and disaster recovery for enterprise data.
- Performed cloning and refresh of Database from production environment to test environment using RMAN Duplicate database and Data pump import export.
- Installed 12c agents on hosts and discovered targets.
- Migrated OLAP databases close to 8TB with minimal downtime using Golden Gate and verified data integrity using Golden gate Veridata tool for Linux 3 Node RAC.
- Configured and implemented Oracle Golden Gate replication.
- Resolving the conflicts between the target and source database in Oracle Golden Gate.
- Expertise in creating Oracle Tables, Table Partitions, Views, and Materialized Views.
- Install, maintain and monitor Web Logic server as part of OEM Grid Control setup.
- Implemented Oracle Advanced Security to provide the most cost-effective solution for comprehensive data protection.
- Implemented Advanced Security in different database one as Transparent Data Encryption and other as Oracle Data Redaction.
- Worked on Multiple databases available in AWS like (Cassandra, MySQL, Oracle, MSSQL, Mongo DB).
- Used TOAD as third party software for analyzing the database issues and generating results sets in xls formats.

- Handled all daily DBA activities and experience with PERL/SQL scripting, PL/SQL coding, stored procedures, functions, packages, triggers to enforce the referential integrity constraints and business rules.
- Involved in 24x7 production database maintenance and on-call support.

Environment: Oracle12c/11g/10g/9i,Oracle EXADATA X2-2 HALF RACK, Sun Solaris, Red Hat Linux, RMAN, AWS (Amazon Web Services), SQL server, Data Guard, Golden Gate, OEM, Grid Control, Toad 10.X, STATSPACK, AWR, Explain Plan.

Open Systems Technologies Corporation, Clarksburg, WV **Oct 2010 to Nov 2014**
Oracle Database Administrator
Responsibilities:

- Installed and Configured Oracle 10g/11g databases on Linux and also Upgraded Oracle databases from 10g to 11g.
- Installed and Configured of Oracle OEM (Oracle Enterprise Manager) Grid Control and OEM Database Control to monitor database.
- Involved in applying latest patches on the oracle database and also upgrading the database.
- Installation, Configuration and Administration of Oracle 10g/11g RAC.
- Performed Add-Node procedure on a 2-Node RAC Cluster to add two additional nodes.
- Managed and monitored the Oracle Real Application Cluster (4 node RAC) running on ASM storage.
- Involved in RAC administration including 10g Database cloning, tuning, patching and monitoring concurrent manager processing etc.
- Created and Managed Standby Database. Installed and configured DataGuard.
- Used DataGuard broker to monitor DataGuard configurations on standby database.
- Good working and experience in implementing DataGuard and Stand-by databases for fail-over and recovery.
- Used RMAN for backups and recovery and configured databases in Catalog server and involved in backup of Catalog database.
- Upgrading GoldenGate from 10g to 11g and Expertise on Oracle GoldenGate and be able to configure Golden Gate and troubleshoot the issues related to GoldenGate independently.
- Scheduled Oracle Jobs USING DBMS SCHEDULER and Backups using CRONTAB.
- Restoration and Recovery of databases at the times of occurrence of critical failures.
- Performed Block Recovery and Data file recovery using RMAN. Assisting in implementation of change control process in production.
- Identified and fixed the logical block corruption using RMAN Involved in taking logical backup using Data pump Exp-dp and Imp-dp Utility.
- Performed Data load on different databases from flat file using SQL*Loader.
- Written Stored Procedures and Triggers for database maintenance and management using PL/SQL
- UNIX Shell Scripts for backups.
- Pitched in help in other areas of the EBS such as fixing issues with the customer extensions in Oracle Project.
- Extensively used features such as Data Pump, Flash Back Recovery, ASM, AWR, ADDM for Generating reports.

- Conducted daily routine checks on alert logs and trace files for database errors and taken necessary actions to resolve the issue.
- Configured Listener and TNSnames using NETCA for creating client-server environment.
- Created tablespaces and added new data file to increase the size of the existing tablespace.
- Creating users and granting appropriate roles and privileges to them to perform their regular tasks.
- Day to day maintenance, troubleshooting and tuning of production Oracle database applications, daily monitoring and management network management software.
- Provided On-Call 24x7 support for production databases.

Environment: Oracle 11g/10g, Linux, HP-UNIX Windows, RAC, ASM, DBCA, OEM Grid Control, HP Data Protector, Oracle Streams Data Guard, EBS R12.1.3 with RAC 11gR2 (11.2.0.3), OID, TOAD, GoldenGate, RMAN, VERITAS Net Backup, Data Pump, Tuning, Stats Pack, TKPROF, and SQL*Trace, AWR, ADDM, ASH, PL/SQL, Shell Scripting, SQL* Loader.

The Children's Place , Secaucus, NJ **Nov 2007 to Jul 2010**
Oracle Database Administrator
Responsibilities:

- Installation and creation of 9i and 10g databases for Testing, Development, Production including configuration, backup & performance tuning.
- Performed Database replication from production to test/development environment Using RMAN, Data pump utilities and manually.
- Responsible for network configuration and involved in a Client-Server environment using TNS Names, LISTENER, Net Configuration Assistant and other configuration files.
- Skillfully used various built in packages like DBMS OUTPUT, DBMS SCHEDULER, DBMS ALERTS and others.
- Extensively used SQL* LOADER as a tool for loading data.
- Involved in doing block recovery and backup validations using RMAN.
- Implemented backup strategy using RMAN, Oracle Utilities (Export/Import) and OS methods.
- SQL tuning and Database tuning has been done based on reports generated by Run time SQL execution plans, AWR Reports, ASH reports, Explain Plans and monitor the database performance on daily basis.
- Created and Managed users, user profiles, tablespaces, data files, archive log.
- Created database links that are required for databases.
- Tuning SGA, Rollback segments, Latch contention issues, Optimize sort operations.
- Perform extensive testing on new versions of database products and tools to identify and resolve migration issues before these products are installed in the production environment.
- Involved in importing the production data to lower environments for testing purpose.
- Monitoring database using EM grid control and taking proactive measures.
- Creating UNIX scripts for automating various jobs.
- Provided On-Call 24x7 support for production databases.

Environment: Oracle 9i/10g, SQL Server 2000, UNIX (Sun Solaris), Windows (NT/2000/Advanced Server), TOAD, OEM, SQL*PLUS, Explain Plan, UNIX Shell Scripting, Quest software tools, PL/SQL navigator, SQL, TKPROF, STATSPACK, ASM, AWR, ADDM, Data Pump, RMAN, RAC.

Open Systems Technologies Corporation , Clarksburg, WV **Jan 2005 to Apr 2007**

Oracle Database Administrator
Responsibilities:

- Installed and Configured Oracle 9i database for Testing, Development, Production including configuration, backup & performance tuning.
- Created and configured database manually using Oracle Database Configuration Assistant.
- Worked on Oracle 9i OEM for regular database management.
- Installed and maintained standby databases.
- Wrote PL/SQL procedures and triggers to carry out database maintenance tasks.
- Applied patches whenever necessary by downloading them from Metalink.
- Used EXPORT/IMPORT to do table level and full database imports as per application team requirements.
- Created materialized views and snapshots for high-end application usage.
- Created and used different types of sequences and indexes.
- Planning, Installation and Configuration of Oracle 9i on Sun Solaris and Windows 2000 Server.
- Performance tuning of database using stats pack reports.
- Backup and Recovery operations over all databases, ensuring 100% recoverability using RMAN.
- Wrote control files for input to SQL*Loader utilities for loading data from external files into the Oracle database.
- Created Table space, Data files, Indexes and monitoring them.
- Administering database security, Creating Users and granting/revoking roles and privileges.
- Multiplexing control files and redo logs for database security.
- Designed and created schema objects like Database tables, indexes, views, synonyms, and all schema objects in Oracle.
- Created UNIX shell scripts to automate batch jobs.
- Worked as a member of production DBA team in perfect coordination with seniors and team members

Environment: Oracle 9i, SQL Server 2000, UNIX (Sun Solaris), Windows (NT/2000/Advanced Server), TOAD, OEM, RMAN, SQL*LOADER, Tuning, Export/Import, SQL*PLUS, Explain Plan, UNIX Shell Scripting, Quest software tools, PL/SQL navigator.

3.j Application Oracle Database Administrator - Bruck Hailu

Summary:

- An Oracle certified Database Consultant experience as an Oracle Database Administrator.
- Experienced in Performance Tuning, Query Optimization, Client/Server Connectivity, and Database Consistency Checks using different Utilities.
- Expertise in snapshot, import/export, database optimization with the help of explain plan.
- Experience of Database Administration, design, development, maintenance and production support of relational databases, business applications, new server setup, MySQL Server installation, upgrade, migration.
- Hands on experience of setup & configuration, implementation of (Oracle 11g RAC two-nodes/ ASM /Grid Control /Automation/Database Flashback/RMAN SQL/Shell Script) implementation, management, Production Support, monitoring & troubleshooting with a Single Instance Physical Standby (Data Guard) for Maximum Availability Architecture (MAA).
- Installation and Configuration of Oracle 11g data file objects including Tablespace and data files, object sizing as well as monitoring Managing database usage and growth.

- Managing backup/recovery using RMAN and UNIX shell scripts.
- Data replication (Basic) using Advanced Replication, Database cloning using RMAN, data loading using SQL loader, remote DBA, 24*7 production DBA supports for 3-tier applications of data size ranges from gigabytes to terabytes.
- Experience in Optimization techniques include cost-based technique and analyzing the tables for gathering the statistics using EXPLAIN PLAN, TKPROF, STATSPACK, SQL TRACE, ORADEBUG, 10gOEM Grid Monitoring custom scripts troubleshooting oracle databases using sql_trace utilities.
- Experience with Oracle Database performance-tuning services for customers with Performance Tuning using AWR, Statspack, creating indexes, materialized views to tune queries.
- Experienced in Data migrations using Export/Import.
- Good understanding of DAS, NAS and SAN storage, Storage virtualization, Tape libraries, networking, backup software like EMC Networker, VERITAS and backup solutions like BCV.
- Experience in implementing SOX to comply with government data access and security regulations.
- Worked in a team of 19 DBAs supporting multiple primary and secondary databases and supported more than 100 servers and 185 production, QA and test databases during on-call.
- Immaculate problem-solving skill, strong verbal/written communication & work ethic and versatile team player.
- An Out-of-Box thinker with great zeal for cutting-edge technology and improving the status quo.
- Worked on setting Up High Availability Oracle Golden Gate (OGG) systems on Oracle 11g/12c and 11gR2 RAC environments (Front-end: IBM AIX 6.0, Back-end: Oracle Exadata).
- Experienced in Golden Gate Install, Configuration, Maintenance, Trouble Shooting and Upgrade.
- Solid experience in disaster recovery routine maintenance for Oracle databases.
- Implemented Materialized Views for efficient and high availability of Processed Sales data.
- Regular database activities, backaups monitoring and troubleshooting.
- Involved in User management, Tablespace Management and regular maintenance activities
- Installed patch sets and upgraded Oracle (RDBMS).
- Involved in Creation and Maintenance of table partitions and indexes
- Cloning the databases regularly for the reporting databases and stage environments

Education:

- Bachelors Degree of Science in Computer Applications

Certifications and Trainings:

- Oracle Database 11g Administrator Certified Associate (OCA)
- Introduction to Oracle 11g: SQL, Oracle11g Administration Fundamentals 1st, Oracle 11g Administration Fundamentals 2nd Course
- Oracle 11g Performance Tuning
- Implementing, Managing and Maintaining a Microsoft Windows Server Environment
- Linux RedHat 5.0 Administration
- Information Security Program

Technical Skills:

- RDBMS: Oracle 12c, Oracle11g, Oracle10g, Oracle 9i, Microsoft SQL Server.
- Applications: Oracle Apps 11i, Oracle EBS R12, Oracle Golden Gate, Primavera, OTM.
- Operating Systems: Oracle Linux, Sun Solaris, Red Hat Linux, IBM AIX, HP Tru64, HP-UX PA-RISC, HP-UX IA-64, Microsoft Windows.
- Programming: SQL, Unix Shell scripting.
- Oracle Tools & Other Utilities: Oracle Diagnostics Tool, OEM Grid Control, RMAN, Statspack, ADDM, AWR, Tkprof, LogMiner, Export/Import, Data Pump, Oracle SQL Loader, AD Utilities, Quest TOAD, Quest STAT, Cisco TIDAL, HP Kintana.

Professional Experience

Blue Cross Blue Shield–Richardson, TX **Jan 2017 – Jul 2020**
Oracle Database Administrator
Responsibilities:

- Managed multiple instances (production/development/test) of different sizes ranging from 700GB to 20TB running on different Oracle versions from Oracle 12c (12.1.3, 12.2.3) RAC under DS8300 and DS8100 storage.
- Prepared Oracle environment for new workflow applications (Oracle installation, configuration, RAC setups, ASM setups, space estimation) and load testing.
- Setup Development, CIT, Training, ST, UAT (Two node RAC) and PROD (Two nodes RAC) servers with grid infrastructure with ASM.
- Extensive experience in migration of databases with RMAN, Export/Import, Expdp/Impdp
- Migrated Oracle database and applications from Oracle 11.2.0.4 to 12.2.0.1 on AIX 5.3 to AIX 6.1 with two node RAC
- Configured an AWS Virtual Private Cloud (VPC) and Data Base subnet group for isolation of resources within AWS RDS.
- Amazon RDS automatically patches the database software and backs up database, storing the backups for a user-defined retention period.
- Worked on Cloud Migration project, worked on servers and databases running on VMware.
- Setup Advanced Replication for data replication to master sites using API.
- Writing UNIX shell script for various database activities like space cleanup, snapshot refresh, file transfer.
- Oracle 11g/12c database backup / recovery and network activities such as Oracle Instance and Media Recovery, Oracle Recovery Manager configuration, User-Managed Complete Recovery, Recovery Catalog Creation and Maintenance, Oracle Net Services Server and Client-side Configuration, Configuring the Database in Archiving Mode, Oracle Recovery Manager configuration, User-Managed Incomplete Recovery, Transporting data between databases, Oracle Shared Server Configuration, RMAN Backups, RMAN Complete, Incomplete Recovery and Maintenance, Loading Data, Maintaining Network Storage Devices by using OEM 10g Console, Oracle Management Server, RMAN, Toad, EXP, IMP, TKPROF, DBVERIFY

- Managed knowledge transfer to team member. Handling of all day-to-day Oracle DBA activities such as performance problems, tracing/analyzing of SQL queries of development and production environment, space problems etc.
- Generated Statspack, Automatic Workload Repository (AWR), and ADDM & SQL Tuning Advisor to tune the database.
- Installed and configured MySQL on Linux and Windows environments.
- Managing/Troubleshooting MySQL 5.0.22 and 5.1.24 in production and developer environments on both Linux (5.0, 5.1) and Mac OS X.
- Identify and Create indexes, materialized views for SQL Tuning of bad queries using Explain Plan and TKPROF.
- Implemented Oracle 10g/11g/12c database flashback and doing database recovery Prepared 11.2.0.1 Grid Control environment and DBAs are using for database monitoring.
- Understanding the legacy system, and newly under development UCMS system, conversion mappings and writing loading/conversion scripts SQL, PL/SQL, Shell Scripts and Data stage.
- Wrote a data cleansing shell script to clean up the legacy data, which reduced the Mock Conversion time from weeks to days.
- Formulized a fastest loading/inserting mechanism which reduced the processing times for many processes from 7+ hours to less than 3 hrs.

Environment and tools: Red Hat LINUX 4.0/5.0/6.0, Oracle 12c/11g/10g RAC, SQL SERVER 2005/2008R2/2012/2014, Informix 10, MySQL 4.0/5.0, Erwin, PL/SQL, T-SQL, PERL., VMS, Sun Solaris, Windows Server 2003, Red Hat Linux, TOAD, RMAN, SQL server, OEM.

Guardian life Insurance - New Jersey, NJ **Apr 2015 – Dec 2016**
Oracle Database Administrator
Responsibilities:

- Managed multiple instances (production/development/test) of different sizes ranging from 700GB to 2 Tb running on different Oracle versions from Oracle 11g RAC under DS8300 and DS8100 storage.
- Prepared Oracle environment for new workflow applications (Oracle installation, configuration, RAC setups, ASM setups, space estimation) and load testing.
- Setup Development, CIT, Training, ST, UAT (Two node RAC) and PROD (Two nodes RAC) servers with grid infrastructure with ASM.
- Extensive experience in migration of databases with export/import, expdp/impdp, RMAN.
- Migrated Oracle database and applications from Oracle 10.2.0.4 to 11.2.0.1 on AIX 5.3 to AIX 6.1 with two node RAC
- Setup Advanced Replication for data replication to master sites using API.
- Writing UNIX shell script for various database activities like space cleanup, snapshot refresh, file transfer.
- Oracle 10g/11g/12c database backup / recovery and network activities such as Oracle Instance and Media Recovery, Oracle Recovery Manager configuration, User-Managed Complete Recovery, Recovery Catalog Creation and Maintenance, Oracle Net Services Server and Client-side Configuration, Configuring the Database in Archiving Mode, Oracle Recovery Manager configuration, User-Managed Incomplete Recovery, Transporting data between databases, Oracle Shared Server Configuration, RMAN Backups, RMAN Complete, Incomplete

Recovery and Maintenance, Loading Data, Maintaining Network Storage Devices by using OEM 10g Console, Oracle Management Server, RMAN, Toad, EXP, IMP, TKPROF, DBVERIFY

- Managed knowledge transfer to team member. Handling of all day-to-day Oracle DBA activities such as performance problems, tracing/analyzing of SQL queries of development and production environment, space problems etc.
- Generated Statspack, Automatic Workload Repository (AWR), and ADDM & SQL Tuning Advisor to tune the database.
- Identify and Create indexes, materialized views for SQL Tuning of bad queries using Explain Plan and TKPROF.
- Implemented Oracle 10g/11g/12c database flashback and doing database recovery Prepared 11.2.0.1 Grid Control environment and DBAs are using for database monitoring.
- Understanding the legacy system, and newly under development UCMS system, conversion mappings and writing loading/conversion scripts SQL, PL/SQL, Shell Scripts and Data stage.
- Wrote a data cleansing shell script to clean up the legacy data, which reduced the Mock Conversion time from weeks to days.
- Formulized a fastest loading/inserting mechanism which reduced the processing times for many processes from 7+ hours to less than 3 hrs.

Environment and tools: Red Hat LINUX 4.0/5.0/6.0, Oracle 12c/11g/10g RAC, SQL SERVER 2005/2008R2/2012/2014, Informix 10, MySQL 4.0/5.0, Erwin, PL/SQL, T-SQL, PERL., VMS, Sun Solaris, Windows Server 2003, Red Hat Linux, TOAD, RMAN, SQL server, OEM.

Bank of Abyssinia, AA **Mar 2012 – Feb 2015**

Oracle Database Administrator

Responsibilities:

- Installed, configured, and maintained Oracle 10g and 11gR2 on Linux and also Upgraded from Oracle 10g to 11g
- Extensive Experience with RMAN Backups, Hot Backups and Logical Backups.
- Extensively implemented Data pump, conventional Export/Import (Oracle 11g, 10g) for migration and logical backup of database.
- Strong skills in applying security patches (Patch set, Critical Patch Updates (CPU) / Patch Set Updates (PSU), One-off Patch) using "runInstaller" and perl based utility "opatch"
- Effectively made use of Indexes, Table Partitioning, Collections, Analytical functions, Materialized Views & Query Re-Write.
- Supported functional data warehouse projects.
- Worked with database export & import scripts to backup database structures and automation procedures.
- Installation, Configuration, Upgrade, patching of Oracle RDBMS and applications Work on different versions of Databases with OEM Grid control to maintain the database effectively.
- Performed Installation, Configuration, troubleshooting, performance tuning, Backup and Recovery and production support of Oracle 11g, 12C databases (Single Instance and RAC) on Red Hat Linux
- Database monitoring and performance tuning using OEM (Oracle Enterprise Manager)
- Index creation and management for optimization of DB Processes

- Planned and implemented high availability solutions such as Real Application Cluster (RAC) in Oracle 11gR2 Grid and 10g on ASM and OCSF2 file systems.
- Highly experienced in Oracle 11g, 10g Automatic Storage Management (ASM) required to fulfill the storage needs.
- Installed, configured and maintained Physical, Logical, Active standby databases supported by Data guard on Oracle 11g, 10g RAC servers for the purpose of disaster recovery procedures.
- Supported & maintained the Production/Development databases on various servers
- Extensively worked on setting up auditing in many databases we supported
- Managing Database Structure, Storage Allocation, Table/Index segments, Rollback Segments, Undo Segments, and Constraints.

Environment and tools: OEM Grid Control, Data Guard, RMAN, TOAD, SQL TRACE, TKPROF, AWR, ASH, ADDM, Explain Plan, Statspack, SQL*PLUS, SQL*LOADER, EXP, IMP, Data Pump (expdp, impdp)

ERCA, AA **Jan 2009 – Feb 2012**
Oracle Database Administrator
Responsibilities:

- Monitored the growth of the database objects for capacity planning.
- Export and Import of database objects to copy from one database to another database.
- Database security, job scheduling and documentation.
- Investigating suspicious database activity using Auditing.
- Regular database activities, backups monitoring and troubleshooting.
- Involved in User management, Table space Management and regular maintenance activities
- Installed patch sets and upgraded Oracle (RDBMS).
- Involved in Creation and Maintenance of table partitions and indexes
- Cloning the databases regularly for the reporting databases and stage environments.
- As a part of recommendation various server-side stored procedures were rewritten, database files moved on different LUNs to reduce the I/O contention.
- Performance monitoring and tuning of database, server and storage devices by capturing various dynamic statistics.
- Extracted information from the Core Banking system as part of the resolving issues process,
- Supported all Bank's branches related with Core Banking modules like Retail Banking and Credit Banking,
- Made investigation and provide Diagnosis, Resolution and Recovery for Core Banking issues,
- Logged and tracked core banking issues with the software vendor's online support using their portal,
- Involved in development of new products with collaboration with concerned party and test accordingly

Environment and tools: OEM Grid Control, Data Guard, RMAN, TOAD, SQL TRACE, TKPROF, AWR, ASH, ADDM, Explain Plan, Statspack, SQL*PLUS, SQL*LOADER, EXP, IMP, Data Pump (expdp, impdp)

3.k Senior Application DB2 Database Administrator – Hassan Khalid

ORACLE Certified Professional

Certified for IBM DB2 software

Professional Summary

Lead level DB2and Oracle certified Database Administrator with over **9+ years** of solid hands-on experience in handling multiple DB2, Oracleand Cassandra databases in heterogeneous environments such as AIX, Solaris, HP-UX and Windows. Well exposed to state of the art RAC implementations, HADR, DataGuard, GoldenGate, routine DBA production support, development and related database technologies. Received best performance **awards** on numerous occasions

- DB2 11.1, 10.5, 10.1, 9.7, 9.5 database administrator functions including, database object creation and alters implementation, reorgs, statistics collection and analysis.
- DB2 Recoveries, performance tuning, schedule and manage maintenance of production application databases, disaster recovery testing.
- Installation, Configuration, Fixpack Upgrade and Administration on V11.x, V10.x, V9.x of db2 environments.
- Experienced in managing large databases and large number of user population on 24x7 environments.
- Proficient in taking database backups and recovering the databases.
- Expertise in Using Export, Import and Load utilities to export and import the data.
- Database Migration /Cloning Across same platform using Redirected Restore, different platform using db2look and db2move.
- Strong hands-onexperience for setting up and upgrades PureScale and HADR.
- Installations, In-place and Side-by-Side Migrations of DB2 ESE and DPF databases.
- Actively working and monitoring Q replication on PROD databases and performing Cold start whenever required on PROD and non-PROD environments.
- Database monitoring and tuning experience using DB2's Snapshot Monitor, Event Monitor, db2advisor and db2explain tools.
- Expertise in troubleshooting tools - db2diag, db2support, db2pd, db2top.
- Good experience on maintaining DB Level (DB CFG) and DB Manager Level (DBM CFG) Parameters.
- Security Setting authentication, authorization and granting/revoking privileges on database objects to users.
- DB2 Performance Utilities - REORGCHK, REORG, RUNSTATS.
- Problem determination and resolution for supported application databases and maintenance utilities.
- Perform change management activities using standard change processes in support of application database related changes.
- Analyze and correct problems that occur in the DB2. This includes nightly support for the batch environment.
- Provided Support for application developers by providing SQL, testing SQL's, Troubleshooting application problems.
- Expertise in Using Utilities like DB2look, Export, Import, Run stats, Reorg.
- Proactive and Reactive Database Health checks and server reviews for client DB and suggesting changes.
- Experience in managing and installation of 10g/11g/12c CDB/non-CDB Active Data Guard.
- Oracle DBA experience including building objects and maintaining production environments.

Education

- Bachelor of Computer Science 2009 from Preston University, Lahore Pakistan.

Certifications and Trainings:

- IBM DB2 10.1Certified Database Administrator
- IBM DB2 9.7 Certified Database Administrator
- Oracle Certified Professional 12c (DBA Track)
- Oracle Certified Professional 11g (DBA Track)
- Oracle Autonomous Database Cloud 2019 Specialist
- Oracle 12c Training
- Data Guard 11g Training
- Cassandra Training (Core Concepts, Skills and Tools) and Tuning and Troubleshooting

Technical Skills:

Operating Systems	IBM Pure App, AIX, Oracle Solaris10,Unix, Red Hat Linux, Windows 2000/2003/2008 Server, Windows XP,Windows7/8.
Databases	**DB2 V11.xV10.x, 9.x, HADR,** PureScale,DPF,**Oracle** RAC (Real Application Clusters) 12c/11g/10g, Oracle Standalone databases 10g/11g/12c, Oracle ASM, OracleGolden Gate, Cassandra.
Database tools	IBM InfoSphere Guardium, Data Studio, IBM Optim,Control Center, IBM Database Server Manager,TOAD, BMC Tool,Pl/SQL Developer ,OEM Cloud Control and OEM Grid Control, SecureCRT,IBM InfoSphere Data Architect, AllFusion Erwin Data Modeler, Spotlight, DevCenter,OpsCenter.
Database Utilities	DB2look, DB2TOP, DB2PD,DB2move, DB2explain, DB2advisor, DB2load, RMAN, Exp/imp, Sqlldr.
Other Skills	VMWARE Server/Workstation, Web sites Development, Unix Shell scripting.

Professional Experience

State Of Illinois, SpringField, IL, Lead DB2 UDB/LUW DBA **Jun 2017 – Current**

Responsibilities

- Has overall responsibility for all DB2 products in production,uatand test environments. These include the DB2 software itself, monitoring tools.
- Installation and configuration of the new DB2 11.1, 10.5, 10.1 and 9.7 on PureScale and standalone Production environments.
- Monitoring DB2 24x7 production servers for potential problems.
- Taking offline/Online backup and restore on Pure Scale and standard environments.
- Implementing and managing PureScale and HADR on production and test environments along with IBM Info Sphere Guardian.
- Applying upgrades along with Business System Services to DB2 in test and production.
- Along with Business Systems Services, installs and maintains software used for supporting and monitoring DB2.
- Occasionally performing BLOB offload on PROD and non-PROD databases.

- Actively working and monitoring Q replication on PROD databases and performing Cold start whenever required on PROD and non PROD environments.
- Using IBM Database Server Manager, Monitoring databases health check and performing Administration tasks.
- Used Utilities like DB2look, DB2top, load, Export, Import, Run stats, Reorg.
- Assisting all development work on DB2. This includes helping with application development, designing and creating database objects, migrating from test to production, and implementing batch schedules with the appropriate DB2 utilities.
- Developed and documented overall vision for DB2 in our environment.
- Provided information to developers and operators on all components of DB2 that are of interest through the Web, Info shares etc.
- Serve as an overall DB2 resource and keep abreast of new developments in the DB2 world through journals, newsgroups, the Web, and the DB2 Users Group.
- Tickets handling based upon the Priority (Like High, Medium, and Low).
- Proficient in performance tuning using Data Studio, DB2TOP, DB2PD, IDSM, Monitor Traces etc.

Environment: IBM DB2 11.1, 10.1, 9.7, **Pure Scale, HADR**, Solaris10, AIX, Linux, IBM P795 Servers.

State Farm. Bloomington, IL, Sr. DB2 UDB/LUW DBA **Jul 2015 – Jun 2017**

State Farm is a mutual company that makes its primary focus its policyholders. Our more than 65,000 employees and more than 18,000 agents service 82 million policies and accounts throughout the U.S.

Responsibilities

- Has over-all responsibility for all DB2 products in production and test environments. These include the DB2 software itself, monitoring tools.
- Monitoring DB2 24x7 production servers for potential problems.
- Applying upgrades along with Business System Services to DB2 in test and production.
- Implemented database policy for backing up data on daily basis.
- Apply Fix packs and upgrades DB2 V11.x, 10.x, 9.x on HADR, PureScale and standalone environments.
- Assisting all development work on DB2. This includes helping with application development, designing and creating database objects, migrating from test to production, and implementing batch schedules with the appropriate DB2 utilities.
- Strong hands-on experience on Q replication.
- Strong hands-on experience for setting up PureScale and HADR.
- Strong experience for adding removing and maintaining PureScale members and CF.
- Upgrade PureScale cluster databases from V10.1 to V10.5.
- DB2 V10.5 to V11.1 upgrade and data migration on a Unix/AIX environment.
- Installations, In-place and Side-by-Side Migrations of DB2 ESE databases.
- Involved in setting up HADR,DPF, Range partitioning, Creating Role based Tables, MQT, MDC, Triggers, Fix pack up gradations etc.
- Performance Monitoring and Tuning SQL monitoring and tuning by rewriting SQL and using Snapshot, Table Function, Event Monitor and OS commands topas, vmstat and iostat , in addition to using EXPLAIN and running the reorgck, reorg, runstats and db2rbind commands.

- Design, Architecture and support of HADR for mission critical applications using DB2 HADR with TSA.
- Database creation using DDL and Maintenance of the Databases.
- Performed Database Replication on LDAP servers using HADR
- Performed all structural changes to DB2 databases.
- Worked with Security Administration to insure that proper security is in place for DB2 data.
- Monitoring the disk usage and system resources and scheduled the db2 utilities on time basis to assure the production systems will be available for 24x7.
- Used Utilities like DB2look, Export, Import, Run stats, Reorg.
- Handling deadlock and Library files issue.
- Administer the data server on which DB2 resides: monitor disk space and the DB2 log, backups, protect the integrity of the data.
- Working on SQL Performance tuning.
- Proficient in performance tuning using Data Studio, DB2TOP, DB2PD, Monitor Traces

Environment: IBMDB2 11.1, 10.5, 10.1, Pure Scale, HADR, Oracle, Solaris10, AIX, Red Hat Linux.

Eisai Inc. WoodCliff Lake, NJ, Oracle DBA **Nov 2014 – Jul2015**

Eisai Inc. develops and markets pharmaceuticals to treat a variety of ills. The company supplies its products to health care professionals, pharmacies, and hospitals through wholesale distributors.

Responsibilities

- Responsibility for all DB2 products in production and test environments.
- Monitoring DB2 24x7 production servers for potential problems.
- Applying DB2 V9.7 to V10.5 upgrades and fixpacks in test and production HADR environments.
- Perform database recovery and backup tasks on daily and weekly basis
- Implementing and managing HADR on production and test environments.
- Strong Knowledge and experience on HADR and Purescale enviornments.
- Performed splits on the DR environment at regular basis to keep it in sync with production.
- Performed all structural changes to DB2 databases.
- Implement and manage db2 databases on Purescale enviornment.
- Instancesand Databases creation, Maintenance.
- Restoration of the Database on Multiple environments.
- Redirect Restoration of the database.
- Update DBM, DB and DB2set parameters.
- Altering the tables, constraints, stored procedures.
- Used Utilities like DB2look, Export, Import, Run stats, Reorg.
- Performance Monitoring and Tuning SQL monitoring and tuning by rewriting SQL and using Snapshot
- Extending Table space and bufferpool pages.
- Handling stored procedure, index issues, extending Table space and bufferpool pages.
- Monitoring the scheduled jobs like backups, Runstats, reorg etc.
- Tickets handling based upon the Priority (Like High, Medium, Low)
- Writing scripts for user security privilege, reorg, set integrity and runstats.
- Implemented database policy for backing up data on daily basis.
- Developed and documented overall vision for DB2 in our environment.

- Perform troubleshooting and maintenance of multiple databases.
- Proficient in performance tuning usingData Studio, DB2TOP, DB2PD, Monitor Traces
- Monitor databases regularly to check for any errors such as existing locks and failed updates.
- Job scheduling utilities, and database management tools and utilities.

Environment: IBM DB2 10.x.9.x, Oracle 12c/11g/10, RAC, ASM, Oracle Data Guard, Oracle OEM Cloud Control, IBM AIX 5.3-6.1, Solaris 10, Red Hat Linux 6

Responsibilities:

- Installation, configuration, administration and tuning of Oracle 12c /11gSingle Instance and RAC databases.
- Installation and administration of Oracle 12c CDB databases on multiple servers.
- Database Upgrade/migration from 10g to 11g/12c on NFS and ASM file systems.
- 12c OEM cloud control installation, configuration and administration.
- Proactive and Reactive Database Health checks and server reviews for client database and suggesting changes.
- Oracle 10g/11g Active/Physical Data guard setup and administration.
- RMAN Backups setup and recommending performance improvement during hot backups.
- Deploying Logical backup scripts using export and data pump utilities on both Linux and Unix environments.
- Writing Unix Shell scripts for different database monitoring tasks.
- Providing 24/7 support to client databases. Coordinating and executing maintenance tasks on weekends and on-demand.
- Creating SR with Oracle Support on any issues and when needed.
- Monitoring, identifying areas that need to be improved in the application and database using AWR, ADDM, ASH and 12c OEM cloud control.
- Performed backups using conventional cold, hot & RMAN backups.
- Performance tuning using Explain Plan, SQL_TRACE, TKPROF, AWR, ADDM, ASH and 12c OEM cloud control.

Warid Telecom Lahore, Pakistan, DB2 UDB\LUW DBA Jun 2012 – Nov 2014

Warid continue to challenge and set new performance standards by investing in the future of its employees and seeking knowledge and innovation in order to exceed customer expectations and serve our community.

Responsibilities

- Fixation of all issue aroused during the upgrade process.
- Backup of the databases before and after the Upgrade.
- Preparation of the complete DB2 upgrade plan for Aix 6.1.
- RDBMS parameters setting as required running DB2 smoothly.
- Strong Knowledge on Purescale environments.
- Assists all development work on DB2. This includes helping with application development, designing and creating database objects, Migrating from test to production, and implementing batch schedules with the appropriate DB2 utilities.
- Monitoring table space size
- Increasing or adding table space size when it's required.

- Implemented database policy for backing up data on daily basis.
- Implementing and managing HADRon Multiple production environments.
- Performed Database Replication on LDAP servers using HADR.
- Reviews all data models for technical accuracy. This includes the enforcement of all modelling and naming standards. Performs all structural changes to DB2 databases.
- Ensure integrity, availability and performance of DB2 database systems by providing technical support and maintenance.
- Cataloging Databases on various nodes.
- Monitor database performance and recommend improvements for operational efficiency.
- Perform database recovery and backup tasks on daily and weekly basis.
- Develop and maintain patches for database environments.
- Maintain database security and disaster recovery procedures.
- Perform troubleshooting and maintenance of multiple databases.
- Monitor databases regularly to check for any errors such as existing locks and failed updates.
- Oversee utilization of data and log files.
- Manage database logins and permissions for users

Environment: IBM DB2 10.5, 10.1, Unix 9, 10, Red Hat Linux 5, AIX 6.1, IBM P780/P795 Servers.

IBM Global Business Services. Lahore, Pakistan **Dec 2010 – Jun 2012**

IBM Global Services is one of the world's largest IT consulting services organizations. IBM Global Services has large technology expertise in its own proprietary technologies and other major vendors like Oracle, SAP and Microsoft. The diverse technical human capital combined with industry knowledge, application software, technology and services places IBM in advantageous position in delivering complete enterprise solutions.

Responsibilities

- Monitoring DB2 24x7 production servers for potential problems.
- Applies upgrades along with Business System Services to DB2 in test and production.
- Instance Creation and maintenance.
- Database creation, Maintenance of the Databases.
- Cataloging Databases on various nodes.
- Restoration of the Database.
- Tickets handling based upon the Priority (Like High, Medium, Low).
- Update DBM, DB and DB2set parameters.
- Provided Support for application developers by providing SQL, testing SQL's, Trouble shooting application problems.
- Handling table space and file systems space issues.
- Resolving the Problem tickets of different severity levels during on-call support.
- Implemented database policy for backing up data on daily basis.
- Used Utilities like DB2look, Export, Import, Run stats, Reorg.
- Monitoring the scheduled jobs like backups, Runstats, reorg etc.
- Assists all development work on DB2. This includes helping with application development, designing and creating database objects.
- Migrating from test to production, and implementing batch schedules with the appropriate DB2 utilities.

- Reviews all data models for technical accuracy. This includes the enforcement of all modeling and naming standards.
- Serve as an overall DB2 resource and keep abreast of new developments in the DB2 world through journals, newsgroups, the Web, the DB2 user Group.
- Maintain database security and disaster recovery procedures.
- Resolve any database issues in accurate and timely fashion.
- Monitor databases regularly to check for any errors such as existing locks and failed updates

Environment: IBM DB2 9.7, 10.1, Unix 9,10, Red Hat Linux 5, AIX 5, 6 , IBM P795 Servers.

Oracons Consulting International. Lahore, Pakistan, DB2/Oracle DBA Feb 2010 – Dec2010

Oracons Consulting is specializing in delivering end to end integrated solutions based on highly flexible and stable technology rapidly adapting to client needs.Having been associated with Fortune 500 companies in addition to local presence and have a strong presence in the Power Sector, Oil & Gas, Construction, Industry, Government, Pharmaceuticals, Leather and other sectors.

Responsibilities

Working as DBA and providing consulting services to a wide variety of clients having diverse environments and database sizes, requirements, configurations and corporate cultures. The routine tasks include dealing with:

- DB2 9.5 database administrator functions including, configuring cold and hot backups, daily disk space monitoring, and database object creation and alters.
- As a DB2 Database administrator daily monitoring alert file for diagnosing all problems.
- Implementing and managing HADRon different environments.
- Oracle Database installation and Maintenance.
- Implement two and 3 nodes Oracle 10g/11g RAC databases.
- Installation and managing 10g Data Guard.
- Create test, development and production databases with assistance from Lead DBA.
- Physical Database Backups using RMAN.
- Logical database backups using datapump utility.
- Running AWR, ASH and ADDM reports to check for any problems in database.
- Supported the developers and end-users for accessing the database.
- Documentation of all tasks performed on Production databases.
- Daily monitoring of tablespaces and adjusting space by adding datafiles
- Monitoring system performance (DB and OS through AWR reports)
- Daily monitoring of alert log files and checking and correction of errors found
- Creation and maintenance of new tablespaces and assigning quota on those tablespaces to users
- Applying any required patches and fixing database issues
- Migrated Shell scripts and Perl programs from single instance servers to new RAC servers.
- Correspondence with System analysts and DBA group for creating required directory structure for daily batch operations.
- Deployment of complete batch on RAC servers and manual execution of jobs for testing.
- Participated in database stress test session along with DBA group.
- Prepare documents for Client specific and database specific as per requirements by different clients.

Environment: Oracle 9i/10gR2/11gR2, IBM DB2 9.5, AIX 5.3, Window Server 2003/2005, UNIX, Linux

3.I Application DB2 Database Administrator - Marsh M. Weiershausen

A detailed analytical technical individual with extensive skills in DB2 Database Administration, Data Replication (Q and SQL Replication), DB2 / COBOL programming, Data Architect positions. I bring experience to improve, stabilize, and interface technical solutions for any business.

Education

- University of Texas at Austin, Bachelor of Business Administration, Management Information Systems
  https://www.mccombs.utexas.edu/
- Texas Christian University, Ranch Management Program Graduate
  http://ranch.tcu.edu/
- IBM Certified Solutions Expert DB2 Universal Database Administration v7

Technical Skills

Hardware	IBM 3090, Amdahl; IBM (RS6000, Regatta); Red Hat Linux; Sun, Hewlett Packard, Dell, various Desk Tops
Operating Systems	MVS/XA, JES2/3, UNIX (AIX, Solaris), Red Hat Linux, Microsoft Windows 95/98/NT/XP/7/8/10
DBMS	**DB2 UDB (Personal, Satellite, and Enterprise Editions); DB2/zOS, QMF, SPUFI; DB2 Federated**; Oracle - Oracle7 Database Administration, Oracle 8 Backup and Recovery, Oracle Performance and Tuning all through Oracle Education, Passed the Oracle Database Administration Certification exam; IMS; Basic knowledge of Microsoft SQL Server – Enterprise Manager and XDB
Languages	COBOL, UNIX Shell Scripts, Basic Perl, Dialog Management Service (DMS), Clist, Program Access Facility (PAF), Structured Query Language (SQL), IMS DL/I, FORTRAN, and basic C++
Other	IBM Tivoli Storage Manager (TSM), Computer Associates Erwin modeling tool, Protocols include TCP/IP and SNA, IBM WebSphere MQ Series administration

Experience

IBM, RTP Lab, Raleigh, NC, DB2 DBA Lead for DevIT Group 2018 – Present

- Managed all DB2 UDB environments for the DevIT internal organization. Daily duties: installation, migration, setup, performance tuning, backup / recovery, structure changes, and problem discovery, upgrades, HADR.
- Built and maintained data replication components. Increased the accuracy of data between the OLTP and OLAP functions of applications.
- Migrated environments from DB2 on the AIX to RedHat Linux platform in Cloud development.

IBM, SVL Development Lab, San Jose, CA, Advisory Software Engineer / Worldwide Level 2 Software Support 2005 – 2018

- Drove problem resolution for customers of the InfoSphere Data Replication Q and SQL products.

- Analyzed and solved customer problems with installation, performance, process steps, data integrity, backup and recovery of database(s) for data replication across multiple platforms.
- Composed technical bulletins for Q/SQL to provide customer self-help.

IBM, BNSF Account, Fort Worth, Texas, Senior Systems Management Integration Professional
2002 – 2004

- Installed and managed RDBMS solutions (DB2 UDB and Oracle) for the BNSF customer. Daily responsibilities included installation, architecture/infrastructure, and backup/recovery of Mid-range DBMS platforms.
- Formulated and planned enterprise database consolidation creating a more manageable environment while reducing software licensing and hardware cost.
- Designed an architecture for the DB2/UDB instance creation process so it could be automated using shell scripts.

IBM, (BNSF Account), Senior Systems Management Integration Professional

- Prepared infrastructure support for application: Siebel – DB2/UDB, Geographical Information System (GIS) from URS Corporation - Oracle, IBM's WebSphere Application Server.
- Accomplished DBMS Client software packaging in IBM's Tivoli software for desktop distribution.
- Designed and implemented an Enterprise Disaster Recovery (DR) solution utilizing AIX Regatta Servers, IBM ESS Storage, and PPRC Copy Services software. Solution permitted recovery of databases within 1 hour at an alternate site states apart.

Burlington Northern Santa Fe Railway, Fort Worth, Texas, Data Resource Management
1998 – 2002

- Lead DBA duties implementing data replication technology utilizing IBM's DB2 Satellite software for the Property Asset Reporting System (PARS). Data Replication authorized a functional application database on a laptop in field to sync with an enterprise server database.
- Lead support and direction for DB2/UDB, Oracle, and IBM's DataJoiner for the Mid-range DBA team.
- Presented ideas as a member of the Information System Services (ISS) Technical Architecture Committee.
- Constructed and accomplished the Oracle architecture to fit within the BNSF technical footprint.
- Implemented Oracle RMAN. Devised and conducted Oracle Hot and Cold backup shell scripts with a flexible open interface to different storage medias with TSM being primary.
- Executed Oracle DBA functions for applications until DBA team members could be cross trained. Managed over over 25 production remote sites.
- Accomplished DB2/UDB architectural changes including naming standards using Corporate Business Processes/Functions and authentication/security issues.
- Identified on a project for an E-Procurement business process being conducted using Microsoft's SQL Server RDBMS. Project was corporate wide with CEO visibility.

General Dynamics / Computer Sciences Corporation, Fort Worth, Texas, Database Administration

- Taught COBOL programming skills, Relational Database Management System (RDBMS) topics leveraging XDB, and JCL at the CSC Consulting Associate Training Program for Legacy Systems.

- Taught Telon COBOL code generator product. Provided consulting and problem resolution for multiple projects coding IMS, DB2, and COBOL.
- Designed, built, and installed the Dictionary Information System (DIS). A TSO/COBOL/DB2 based front end to the IBM Data Dictionary providing tools for application developers.
- Designed, created, and installed the Dictionary Information System Naming Conventions application. Application documented all computer objects along with responsible individuals.
- Conducted DBA functions for IMS and DB2 DBMS (12 DB2 subsystems and 5 IMS systems).

3.m Senior SQL Server Database Administrator – Tadege T Sulamo

Professional Summary

- Experienced in delivering on assigned SQL Server Infrastructure projects (e.g. new software releases, patch upgrades feature exploitation, security and audit, etc.) with participation throughout the project lifecycle.
- 8+ years of experience in SQL server 2017/2016/2014/2012/2008/2005 Installation, Upgrade, Migration, writing T-SQL queries, troubleshooting, Configuration and Administration in windows platform.
- Experienced in consolidation of databases to migrate database from stand-alone platform to SQL Always on infrastructure that covers both High Availability (HA) and Disaster Recovery (DR).
- Experienced in supporting very large and highly transactional databases and troubleshooting various performance bottle necks on different environment (production, DEV, QA, TEST etc.).
- Experienced in database Backup, Recovery, and Disaster Recovery procedures. Experience with Performance Tuning and Optimization (PTO), using native monitoring and troubleshooting tools
- Maintained database level and object level security best practice by creation of users, Configuring, permissions and assigning different roles to Users.
- Experienced with configuring database with high availability techniques like Replication, Clustering as well as implementing disaster recovery techniques like database mirroring and log shipping.
- Experienced in working with Database Backup Compression, Data Collection, Policy-based management, Resource Governor, SQL server Audit.
- Experienced in designing, creating and publishing custom OLTP and OLAP reports using Microsoft SSIS, SSRS, and SSAS.
- Intensively experienced in monitoring/tuning SQL Server and database performance using SQL Profiler, Index Tuning Wizard and Windows Performance Monitor.
- Experienced in managing databases on multiple disks using Disk Mirroring and RAID technology.
- Experienced in optimizing code and improving efficiency in databases including re-indexing, updating statistics, recompiling stored procedures and performing other maintenance tasks.
- Experienced in protecting databases from potential vulnerabilities by limiting extensive user and group privileges ,and by fixing orphaned databases users ,roles, and groups, protecting databases from malicious sql codes that causes sql injection
- Experienced in implementing different types of Replication Models.
- Experienced in writing and debugging Stored Procedures, Views and Triggers.

- Expert in performing database consistency checks and planning and scheduling, Backup & Recovery.
- Experienced in monitoring Performance, Activity and Auditing using tools/utilities: SQL Server profiler, SQL Server Performance Dashboard, SSMS, DDL triggers and Event notification.
- Proficient in End to End Troubleshooting to mitigate performance issues caused by blocks and deadlocks.
- Self-motivated, directed and with keen attention to detail; Excellent interpersonal, verbal and written communication skills as well as strong logical, analytical and problem solving skills.
- Experienced in working in team-oriented, collaborative environment and with teams spread across multiple locations across multiple time zones.
- Ability to work on call and rotation

Education:

- Bachelor in Science , Addis Abebe university
- Windows Server Administration Training
- Database Administration Training
- Windows IIS web training.

Technical Skill:

Database Application software	SQL Server2017, 2016, 2014, 2012, 2008R2, 2008, 2005
Database tools	SSIS, SSAS, SSRS, Business intelligence(BI), Best practice Analyzer
Programming language	T-SQL, MS SQL, power shell
Operating System	Windows Server 2003/2008/2012/2016
DB Utilities	SQL server management Utilities, query Analyzer
ETL Tools	SSIS (integration service)
Network Topologies	TCP/IP, DNS, DHCP, FTP, HTTP, SMTP
Reporting packages	SQL server reporting services(SSRS)
Application software	Microsoft office, OneDrive

Professional Experience

Department of labor Washington DC,MSSql server DBA and IIS web administrator

Mar 2019 - Present

Responsibilities

- Working us an early morning check owner to make sure all the applications, iis websites, databases and maintenance job, third part monitoring tools and ticketing tools are functioning properly.
- Providing operational support for customers, application owners, vendors and developers in development, QA, TEST and production environments.
- Ensure that database architectures in production, development, test and staging environments are aligned with organization objectives and goals
- Configuring and managing always on availability and Monitoring replication to check synchronization state in both publisher and subscribers

- Ensured availability and performance of databases and server by providing technical support and maintenance
- Applied service pack and cumulative updates in sql server and windows updates when it is made available with Microsoft and depending on my company policies.
- Monitoring potential databases vulnerability to discover and track windows server security issues.
- Worked in Performance monitoring and troubleshooting of multiple databases to check for any errors such as failed updates, blocking and deadlocks
- Created and managed multiple automated sql server agent and replication jobs in four different environments.
- Created backup and restore strategies for production databases depending on our SLAs.
- Supporting multiple iis web server and web sites hosted in different web servers
- Monitoring multiple government web sites to make sure all accessible
- Monitoring disk drive to make sure that all derives have enough space
- working with customers to help them with different requests

AmeriHealth, Washington DC, MS SQL Server DBA **Nov 2016-feb 2019**

Responsibilities:

- Ensure that proposed and existing database architectures are aligned with organizational goals and objectives.
- Worked as a lead in database consolidation project where we migrated 40+ production stand-alone databases into SQLAlwaysOn infrastructure.
- Responsible for monitoring of database environment for stability, performance, availability and recoverability.
- Worked with Security Administration to insure that proper security was in place for the data.
- Ensured integrity, availability and performance of database systems by providing technical support and maintenance.
- Support project development following documented standards, policies and procedures (Change Management Process)
- Participation in a rotational on-call schedule 24/7 support many time which entails occasional participation in after-hours and weekend incident resolution, support of production implementations, infrastructure activities, and various disaster recovery exercises.
- Performed troubleshooting and maintenance of multiple databases.
- Monitored databases regularly to check for any errors such as existing locks and failed updates.
- Managed database logins and permissions for users.
- Designed, Created, Expanded, Shrink, Dropped and Set Database options.
- Involved in Backing up Databases, Transaction logs and implementing Backup & Restore strategy.
- Developed and Optimized Stored Procedures and Functions using T-SQL.
- Experienced in creating, publishing, and managing reports, then delivering them to the right users and Operational support for SQL Reporting services (SSRS) and Analysis Services (SSAS).
- Experienced in using PowerShell to automate different sql server jobs , to configure always on availability groups and to migrate databases
- Experienced in T/SQL development and writing different scripts which support operations
- Experienced in handling PII and other sensitive information.

- Worked with MS SQL Server Extraction, Transformation and Loading (ETL) to build high-performance data integration and for data warehousing process.
- Set up Database Mirroring and Log shipping for high Availability. and disaster recovery
- Migration of database servers retiring the old server.
- Involved in Database migration project where we migrate 10+ databases from Data Center to MS Azure Cloud PaaS platform and have good experience in managing database in azure.
- Worked on Database & Application Deployment on, QA and Development environments.
- Extensively given database support (Production, QA and Development environments).
- Performed numerous Disaster recoveries.
- Involved in supporting critical production databases and worked on 24*7 production support. On call and after hours more than 10 time

Environment: SQL Server 2012/2014, Windows 2008/2012 Server, SQL Lite Speed, linked server, SSIS, SSRS,

BB&T, Raleigh, NC, SQL server DBA **Jun 2014 – Dec 2015**

Responsibilities:

- Checked the previous night's SQL Server database and transaction log backups and SQL Server Agent jobs for errors.
- Implemented SQL login, Roles and Authentication Modes as a part of Security Polices for various categories of users.
- Designed and implemented comprehensive backup plan and disaster recovery strategies.
- Deployed new patches release by Development environment to UAT and Production.
- Monitored the server for High availability of the servers.
- Involved in solving the request raised by user support.
- Performed Day to Day administration of live SQL Servers.
- Checked all databases to make sure all are up and running.
- Used PowerShell for different administration tasks and for automating sql tasks in production environment
- Provided 24x7 supports to a number of mission in our production databases may times
- Checked SQL Server and Windows applications and system event log entries for warnings and errors and determine if any entries warrant further investigation
- Performed system maintenance, such as disk defragmentation, windows updates, and SQL server cumulative updates.
- Worked with project manager and business users to understand business processes, gather project requirement documents and translate them into SQL database, ETL Design Specifications and SSRS reports.

Environment: SQL Server 2008/2008 r2, IIS, Windows Server, SQL DB Access, Performance Monitor, Backup Utility, MOM, MSE and SiteScope.

FEDEX, Buffalo, NY, SQL Server DBA **Nov 2011 – May 2014**

Responsibilities:

- Involved in managing backup strategy, monitoring logs, advising and benchmarking on hardware configurations.
- Involved in gathering and trending appropriate DB and server metrics, managing DB-level security, and protecting against potential vulnerabilities such as SQL Injection.

- Ensured that application upgrades properly propagate across multi-server, multi-DBs during the rapid build cycle.
- Involved in advising on Disaster Recovery planning and support for SLA.
- Involved in coordinating DB and system jobs that interacted with the application.
- Optimized data structures with proper tradeoffs of redundancy, normalization, read / write tables, inside a tiered database structure which contains several layers of aggregation data, detailed data, live data, and lookup data.
- Involved in identifying key scale factors for heavy operations to determine the approximate scale impact and identified bottlenecks in the application -- and suggest and implement remedies.
- Involved in supporting of all databases in multiple High Availability environments.
- Involved in Installation and supporting for all production and non-production databases.
- Provided data migration, transformation, backup & recovery, performance and tuning.
- Developed processes, procedures, and jobs to monitor and/or automate tasks required to maintain databases.
- Involved in managing backup strategy, monitoring logs, advising on hardware configurations.
- Managed DB-level security and protecting against potential vulnerabilities such as SQL Injection.
- Worked on SQL Server Reporting Services.

Environment: MS SQL Server, MS Office, Oracle, Windows, XML, MS Project.

3.n SQL Server Database Administrator – Ephrem Tilahum

Education

- Microsoft Certified MS SQL Server 2012/2014 Database Administrator
- Bachelor of Science in Applied Science, 2006, Ethiopia

Professional Summary

- 7+ years of experience in Microsoft SQL Server Database Installation, Configuration, Backup & Recovery, Administration, Maintenance and Performance Tuning in SQL Server 2005 - 2017 with Windows Server 2003 - 2012 platforms.
- Experience working with ETL Tools DTS/SSIS for data Integration.
- Developed and optimized database structures, stored procedures, Dynamic Management views, DDL triggers and user-defined functions.
- Excellent database administration skills in all areas including planning, implementing, configuring, troubleshooting, performance tuning, high availability and disaster recovery (HADR) solution.
- Works on TDE and Always encrypted
- Designed, developed and maintained databases including creation and maintenance of user security, managing users and their security privileges and accesses.
- Experienced in database upgrades, migration between different SQL server versions, applying hotfix and service packs.
- Worked with complex system stored procedures, triggers, cursors, views, tables and other SQL joins and statements for applications

- Created Stored Procedures, Triggers, Functions, Indexes, Tables, Views and other T-SQL code and SQL joins for applications.
- Worked on SQL Server 2012 migration from SQL Server 2008 / 2005.
- Created Linked Servers between SQL Server 2008 & 2008 R2, also created SSIS package for data transfer between the two environments.
- Used DBCC Utilities to maintain the consistency and integrity of each database in the production server.
- Applied various replication and High Availability and Disaster Recovery (HADR) models including log shipping, database mirroring, Always On Availability Group & Windows Failover Clustering.
- Expert in tuning database by choosing indexes and using Database engine tuning advisor and SQL Profiler.
- Expertness in trouble shooting database space issues, deadlocks, performance and blocking.
- Implemented isolation levels, concurrency effects and different levels of blockings for data integrity
- Experienced in SQL Server tools like Enterprise Manager and SQL Query Analyzer.
- Experienced in Monitoring and optimizing the performance of the database.
- Excellent communication, interpersonal skills, a solid team player.
- Highly self-motivated and adaptable to learning and understanding new technologies.
- Worked with project teams to plan integration and implementation strategies.
- 24 X 7 Production Database on Call Support.

Environment: SQL Server 2012, 2014, 2016, 2017 and 2019 SQL Server management studio, Microsoft Azure, Azure Data Studio, TDE, Power BI Services: SSRS, SSIS and SSAS, SQLCMD, C++, Python, Redgate, Fog light

Professional Experience

Philips 66, Houston, TX, SQL DBA **Jan 2019 – Present**

Responsibilities

- Installation, Upgrade, Configuration and Migration of SQL Server 2012 - 2016.
- Developed SSIS packages and scheduling of the SQL agent jobs
- Responsible for data migration from Excel, Flat file, to Microsoft SQL Server by using BCP and DTS utilities as well as Extracting, Transforming and Loading of data using Microsoft SQL Server SSIS and DTS.
- Worked on TDE and Always encrypted
- Migration of databases to Microsoft Azure
- Setting up the Transactional Replication in different SQL Server databases
- Responsible for performance tuning and optimization of databases using tools like SQL Profiler, Query Analyzer Database Engine Tuning Advisor.
- Worked on Integration services for the purpose of Transforming data from the cubes and storing it into the data into the SQL Server tables.

- Created maintenance plans and jobs to achieve maximum performance.
- Expertise in Performance monitoring & Tuning, Query Optimization, Client/Server Connectivity and Database Consistency Checks using DBCC Utilities.
- Worked on SQL Server 2012 migration from SQL Server 2008.
- Developed and documented backups, recovery strategies, disaster recovery mechanism and participated disaster recovery drills for various environments. Successfully implemented Log shipping for DR solutions.
- Extensively worked on upgrading Microsoft SQL server, failover clustering, log shipping, replication and performing backup and recovery databases, and implementing database modifications on production servers.
- Used System Monitor and SQL Server Profiler to identify bottlenecks, discovering slow-running queries.
- Hand on experience in troubleshooting of all databases related issues.

Environment: SQL Server 2019, 2017, 2016, 2012, 2008, 2012 SQL, Server 2005 Enterprise, SSAS, SSIS, SSRS, Power BI, DBaas, Azure Data Studio, Windows Enterprise Server 2003, 2008 & 2012

KBR, Inc. Houston, TX, SQL DBA **Jul 2017 - Dec 2018**

Responsibilities

- Maintaining referential integrity, domain integrity and column integrity by using the available options such as constraints.
- Administrated and managed the SQL Server 2008 - 2016 production and Non-production servers.
- Experienced in creating SSIS packages using proper control and data flow elements.
- Export and import data from sources like flat files, row files using SQL Server Integration Services.
- Installed and configured The SQL Server Reporting Services (SSRS) and maintenance of the Reporting Servers.
- Migrated SQL Server 2005 databases to SQL Server 2008R2 databases including SSIS packages.
- Implemented high availability on the various servers using Replication, Log-Shipping and Mirroring.
- Implemented and tested the point in time recovery of the production databases.
- Developed and created the new database objects including tables, views, index, stored procedures and functions, advanced queries and updated statistics using Query Analyzer and Enterprise Manager on the existing servers.
- Optimized the performance of queries with modifications in T-SQL queries, removed unnecessary columns, eliminated redundant and inconsistent data, normalized tables, established joins and created indexes whenever necessary.
- Loaded the data into another data sources like SQL Server using SSIS.

- Configured data partitioning and table partitioning on huge tables containing numerous numbers of rows for better performance.
- Scripting the Database Consistency Checks (DBCC), scheduling the scripts to run daily and weekly basis.
- Monitoring SQL Server logs to ensure whether the backup operations, batch commands, scripts have completed successfully.
- Contacted various users in gathering the requirements and documented the necessary changes.
- Worked on TDE
- Created necessary templates for various requirements gathering and documentation.
- Application support for front end feeds and Resolved Application connectivity issues like connection timeouts, connection pooling issues and memory leaks.
- Monitored Log shipping and Transactional Replication and troubleshooting of errors.

Environment: Windows 2000/2003, SQL Server 2012, 2008R2 and 2005, Windows Enterprise Server 2003, SSAS, SSIS, SSRS Microsoft Reporting Services.

Quanta Services, Inc. Houston, TX, SQL DBA **Nov2015 - Jun 2017**

Responsibilities

- Responsible for data migration from Excel & Flat file to Microsoft SQL Server by using BCP and DTS utilities as well as Extracting, Transforming and Loading of data using Microsoft SQL Server SSIS.
- Prepared, maintained and modified SQL server installation and configuration documents.
- Performed daily tasks including backup and restore by using SQL Server tools like SQL Server Management Studio, SQL Server Profiler, SQL Server Agent, and Database Engine Tuning Advisor.
- Created Database Maintenance Plans for the performance of SQL Server which covers Database Integrity checks, update database Statistics and Re-indexing.
- Developed and optimized database structures, stored procedures, Dynamic Management views, DDL triggers and user-defined functions.
- Involved in trouble shooting and fine-tuning of databases for its performance and concurrency.
- Converting DTS packages into SQL Server 2005 Integration Services.
- Migrating SQL Server 2008 data bases into SQL Server 2012.
- Used SQL Profiler to capture the activities of the databases and used the trace file as workload file to the Database Tuning Advisor for index recommendations.
- Recovering the databases from backup in disasters.
- Worked with Application Developers to design databases and tables to support Development activities and achieve optimal efficiency.
- Rebuilding the indexes at regular intervals for better performance.

- Involved with development team and developed functions, procedures and packages performed Logical Backups by Export and Import utilities.
- Handled numerous change management requests on production servers.
- Worked on log shipping for synchronization of database.
- To analyze long running slow queries and tune the same to optimize application and system performance.

Environment: SQL Server 2005 - 2012, SQL Server 2000, Windows 2003/2000 - 2012 Server, T-SQL, SQL Query Analyzer, SQL Profiler.

Candid Corporate, NY, SQL DBA **Sept 2013 – Oct 2015**

Responsibilities

- Install, upgrade, configuration and migrate SQL Server in clustered and non-clustered production, dev and test environments.
- Relocation of Databases from one server to another server using attach and detach databases.
- Installing SQL Server with minimum access privileges service account to improve security and to attain high ratings in SOC audits.
- Designed and created databases, tables, views, store procedures and triggers.
- Involved in trouble shooting and fine-tuning of databases for its performance and concurrency.
- Implemented log shipping between two instances of servers using Database Maintenance Plan by creating a Monitor server and a shared folder.
- Designed and implemented comprehensive backup plan and disaster recovery strategies implemented and scheduled Replication process for updating our parallel servers.
- Proactively managed Microsoft SQL Server instances at the corporate office by developing Microsoft SQL scripts for creation and upgrade of databases, maintenance plans, user logins, automation of network and server monitoring with exception reporting via Database Mail notifications, and a SQL Server failover system.
- Rebuilding the indexes at regular intervals for better performance
- Worked extensively in Query analyzer and profiler for tuning queries using variables for characteristics and query costs.
- Monitored and modified Performance using execution plans and Index tuning.
- Maintaining the database consistency with DBCC at regular intervals.
- To set up SQL Server configuration settings to resolve various resource allocation & memory issues for SQL Server databases and to setup ideal memory, min/max server options.
- To perform installations & performance tuning, manage capacity planning & user accounts, and implement database security for multiple instances of development, certification, QA, and production SQL Servers databases.

Environment: SQL 2005 – 2008R2, Windows 2003/2000 Server, Query Analyzer, SQL Profiler and Index Tuning Wizard.

iCog Labs, Addis Ababa, Ethiopia, SQL DBA **Dec 2011 - Jul 2013**

Responsibilities

- Responsible for monitoring and making recommendations for performance improvement in hosted databases like index creation, index removal, index modification, file group modifications, and adding scheduled jobs to re-index and update statistics in databases.
- Used Stored Procedures, SSIS packages and BCP for updating Servers
- Developed and optimized database structures, stored procedures, Dynamic Management views, DDL triggers and user-defined functions.
- Assisted Log shipping for synchronization of database.
- Involved in the migration of SQL Server 2000 databases to SQL Server 2005.
- Involved in creating Stored Procedures, views, tables, constrains.
- Monitoring the server for High availability of the servers.
- Created stored procedures and triggers for Data consistency.
- Designed and implemented comprehensive Backup plan and DR strategies.
- Implemented and Scheduled Replication process for updating our parallel servers
- Evaluated data storage considerations to store databases and transaction log
- Created databases using Transact SQL Statements, SQL Server Management Studio and Database Wizard.

Environment: SQL Server 2000 - 2008, SQL DB Access, Performance Monitor, Backup Utility, Windows 2003.

3.o Senior COGNOS Analyst - Vikram Mandhala

Certified for IBM Business Analytics software

Over **10+ years** of IT experience in the software life cycle in providing product specifications, requirement assessment, design, analysis, development, documentation, coding, enhancement, testing and implementation of the business technology solutions. Extensive experience in developing scalable enterprise applications to the user needs which serves for Financial, Insurance. Worked in Data modeling, OLAP, Business Intelligence (BI), Data Warehouse development (ETL), Client-Server, 3-Tier technologies, ORACLE and IBM Netezza SQL.

Experience Summary:

- Cognos Certified Professional with Over **10+ years** of IT experience in design, development, analysis, testing, administrator, support Associate, maintenance and documentation
- Wide experience in developing Cognos architecture
- Solid expertise on usage of IBM Cognos Analytics 11.X.X/11.X and Cognos 10.X.X/8.X tools like(Framework Manager, Power Play Transformer, Cube Designer, Analysis Studio, Power Play Studio, Report Studio, Event Studio, Query studio, Cognos Workspace, CWA, Cognos Connection, Administration and Active Reports).
- As a Cognos Architect/Developer I possess dynamic technical knowledge, excellent report designing and creating skills

- Expertise in Administration, designing, development and deployment of Data Warehousing and Business Intelligence applications using Cognos BI Suite (8.x, 10.x, 10.x.x ,CA11.x and CA 11.x.x)
- As a Cognos Administrator, Proficient in installation, configuration, upgrades, fix-pack implementations and migrating Cognos content across versions and platforms including Windows, Linux Red Hat and AIX
- Implemented security using AD, LDAP and Cognos Access Manager in Cognos reports and Packages
- Proficient in implementing best practices in Framework Manager and Cognos Transformer in developing relational and dimensional packages (Relational and DMR)
- Experience with migration from Cognos 10.2.2 to Cognos Analytics v11.1 and Cognos Analytics 11.1.4
- Have experience in migration of Hyperion Reports to Cognos Reports using IBM Cognos BI
- Strong Experience in developing and testing Complex reports (Multi-chart, Cross tab, List, Maps, Drill-through, Master-Detail and Bursting) using Report Studio
- Developed and Optimized models with Database Interaction, Client/Server balancing and Governors Settings
- Implemented Data Security, Object Security, Package Security in Framework Manager and created user classes, roles or groups as per the requirement
- Strong knowledge of database design, OLAP (star schema), OLTP, Slowly Changing Dimensions (SCD Type1, SCD Type 2, SCD Type 3), Normalization, Data Capture, Dimensional Data Modeling, Ralph Kimball Approach, Star/Snowflake Modeling, Data Marts, OLAP and FACT and Dimensions tables, Physical and Logical data modeling
- Manages day-to-day administration of Cognos infrastructure
- Experience with Microsoft Windows OS (10, 8, 7, Vista, XP, 2000, and Win NT) and MS Office (Access, Excel, Outlook, Word, PowerPoint, and Visio)
- Willing to be involved in challenging tasks and take up the ownership of issues and tasks
- Ability to work independently and as well as team environments
- An excellent team player and team Leader with time estimation, multitasking, hardworking, fast learning and prioritizing capabilities
- Experienced working in AGILE and Waterfall environments
- A Team player and have the ability to work effectively with senior management in accomplishing objectives and able to deliver results and meet deadlines
- Extensive experience in databases like Oracle, IBM DB2, SQL Server, Teradata, IBM Netezza and CLOUD (AWS)
- Experienced working with Production support 24/7 and Development Environments and providing on-call support

Education:

- Master of Computer Application(MCA), Kakatiya University, Warangal, India
- B.Com (Computers) from Kakatiya University.

Certifications

- IBM Certified Developer Cognos 10 BI Author

- IBM Certified Developer Cognos 10 BI Meta data Model.

Technical Skills:

- **BI Warehousing Tools**: Cognos11.x/10.x.x/10.x/ 8.x, Framework Manager, Report Net, Report Studio, Query Studio, Workspace advance, Impromptu, Power play Transformer, Power Play, Access Manager, Informatica, Motio CI and Motio PI.
- **Security Components**: Access Manager Administration7.3 and Active Directory.
- Data Modeling: Star and Snowflake Schemas Modeling, Facts & Dimensions
- **Servers**: Application Servers (WAS, IBM Web Sphere 5.1/6.1), Web Servers (IIS 6/7.5, Tomcat, HTTP Server 1.3 and Apache)
- **Directory servers**: Directory, Access Manager and LDAP.
- **ETL Tools**: Knowledge of Informatica, Data Stage and ODI
- **QC Tools**: HP QC 9.2, ALM, TFS, Trello, TDP, JIRA and Service Now
- **Operating Systems:** Windows 2000/XP/7/10, LINUX/UNIX.
- **RDBMS**: Oracle 9i/10g/11g/12c, IBM Netezza SQL, IBM DB2 8.2/9, Teradata and SQL Server 2008/12
- **Languages**: C, Java, SQL.

Professional Experience:

MBFS, Farmington Hills, MI, Senior Cognos Developer & Administrator Nov 2019 to Till Date

This Project involves the Up gradation from COGNOS 10.2.2 version to 11.1.4 version over LINUX/UNIX environment.

Responsibilities:

- Participated in requirements gathering and understanding the existing 10.2.2 environment and planned for 11.1.4 Environment.
- Installed configured and upgraded Cognos 11.1.4 on Linux Environment.
- Responsible for Cognos Server Administration, Security and Migrations.
- Enabled and configured additional Cognos features like External data uploads, Data modules, Stories, Explorations and DQM, etc.
- Code deployment, User creation and licensing.
- Deployed the Report/cubes/packages as per the CISM and JIRA requests
- Created burst reports and scheduled those reports with bursting enabled daily, weekly, monthly, Quarterly and Yearly
- Proactive in monitoring Badly Scheduled, Long Executing and worst performing reports.
- Grant the user access as per the User CISM and JIRA requests.
- Security Implementations for the packages, folders and reports.
- Monitoring the Cognos Servers.
- Involved in Server Validation Test when Server moved from one environment to other environment.
- Managed distributed servers (BI and Cognos dispatchers).

- Involved in upgrading Reports, Models, Packages, Transformer Cubes, and Reports from Cognos 10.2.2 to CA 11.1.4 Version.
- Set User and Role based security at Reports, Package and Folders levels.
- Design and Development of Framework Manager packages for Analytics Reports and Dashboards.
- Worked closely with IBM experties to resolving the PMR's.
- Using CA11.1.4 , developed List, Various types of Charts, Cross tab and Dashboards, Complex reports (which involves Joins, Unions, Prompts etc.) in Report Studio based on the business requirements involved Multiple Prompts in Report Studio.
- Worked with the users for report enhancements and other data related issues.
- Involved in Documentation for the developed solutions.
- Involved in testing and fixed the bugs raised during testing.
- Involved in Data validation and Performance testing of reports using Motio CI by creating Test scripts with proper Assertions.

Environment: Cognos 10.2.2/11.1.4 (Framework Manager, Query Studio, Report Studio, Analysis Studio, Event Studio, Cognos Connection, Cognos Workspace and Cognos Workspace Advance), Transformer, Cube Designer, DB2, JIRA, CISM, Cyber Arch, Motio CI, Motio PI, LDAP, Agile Process, LINUX/UNIX.

American Eagle Outfitters (AEO), Pittsburgh, PA, Senior Cognos Developer & Administrator June 2019 - Oct 2019

This Project involves the migration of existing POS (Point of Sales) standard reports from the Teradata and Oracle using COGNOS version 10.2.2 to 11.1.

Responsibilities:

- Installed and configured Cognos 11.1 and enabled single Signon for Cognos login.
- Responsible for Cognos Server Administration, Security and Migrations.
- Code deployment, User creation and licensing.
- Security Implementations for the deployed packages and reports.
- Monitoring the Cognos Servers.
- Involved in Server Validation Test when Server moved from one environment to other environment.
- Managed distributed servers (BI and Cognos dispatchers).
- Grant the user access in different environments.
- Involved in upgrading Reports, Models from Cognos 10.2.2 to Cognos 11.1.
- Tested all the reports and compared the test results using Motio CI.
- Experience with Motio CI Pro for use in COGNOS migration and deployment activities.
- Set User and Role based security at Reports, Package and Folders levels.

Environment: Cognos 10.2.2/11.1 (Framework Manager, Query Studio, Report Studio, Analysis Studio, Event Studio, Cognos Connection and Cognos Workspace), Transformer, Cube Designer, Oracle, Teradata, Toad, Control M, JIRA, Cyber Arch, Motio CI, Motio PI, Active Directory and Agile Process.

BCBSMA, Quincy, MA, Senior Cognos Developer **June 2017 to May 2019**

BCBSMA recognizes that the ahealthyme Turnkey Rewards program powered by Virgin Pulse originated from our consumer loyalty initiative and is specifically designed to encourage continued member engagement by recognizing and rewarding members for a stronger, more direct relationship between BCBSMA and member.

Responsibilities

- Involved in gathering requirements for the application and development of reports from the client.
- Design Cognos reports according to business standards/coding conventions.
- Design and Development of Framework Manager packages for Analytics Reports and Dashboards.
- Built relational packages in Framework Manager for developing standard and Adhoc specific reports.
- Using CA11.0.13 , developed List, Various types of Charts, Cross tab and Dashboards, Complex reports (which involves Joins, Unions, Prompts etc.) in Report Studio based on the business requirements involved Multiple Prompts in Report Studio.
- Bursting the Reports in Cognos Environment and distributed to different user groups.
- Created joins between Queries to create Complex Reports in Report Studio.
- Created conditional formatting, conditional blocks, Cascading Prompts, Prompts, Filters, Functions, Conditional Variables etc..
- Involved in Testing, Peer Reviews of developed reports.
- Deployment of Reports and Packages from Cognos 10.2.1 to CA11.0.13.
- Worked closely with IBM expertise to resolving the PMR's.
- Analyze flow of data collect reporting and model requirements and reporting issues from users.
- Developed complex multi-page reports with multiple output formats (PDF, HTML and Excel), Used all type of variables (Sting, Boolean, Render, Style, and Text Source), Page Set and advanced sorting options.
- Experience in developing the reports using Drill-through, Prompts, Master-detail and conditional formatting.
- Developed most of the reports along with the team to reach the requirements and deliverables.
- Developed list reports with multiple queries, Joins, Unions and complex formatting using Repeaters, Singletons, Layout Component Reference.
- Supported the reports in Production environment and transferred knowledge on maintaining/modifying reports in the future to the support team.
- Responsible for developing and mentoring project team both onshore and offshore and deployment of the solution in production.

- Handled different issues as for the process of P1, P2 and P3
- Taking updates from Users on daily bases updated same in to the Reports and Documents.
- Created burst reports and scheduled those reports with bursting enabled daily, weekly and monthly.
- Review and fix issues related to data discrepancies, Report level issues and improve performance for reports created using Report Studio to meet business requirements.
- Responsible for trouble shooting and fixing various critical issues during pre and postproduction phase.
- Extracted the Data using SQL queries and validating against Cognos report studio reports.
- Working on report enhancements and troubleshooting the issues at report level.
- Trained end users on Cognos suite of products.
- Proactive in monitoring Badly Scheduled, Long Executing and worst performing reports.

Environment: CA11.0.13 (Framework Manager, Query Studio, Cognos Workspace, Active Reports), Power play transformer, Cognos Administration, IBM Netezza, IBM Netezza Administrator, Win SQL,Win2008 and Agile Process.

Nike Inc. is an American multinational corporation that is engaged in the design, development, manufacturing, and worldwide marketing and sales of footwear, apparel, equipment, accessories, and services. It has Distribution centers across Geos which are in the process of implementing Manhattan System. We design transactional reports to track the operations with in the four walls of DC. Developed reports for Inbound, Outbound and Inventory tracking based on Oracle database.

Responsibilities:

- Worked with Business users to gather Business strategy and created a centralized reporting capability for users to perform analytical and ad-hoc reporting for business applications.
- Involved in gathering the Requirements with Business users and prepared Functional Requirement Specifications for report development. Manage and perform the day to day development operations and internal business interactions for the company's large Regulatory Products.
- Provided POC by creating dashboards using Cognos Analytics v11.
- Reports and Model for Different Projects and migration from Cognos 10.2.1 to Cognos Analytics/Cognos 11.
- Developed and managed relational models using Framework Manager for WMS project. Defined the keys, Joins, cardinalities and global filters in Framework Manager. Used package level security and folder level security.
- Worked on reports migrations and deployments in Cognos 11(Cognos Analytics).
- Performed various Admin part like Cognos security, backups and troubleshooting...etc.
- Generated List, crosstab, chart and Dash board reports in Cognos 11 analytics.
- Responsible for trouble shooting and fixing various critical issues during pre and post production phase.

- Deployment of Reports and Package into different environments (Export, Import and Copy to Clipboard).
- Developed Burst reports, Drill through, Master Detail, List, Chart, cross tab and complex reports (which involves Joins, Unions, Prompts, Report Library, Table of Content, Report Layout, template, Dashboards etc.) in Report Studio based on the business requirements involved Multiple Prompts in Report Studio.
- Developed Query Studio Packages for Ad-Hoc reporting. Used HTML, Java scripts in prompt pages. Customize reports using Cognos SDK and integrated with Portal. Java Script for complex validation, navigation, communication and format customization.
- Resolving Performance issues related to Reports.
- Effectively involved in defect tracking, reviewing and analyzing test results using Service Now.
- Performed Unit testing of reports writing SQL statement at backend/DB and validating against Cognos report studio reports.
- Enabled Database sign on for Cognos.
- Deployment of application changes (publishing packages), Import/Export packages to Different environments.
- Working on report enhancements and troubleshooting the issues at report level.
- Reviewing and fixing the Report level issues, pertaining to Development or Administration.
- Created dashboards, Portlets for various DCs E.g: China, Europe and North America.
- Performed Deployment of Cognos Content from DEV to PROD, Job Scheduling, Folder Security, and Framework Object Level Security. Administered Cognos Connection by managing users & groups, object permissions, schedules, general administration tasks.
- Worked with IBM team to trouble shoot the issues in PMR.
- Daily checking resolved tickets raised by customers.
- AGILE process has been followed for development.
- Set user and role-based security at reports, package and folders levels.

Environment: Cognos Analytics v11.0.7 ,Cognos 10.2.1 Suite (Framework Manager, Query Studio, Cognos Connection, Cognos Workspace Advanced, Cognos Workspace, Active Reports), Dynamic Cubes, Power play transformer, Cognos Administration, Netezza, Win SQL and Agile Process.

Bureau of Workers Compensation, Columbus, OH, Cognos Developer Oct 2013 – Mar 2016

The project involves replacing BWC's outdated Claims, Policy and Employer Billing systems with a commercial product called power suite. I was involved in the end-to-end implementation of rebuilding the legacy reports, which were built using Hyperion reporting tool and DB2 database using the Cognos tool and Oracle and Vertica databases. We created a new data warehouse with different data marts for Claims, policies etc and built these reports.

Responsibilities:

- Worked with the Business users to understand what reports were critical, non-critical and not needed. Eliminated the ones that were no longer being used by business.
- Created Report Specs, Mapping documents, Unit Test documents
- Extracted the queries from the legacy reports and documented it in the Cognos specs.
- Developed design documents, project plans for the reporting project.
- Directly interacted with client technical team and understand /propose the best solutions on Cognos.
- AGILE process has been followed for development.
- Designed & Developed Models & Packages by following firm and product standards.
- Developed List Reports, Cross Tab Reports, KPI Scorecards, Scoreboards, Charts and Maps.
- Created Dashboards using Cognos workspace, Cognos workspace advanced and Cognos report studio reports.
- Modified existing Framework manager package to create filters in Package for improved performance.
- Wrote SQL's to implement report specific queries in reporting.
- Successfully managed and trouble shoot numerous complex issues in the Cognos environments.
- Proficient in deploying Reports and Packages from one environment to other environments (export, import and Copy to Clipboard).
- Resolving Performance issues related to Reports.
- Extracted the queries from Legacy reports and validating against Cognos report studio reports.
- Set user and role-based security at reports, package and folders levels.
- Tuned performance of reports and models by following database and design standards.
- Fact and Dimension tables were used in the Cognos FM model for Package building.
- Used OLAP models as source to create reports using Report Studio.
- Effectively involved in defect tracking, reviewing and analyzing test results using ALM (HP Quality Centre).
- Performed Unit testing of reports writing SQL statement at backend/DB and validating against Cognos report studio reports.
- Implementing security using macros, session parameters & parameter maps.
- Worked with Cognos Support team for troubleshooting complex issues.
- Prepared training documentation and helped Business Users related to Cognos Reports.
- Expertise in handling Administration tasks like bursting and scheduling the reports.
- Responsible for knowledge transfer, training and communication with the vendor, end users and team members.

Environment: Cognos 10.2.1/10.2.2 Suite, Cognos Analytics v11 (Framework Manager, Query Studio, Report Studio, Analysis Studio, Event Studio, Metric Studio, Cognos Connection, Cognos Workspace

Advanced, Cognos Workspace, Active Reports), Dynamic Cubes, Power play transformer, Cognos Administration, Trello, Informatica Power Center 9.6, Oracle11g/12c, Win2008, HPALM 12.0/12.1, SharePoint and Agile Process.

GM HOLDEN - Daily Management Report, Austin, TX, Cognos Developer Apr 2011 - Sep 2013

The GM Holden Sales Reporting application is providing a Sales Data Mart solution, Daily Performance Reporting (DPR), which will provide the Holden Australia Sales and Marketing department with the necessary reporting and querying capabilities against all the vehicle distribution data that they need to be able to support the business.

Responsibilities

- Involved in requirements gathering from business users and prepared functional and technical design documents for further development.
- Developed Cognos Framework Manager Models, Transformer models (Power play Cubes) to solve the BI needs of the user community.
- Identified Reporting elements from the data sources and developed the model for reporting.
- Used Framework Manager to create relational data model using multiple data sources.
- Developed List, Crosstab, Charts, Master Detail, Burst and Drill through reports Adhoc reports for departments like Retail Sales, Dealer Stock, Wholesale Sales, Plant Stock and Customer Orders in Report Studio.
- Set user and role-based security at reports, package and folders levels.
- Involved in fine-tuning reports to improve performance by manually creating joins, reducing number of queries in reports.
- Created Burst Reports and Multilingual Reports based on groups of users and Preferences for our Australia, New Zealand and China partners.
- Created Drill Through Reports and Master Detail Reports for Marketing Department.
- Created dashboards, port lets for various Sales and Cost Group reports. E.g. Sales by region were displayed as dashboards.
- Extracted the Data using SQL queries and validating against Cognos report studio reports.
- Administer Cognos environment that included report and job(s) scheduling, maintenance of public and individual folders, distribution lists, user groups and roles on Windows platform.
- Used Governing techniques for improving performance of the Query.
- Tested and validate report/model data using SQL.
- Implemented Star Schema Grouping and Dimension Hierarchy in Framework Manager Model.
- Designed OLAP Reports using most of the Report studio features (Conditional Formatting, Conditional layout, Sections, page Breaks, sorting, summaries, grouping, Drill Down, Drill Up).
- Exceptionally good and experienced in handling the problem and troubleshooting.
- Troubleshooting environment related issues in Cognos connection portal.
- Working on report enhancements and troubleshooting the issues at report level.

- Reviewing and fixing the Report level issues.
- Regular check for application servers for ensuring they are up and working properly.
- Create quality documentation on work relate issues and resolutions which are useful for knowledge sharing.

Environment: Cognos 10.2 (Framework Manager, Query Studio, Report Studio, Analysis Studio, Event Studio, Metric Studio, Cognos Connection, SDK, Active Reports), IIS, IBM HTTP, Windows, Dynamic Cubes, VM, Cognos Power Play Transformer, JSP, HTML, Java, Schell Script, Oracle 11g, Netezza, Quality Center, Linux 5.4.2, Win2008.

IGATE Corporations, Mumbai, India, Cognos Developer **Feb 2009 - Mar 2011**

BUPA has a wide range of applications running on various databases like Oracle and Teradata. The key objective of Project BUPA was to extract these various data feeds and load them into a unified database for PeopleSoft, SWIFT, Healthcare application and make available reporting environment to end user using Cognos 8.

Responsibilities:

- Created Standard reports in Report Studio, Analysis Studio, Ad-hoc Reports in Query studio.
- Involved in designing detail filters, summary filters, calculations and develop the report with the client specific guidelines for report development.
- Creation of Prompts like Value Prompts, Search Prompts, Date Prompt, Cascading Prompts, Calculations and Filters.
- Created the reports using Report functionalities like List, Cross-tab, Chart, and Drill through, Master Detail.
- Involved in security for creating Groups, Roles and giving access to the Users.
- Created Conditional blocks using String Variables & Boolean Variables, Layout Calculations.
- Created User Conditions and Filters to improve report generation & readability of report and displayed the summary of data by creating Charts.
- Schedule the reports in Cognos connection and burst them through email and directories, using the burst table.
- Perform day-to-day support activities & work in the Cognos Support team and development project teams to understand business requirements, models and reports design. Transition the same knowledge to the team for full support.
- Prepared the MOI and HR Dash boards on daily Weekly basis and sent to users.
- Involved in using Framework Manager IQD's and CSV's in Cognos Power Play Transformer.
- Good interaction with the on-site coordinators on a regular basis for resolving issues pertaining to reports delivered and special client requests.
- Monitored the jobs in Tivoli.
- Involved in Query Calculations & Layout Calculations as per the Requirement.

Environment: Cognos 8, Access Manager, Windows XP, ORACLE 9i (SQL, PL/SQL), PeopleSoft (HR, Benefits, Payroll, Fully Custom Time & Labor), Power Play Transformer, Windows NT, UNIX, Informatics Power Center 6.1, TOAD.

3.p COGNOS Analyst - Sanjeev Sinha

A Certified Cognos developer (IBM Cognos 8 BI Author) / Data Warehouse Consultant with more than 14 years of experience in Data Warehousing and 10plus years in Cognos BI.

Major Strength

- Strong experience with Cognos Tools such as Cognos 11.0.10/11.0.11,11.012,10.2/10.1/8.4/8.3/8.2/8.1 MR2Suite and Analysis
- Tools such as Cognos Transformer & Power Play.
- Having g o o d knowledge on Cognos Connection, Query Studio , Report Studio and Frame work manager
- Excellent ability to gather and understand business requirements and translate into IT solutions with the use of Cognos
- Having rich experience in creating various types of reports using Report Studio
- Experienced with complete application development life-cycle including requirements gathering, analysis
- design, implementing, testing and deployment
- Having good knowledge on HTML and JavaScript and ability to implement those technologies in Cognos reports.
- Excellent Team coordinating Skills with the Development Team and Deliverable dates.
- Excellent problem resolution and communication skills with ability to work under pressure in a highly visible role
- Extensively worked on various versions of COGNOS BI and TM1.
- Expert in implementing **dynamic security** at all levels of TM1 objects
- Automated Reports and generated documents using Scheduler
- Migrated reports from Hyperion to Cognos
- Good Knowledge on Data Ware Housing concepts and Cognos Reporting Tool.
- Strong experience with Cognos Tools such as Cognos 11.0.10/11.0.11,11.012,10.2/10.1/8.4/8.3/8.2/8.1 MR2Suite and Analysis Tools such as Cognos Transformer & Power Play.
- Having good knowledge on Cognos Connection, Query Studio , Report Studio and Frame work manager

Education

- PGDFM from IMT, India.
- B.Com - IGNOU, India
- Others: Diploma in Software Management
- IBM CERTIFIED BI AUTHOR (COG-112)

Technical Skills

OLAP (BI) Tools	Cognos (Framework Manager, Report Studio, Query Studio, Analysis Studio

Event	Studio, Cognos Power Play, Power play Transformer, Impromptu) Cognos TM19.4, 9.5.2(Architect, Contributor, Perspectives, Turbo Integrator)
Languages	C, C++, Core Java, Oracle
Data Base	Oracle 8i /9i & 10g/11g
Database Languages	SQL & PL/SQL
Operating Systems	Windows NT, Windows 95, 98, 2000, XP

Professional Experience

Caterpillar Inc., Cognos BI Developer **Jul 2019 – Present**

Responsibilities

- Participated in the workshops for gathering requirements.
- Created reports from spreadsheets as source in Cognos 11.10
- Created dashboards and reports using spreadsheets joining them with warehouse
- Tables ,creating data sets and data modules in Cognos 11.10
- Used Visualization in cognos 11.10 for dashboards.
- Analyzed the impact on the reports due to the changes in the Source systems.
- Modified the Framework Manger Models to incorporate the new data elements.
- Modified existing reports to incorporate the changes in the Source System.
- Prepared Test cases for report validation.
- Involved in Unit and Integration testing.
- Responsible for code migration across environments (DEV,UAT, Prod)
- Responsible for documenting the code changes as per the User change requests.
- Granting access to user based on Roles.
- Created Dynamic cubes using Cube Designer.
- Created reports using MDX with Dynamic cubes as source.
- Interacted with end users to understand reporting requirements in detail and how the reports impact the business process.
- Looking after CAT Mailbox for any issues from dealers and employees and responding them with the resolution.
- Used Power BI, Power Pivot to develop data analysis prototype, and used Power View and Power Map to visualize reports
- Published Power BI Reports in the required originations and Made Power BI Dashboards available in Web clients and mobile apps

Illinois State University, Cognos BI Developer **Mar 2015 – Jun 2019**

Responsibilities

- Worked on Data Modules and Data Sets creating from different packages
- Imported spreadsheets and uploaded Cognos and created reports out of it
- Experience in analyzing and integration of various data sources to create data mart.
- Experience in using advanced visualizations in Cognos 11.10 for creating advance dashboards and workspaces.

- Used Framework Manager Model to define data sources, model data from multiple sources, created and published Packages and created reports for different subject areas.
- Created Framework Manager Model to specify data mart and presentation design requirements.
- Managed and facilitated the upgrade from Cognos 10.2.2 to Cognos Analytics 11.x by creating upgrade road-map, strategy and post upgrade testing scripts.
- Provided in-classroom training and also created step by step training manuals/instructions for new users within data module creation, data uploads, report scheduling, report creation etc. using the new Cognos Analytics 11 platform.
- Developed Framework manager model to suit the reporting requirements.
- Worked extensively on creating several dashboards to show the KPI's of the organization.
- Built active reports with functionalities such as cascading prompts, drilling, exploding pie, scrolling text, dynamic sorting, hiding/showing columns, and map navigation.
- Developed complex reports with joins, unions, SQL, calculations, and conditional formatting, drill troughs.
- Worked on the performance tuning of the reports.
- Designed hierarchies for various dimensions as part of DMR modeling and also developed multi star and snowflake schemas.
- Created Test cases and performed unit testing for the Reports using SQL queries
- Assigned the groups to Cognos Default User Roles based upon the roles they are supposed to carry or the focus group they belong to.
- Develop and support IBM Cognos TM1 models through all stages in the project life cycle.
- Design and build successful technical solutions that involve TM1 cubes, dimensions, TI processes, rules, and executing the completion of the TM1 architecture per project.
- Edit/create rules while utilizing Turbo Integrator.
- Develop and support Cognos reports on TM1.
- Design, develop, and implement Cognos TM1and Cognos BI solutions for financial planning and budgeting projects using Turbo Integrator (TI) and complex business rules.
- Extensively used TI for loading data into Dimensions and Cubes, added new dimensions and cubes to existing environment.
- Developed TM1 application to gather and consolidate data in support of the footnotes in the annual report.
- Manage TM1 data through TM1 Reports (Active Form & Slice).
- Created and arranged different TM1 rule statements and performed complex calculations for cubes at N&C levels
- Created ad-hoc queries from multidimensional views for analysis

IBM, Cognos BI Developer **Mar 2011 – Dec 2014**

Responsibilities

- Creating Sales Pipeline Report for different Brands of IBM for the Higher Management of Europe and North America for different Sales Stages and different Quarters as per the requirements.
- Work with sales operations teams to analyze pipeline and revenue trends.

- Manage a team that collates data sets and arrange the data for reporting in COGNOS and driving efficiency through automation.
- Developed List, cross tab, drill through, master-detail, chart and complex reports which involved Multiple Prompts, Filters, multi-page, multi-query reports against multiple databases. Used filters for efficient data retrieval.
- Ensure strong linkages and partnerships with external and internal (e.g., IOTs/IMTs/GMU/GMTs and BUs) Stake Holders
- Analyzing pre-exits reports and solving the existing issues within it
- Maintenance and Schedule management for the daily email reports.
- Creating Sales dashboards provided drill though capability for more analysis
- Creation of Power Play models and cubes Using Power play Transformer and Testing the report by comparing data with Cube data by using powerplay web explorer and the validity of the data it retrieves from the database.
- Migrating Powerplay Client HTML reports that are tabular and pivot oriented and convert them to pictorial/dashboard oriented reports for executive management sales.
- Extensively worked on Dashboards using report studio including render variables, master-detail relationships, singletons, prompts, filters, Conditional variables, HTML items, layout component reference and formatting the objects within report design.
- Experience with conditional blocks and conditional layouts.
- Creating Dash Board Reports from cube using Report studio MDX Functions and adding it to the portal page using HTML Items.
- Modifying the existing report based upon the change request by the user

DHL, Deerfield, BI Architect /Lead **Feb 2014 – Dec 2014**

Responsibilities

Understanding the Stakeholder requirement /Standardized the reports across the SRCOE for IBM Sales team on Cognos Based on 10+5 Model /Successfully migrated from Cognos 8 to 10 successfully migrated reports from Hyperion and Excel to Cognos /Set a Quality Bench Mark for all the Standard Reports/Evaluating additional strategic areas to optimize processes, programs, organization design, resources and tools standardizing work and work products across CoEs, IOTs,IMTs,GMU,GMTs, and BU's /Design, Development and Maintenance of Report Studio reports/Creating the Reports to users for daily and monthly transactions/Providing the reports accessibility to privileged users/Involved in testing the reports Sharing best practices/Worked with client to understand business requirements and converted to technical requirements/Created Design documents Functional and Technical specifications for COGNOS reporting/Performed Technical and functional reviews of reports during development phase

Lab Corp, Burlington, BI/ Cognos Architect **Jun 2012 – Feb 2014**

Responsibilities

Designed Framework Manager Model, created iqds for powerplay cubes /Published and developed framework manager packages to the Cognos portal/Interacted with business users for their

requirement /Defining standards for report development following industry best practices/ Created cross tab reports, chart reports and reports with conditional formatting using Report Studio /Developed Standard templates in Report Studio for developing reports/Supported the users and the management in providing the analysis and forecasting reports/Prepared the estimation of efforts for the development of Cognos reports /Create Run and Schedule Reports and Jobs using Cognos connection /Responsible for defining and documenting report requirements, designing, developing and validating reports. Testing the reports against the online data capturing system

Jackson Hospital, FL, Cognos Developer **Dec 2011 – June 2012**
Responsibilities

Interacted with business users to gather business requirements and designed functional and technical requirements documentation / Created Cognos 8.4 Framework Manager models including relationships, filters, aggregations, rollup processing, calculations, organized folders, merged query subjects, aliases, shortcuts, database layer, business layer, presentation layer, and have setup data/object security and successfully published the packages / Created Star Schema Models in Frame work manager /Designed, developed and maintained catalogs according to the business requirements / Generated Simple list, Cross tab and Sub reports and customized them by the addition of filters, calculations, prompts and conditions as required by the end users/ Optimized the performance of Cognos reports using performance-tuning measures such as governor settings /Page explorer, query explorer and variable explorer were used to manage the content of the reports / Prompt pages were developed based on the built framework models to select data in specific groups/ Created user groups and roles in Cognos Connection and applied data level and group level security for various entries /Extensively created burst reports in Report Studio/ Scheduled and distributed reports to the end users by schedule management in Cognos connection.

Deloitte India, Report Specialist **Oct 2005 – Feb 2011**
Responsibilities

- Worked on Project A/R, Cash and other resolution oriented reporting to the client directly
- Worked on RFP (Requisition for Proposal) whenever a new project proposal is put forth by a Deloitte director
- Providing FTE requirements for a start-up project, setting up the database for initial kick off and go live of any healthcare client
- Representing the analyzed data in Excel or on PPT representation.
- Extensive experience in Cognos8 BI including Framework manager, Report studio, Query Studio, Analysis studio.
- Involved in the Dimensional modeling in the Framework manager.
- Major areas of expertise in designing and developing, creating and modifying different reports like List, Crosstab and Chart reports using Report studio, Ad-hoc reports using Query studio and Analysis studio.
- Worked on different types of reports like Cross tab, Master/Detail, Drill through reports Created Advanced Prompts.

- Experienced with Complete application development life-cycle including requirements gathering, analysis and design, implementing and testing.

3.q Software Test Analyst - Eli Kennedy

Education:

- Bachelor of Technology, Computer Science Engineering, Jawaharlal Nehru Technological University, India

Professional Summary:

- Software Development Engineer in Test with 8 years of experience in all phases of Software Testing Life Cycle (STLC). Developed Test Strategy, Test Cases, Test Plans and Automation Test scripts using **Selenium** and **Java**. Experienced in Automation and manual testing while working in diversified domains such as **Pharmaceutical, Healthcare, Life Insurance, E- commerce, Financial** and **Retail**.
- Expertise in designing and developing strategic **Test plans, Test Cases, and Test Reports for manual test.**
- Preparing test cases for the system covering **SRS document, design document, reviewing them with the developers and finalizing the test cases.**
- Extensive work experience on **User Acceptance Testing, Functionality Testing, GUI Testing, Regression Testing, Integration Testing, System Testing, BlackBox Testing and End to End testing.**
- Extensive experience in Manual Testing like **Quality Center**.
- Extensively experienced in **Software Development Life Cycle (SDLC)** working on client/server and distributed web-based systems.
- Expertise in Analysis and Review of **Functional Requirements Documents and System Requirement Documents.**
- Proven knowledge in working **ATTD** atmosphere.
- Works well in an **agile** environment
- Proficient in all forms of testing including **System, Regression, Smoke, Functional, Integration and User Acceptance Testing (UAT).**
- Experience on testing web services (**SOAP**, **REST**) using **SOAPUI Tools** and **RestfulAPI Microservices**
- Experienced on test methodology on **Waterfall & Agile methodology**.
- Expertise in Selenium automation using **Selenium WebDriver, Selenium Grid, JAVA, JUnit & Maven**
- Performed Mobile App Testing in both smart phones and tablets for Android like HTC, Nexus and Samsung using **Robotium/Appium**.
- Designed and implemented different automation frameworks from starch like **Page Objects framework, Keyword Driven framework, Data Driven framework and Hybrid framework** for a number of projects
- Expertise in writing **Selenium Web Driver** automation scripts in **JAVA** for highly transactional E-commerce websites.
- Executed automation scripts on different browsers/environments & reported defects/results to the team

- Proven ability in developing **BDD** scripts with **Cucumber** and writing step definitions for behavior.
- **Software Testing Life Cycle (STLC)** experiences include **Test Planning, Test Analysis, Test Design, Construction and Verification, Testing Cycles, Final Testing, Implementation and Post Implementation.**
- Exposure in programming languages and scripts like **Java, JavaScript, GIT**.
- Experience in validating Regular and Ajax control using **Selenium locators (XPath, CSS**, id and name).
- Automated the infrastructure in **AWS** using web services and Performed configuration, deployment and support of cloud services including **Amazon Web Services** (**AWS**).
- Experienced in reading the test data from excel spreadsheet using **API** and **TESTNG** Data provider.
- Experience on testing web services (**SOAP,** REST assured) using **SOAPUI Tools**.
- Ran the scripts for multiple users using controller in Load runner for CCT **GUI/API regression/Load testing.**
- Generated Test Scripts and validating the scripts using Synchronization point.
- Expertise in using Bug tracking Tools **Mercury/HP Quality Center, Bit Bucket, Rational Clear Quest, Bugzilla, Rally and JIRA**.
- Experience in Continuous integration tools like **Maven, Jenkins and Tortoise SVN** Subversion client to manage different versions of the source code.
- Experience in **Behavior Driven Development (BDD), Acceptance Test Driven Development (ATDD) using Cucumber, Gherkin**.
- Expertise in different types of testing like **Automation testing, Manual testing, Integration testing, System testing, Smoke testing, Regression testing, JUnit Testing, Black box testing, Functional testing, Database testing, GUI testing, Web / UI and (UAT)User Acceptance Testing.**
- Experience with **UAT** testing along with data setup, Environment setup and coordination between users, Development, Business Analyst and Product Management teams.
- Experience with build tools like **Ant, Maven, GIT**.
- Utilized Jenkins, Git, and Eclipse for deployment on test servers and to move towards CI/CD.
- Testing facets core application and **UAT** modules by following standard testing procedures
- Took ownership of automation and led the automation team by mentoring the team as required
- Excellent experience of build tools like **Maven** and managing **JAVA** automation projects using them.
- Experienced in developing and analyzing Test Plans, Test Strategy, Test Cases and Test Results using **HP Quality Center/ALM.**
- Expertise in bug tracking tools like **HP ALM/Quality Center** and for reporting modification requests.
- Experienced in using basic SQL Queries to retrieve Data from the Databases.
- Expertise on Automation Testing Tools like **UFT/Quick Test Professional (QTP), Selenium**.
- Expertise in the **Functional** and **Regression** testing of Web applications and its functionalities using **UFT/QTP.**
- Expertise in producing and maintaining project specific processes and work ethics.
- Used **HPQC** for defect management and reporting, also followed up with the development team to verify bug fixes and update bug status.

- Performed functional testing by executing the **QTP Scripts** from **Test Director**.
- Used Python to launch **QTP** scripts from command line for continuous integration testing.
- Created unit and functional test cases through use of testing tools such as Python.
- Responsible for creating **Soap-UI** project to test all web services exposed by all modules.
- Performed Manually **GUI Testing, Functional Testing, Black Box Testing, UAT, and System, Transactions** and **Regression testing, Positive** and **Negative testing**.
- Diverse experience utilizing tools in N-tier and Micro services architecture applications using Spring Boot, My SQL, Restful Web Services.
- Performed the back end testing by preparing **SQL** scripts. The data on the front-end application was checked against the back-end database using **SQL** queries

Technical Skills

Development Methodology	Agile, Scrum, Waterfall
Programming Language	JAVA, C#, Ruby
Automation Tools	Selenium IDE/Web Driver/Grid, Test Director,Cucumber, Quick Test pro
IDE Tools	Blue-J, Eclipse, Net Beans
Artifacts	Test Plan, Test Case, RTM, Test Summary Report, Bug Report
Project Management tools	OpenProj
Test Management	HP Quality Center, JIRA, Bugzilla
Databases	SQL Server Management Studio 2008/2012, MySQL, Oracle, Ms-Access
Packages	Microsoft Office
Operating Systems	Windows, OS/X, UNIX/LINUX
Utilities	Eclipse, GIT, SVN, IntelliJ

Professional Experience

Bentley Laboratories, SDET Engineer, Edison, New Jersey **April 2019 – Present**
Responsibilities:

- Interacted with Business Analyst and Developers to understand the application architecture and recommend testing strategy.
- Used Selenium Web driver, java, Junit and Maven for design ing automation test cases.
- Executed test cases in multiple browsers and platforms using Selenium Grid.
- Responsible for implementing Apache POI and page object model (POM) using Selenium WebDriver, Maven, TestNG using Java.
- Performed manual testing in physical devices emulator and IOS simulator with Appium.
- Involved in test automation by using open source tools such as Selenium, Junit, JMeter and Appium.
- Extensively involved in testing the application manually for the Functional and Systems Integration test efforts.
- Involved in creation of the feature files, Java scripts, Integration of HPALM
- We have used java script for creating the automated test scrip**s in selenium web browser.**
- Managing DevOps and Testing Automation using various technologies for ITO Testing

- Leveraged On-Prem environment testing for applications to the Cloud for AWS.
- Validated on-prem to cloud functional tests for data migration.
- Transformation including Service Virtualization using CA Dev/Test Tool for Automation and On Demand Runs in AWS Cloud.
- Perform Manual and Back end testing using SQL in oracle relational database.
- Developed Python scripts to automate the test cases.
- Tested the case settings in Ops Manager for PCF.
- Involved in building automation framework from scratch using **Selenium Web Driver, JAVA, Junit, Jenkins, ANT** and **Eclipse.**
- Executed automation test scripts using Python for regression runs to find errors.
- Managed Python Scripts using AWS API to configure resources deployed on AWS.
- Tested RICE Oracle components/configurations for integration and UAT activities.
- Managed the test cases in the CI for deploying Microservices.
- Configured ETL Testing for on-prem environment to Cloud in AWS.
- Performed Web-Services Testing using SOAP UI and generated JSON/XML Files for messaging.
- Used SOAP/REST services using SOAP UI, Groovy Script to test the services.
- Performed Scrum (Agile) methodology for testing the application.
- Tested cases of application migrations on PCF for PaaS.
- Developed some Python API framework components and libraries for the Selenium Web Framework.
- Developed automated scripts and frame works using python scripting.
- Used BDD framework with Cucumber, Java and created future files with scenario and scenario outline files.
- Tested Spring Boot Microservices on Pivotal Cloud Foundry (PCF).
- Designed and developed **Hybrid Framework using . Net, C# and NUnit.**
- Develop/execution of automated scripts using Microsoft custom .NET framework in VSTS.
- Identified defects and monitored resolution via defect tracking tool JIRA
- Worked on ETL/Backend testing by writing the queries.
- Configured test automation framework on CI/CD process using Jenkins.
- Expertise in using Selenium (data-driven, XPath locator) and WebDriver to test the web application.
- Configured Selenium WebDriver, TestNG, Maven tool and created Selenium automation scripts in java using Junit prior to agile release.
- Involved in integrating the test suites to Jenkins to execute them automatically after every successful deployment.
- Utilized GIT repository to perform efficient remote team working. Checked in all tested PL/SQL code in SVN and maintaining versions of PL/SQL codes.
- Involved in implementation of Test Automation Framework build using Selenium WebDriver, protractor to handle Angular JS, TestNG and Maven technologies under Java platform utilizing industry leading harness design patterns and approaches.
- Developed test code in Java language using Eclipse, IDE and TestNG framework.

Environment: Java, Appium, Selenium IDE, Firebug, Oracle, Agile, SQL, GIT, IOS, Mobile Testing, Cucumber, Maven, JIRA, Junit, JMeter, HTML, XML, Jenkins, Microsoft Test Manager, Cucumber, ETL

Centene, St.Louis, MO, SDET/ SR QA Engineer **Jan 2015 – Nov 2016**

Responsibilities

- Gathered specifications and business requirements prior to application testing.
- Analyze requirements, design documents, PDF and develop detailed test plan, test cases, test scenarios, test scripts, and prepare necessary test data for test execution in Agile Environment.
- Automated System testing for trading transactions, exchange operations and payment methods using Selenium WebDriver, C#.
- Performed Parallel, Cross – Browser, multiple platforms Testing using Selenium Grid and TestNG.
- Designed and implemented testing protocols for the WAN and LAN technologies
- Ran the scripts for multiple users using controller in Load runner for CCT GUI/API regression/Load testing.
- Performed REST assured testing using SOAP UI & Postman tool
- Extensively used C#.Net for developing the user controls.
- Developed, executed and maintained Selenium automation scripts for trading web application.
- Used Jmeter to test the performance, load and functional of the application.
- Developed Hybrid automation framework in C# by using Page Objects framework, Keyword Driven & Data Driven frameworks. Automated running smoke tests and build report generator for daily builds.
- Used Selenium Grid, NUnit test scripts to run automated test cases in parallel on 5 environments.
- Monitoring & troubleshooting the WAN links, Routers, leased line modem
- Browser (IE, Firefox, Chrome, Safari) where Platform (Windows 7,8/10Vista/XP/Mac OS).
- Customized test Result in QTP. Read Excel Data into Custom QTP Data Table using Custom Function. File System Object (FSO).
- Used for loop, Conditional if statement to handle application logic. Designed Functions Library, Functions Subroutine's common function, regular Expressions and Environment Variables using QTP in VB Scripts.
- Used Descriptive, Synchronization, Call function, Parameterization, Checkpoints, Error Handling, Recovery Scenarios, Regular Expressions to enhance test affectivity also created reusable actions by using QTP/UFT.
- Developed test scripts on Expert View and enhanced those scripts using Functional Libraries from scratch and performed regression testing for every new release using QTP as an automation tool with VB scripting.
- Maintained and updated the scripts for every release either by updating the object property value for a specific object or by adding new objects to Object Repository
- Prepared test data and test results (input / output files) for data driven method by using Global and Local spreadsheets in QTP for multiple testing.
- Tested JSON Web services for creating deleting modifying a big set of pools and Products, by writing pure white box test cases.
- Prepared both action based and component based scripts using QTP. Component based scripts were stored in Quality Centre. Executed the action based scripts from Quality Centre/ ALM.
- Parameterized the tests by entering different sets of data using QTP.
- Reported defects using QUALITY CENTER/ALM to the development team and followed up for the defects.
- Automated the infrastructure in AWS using web services and Performed configuration, deployment and support of cloud services including Amazon Web Services (AWS).

- Involved in the Database Testing using SQL queries of the application like checking all the tables in the Database and checking whether the data is moving in the respective tables.
- Experienced in trouble-shooting various problems during design & development phase of automation scripts.
- Used Robotium / tool to develop automation test scripts on Android platforms for native applications on mobile devices.
- Worked on Selenium GUI Object / element verification is done through XPath, CSS Locators.
- Quality Center was used for tracking and bug reporting and documentation of the whole QA process. Coordinate with UAT, project management teams performed User Acceptance Testing (UAT) with the users.]

Environment: QTP/UFT 12.02,Selenium Web driver, SOA, Load Runner, ALM 12.02, C#, TFS 2008/2010,Appium/Robotium, Oracle, Python, XML, HTML, Javascript, jmeter, Visual Basic, SQl, Agile Methodology, Windows 7/8, MS Office.

DTCC, New Jersey, NJ, QA Engineer **Oct 2012 - Nov 2014**

Responsibilities:

- Analyzing requirements and developing detailed test plan, test scripts, and prepare necessary test data for test execution in Agile Environment.
- Effective use of logical functions in order to handle more than one scenario in test cases to handle application logic and device behavior.
- Preparing the test data for new automation scripts and Making the enhancements in the existing data as per the requirements.
- Uploading and executing the action based scripts from Quality Centre/ ALM.
- Worked with the team in enhancing the selenium framework to perform UI automation.
- Tracking, reviewing, analyzing and comparing the Defects by using Bit Bucket.
- Prepared both action based and component based scripts using QTP. Component based scripts were stored in Quality Centre. Executed the action based scripts from Quality Centre/ ALM.
- Parameterized the tests by entering different sets of data using QTP.
- Reported defects using QUALITY CENTER/ALM to the development team and followed up for the defects.
- Responsible for REST assured testing using XML/SOAP UI & Postman tool
- Involved in testing micro services, independent applicati7
- ons with single domain responsibility with communicating through HTTP, usually with REST protocol
- Responsible for updating testing status and preparing testing requirement specifications
- Assigned the tasks of testing data set-up, testing environment, and reviewing test scripts on a periodic basis.
- Developed Keyword Driven and Data Driven frameworks to retrieve test actions, test data from Excel files and SQL Databases.
- Configured Maven for JAVA automation projects and developed Maven project object model (POM).
- Developed, executed and maintained Selenium automation scripts for trading web application.

Environment: Selenium Webdriver, QTP/UFT 12.52, XML,Jenkins, ALM 12.21, Rally, Bit Bucket, Java, Agile Methodology, Windows 7/8, Oracle, MS Office.

Paccar, Seattle, WA, SDET/ SR QA Engineer **Dec 2011- Sept 2012**

Responsibilities

- Responsible for reviewing and documenting various Quality assurance reports, preparing Test plans and creating the required test scripts.
- Performed Manual Testing of the application functionality to complete black box testing of the application.
- Used different test scenarios to validate the functionality for the application.
- Creating and generating system test scripts for different test scenarios covering all aspect of project functionality
- Developed test cases for Functional testing, GUI testing and Usability testing to ensuring the quality of the application.
- Used Jmeter to test the performance, load and functional of the application.
- Utilized Jenkins, Git, and Eclipse for deployment on test servers and to move towards CI/CD.
- Creating test cases for ETL mappings and design documents for production support
- Tested JSON Web services for creating deleting modifying a big set of pools and Products, by writing pure white box test cases.
- Extensively used C++ for developing the user controls.
- Extensive experience in ETL/ Data warehouse backend testing and BI Intelligence reports testing.
- Creating Manual test cases for application based on requirement documents like Functional Specifications, Business Requirement Document and Use cases.
- Ran the scripts for multiple users using controller in Load runner for CCT GUI/APIregression/Load testing.
- Wrote Descriptive programming using QTP.
- Reviewed computer logs (UNIX logs), reported program processing errors.
- Created Exception handlers (Recovery scenarios) and user-defined functions Involved in Regression testing, Unit testing, System testing and User Acceptance Testing
- Data class interacts with MSSQL database and extract data. Based on the data QTP script performs specific operations.
- Running various reports on bugs and defects generated during test execution daily.
- Developed automation scripts using Selenium WebDriver and Java.Used Eclipse IDE to develop & debug the code.
- Configured Selenium WebDriver, TestNG, Ant tool and created selenium automation scripts in java script using JUnit prior to agile release.
- Involved in automating test cases using Selenium WebDriver with TestNG.
- Used Robotium/Appium tool to develop automation test scripts on Android platforms for native applications on mobile devices.
- Responsible for creating and maintaining automation acceptance test suite using Selenium. Also responsible for converting automation scripts to new framework using Selenium Web Driver, Java and Testing

Environment: Quick Test Professional 10.0,UNIX, Selenium Webdriver, Quality Center9.0, HTML,TFS 2008/2010,ALM,JIRA, Python, Pearl, WindowsXP/Vista, Informatica power center, Load, unner, SQLServer, Web Services, Robotium/Appium ,Agile Methodology

3.r Help Desk Analyst - Brian. T. King

Professional Summary:

An experienced IT professional with advanced skills in Hardware and Application Support. Highly motivated Technical Support and Data Analyst professional. Able to negotiate and problem solve quickly, accurately, and efficiently. Adept at multitasking to achieve individual and team goals. Committed to quality and excellence.

Education:

- **King's College, A.A.S. Degree in Network Management** - Sep 2009 – Dec 2010, Charlotte, North Carolina
- **Hopewell High School, Diploma, Huntersville, NC - 2008 – 2009**

Technical skills:

An experienced IT professional with advanced skills in Hardware and Application Support. Highly motivated Technical Support and Data Analyst professional. Able to negotiate and problem solve quickly, accurately, and efficiently. Adept at multitasking to achieve individual and team goals. Committed to quality and excellence.

- Virtual Machines / Servers
  - Manage multiple VMs
- Windows Server 2012
  - Installation / Configuration
  - Managing Server Roles
  - Managing Server Shares
- Windows XP -10
  - Installation / Configuration
  - Joining Workstation to Domain
- Wireless Access Point
  - Installation / Configuration
- VPN
  - Support / Access
  - Two factor authentications (software, hardware, and on-demand tokens)
- Active Directory Users & Computers
  - Managing User / Computer Accounts
  - Managing Account Memberships
  - Resetting Passwords
  - Managing AD OU Structure
- Group Policy Management
  - Managing GPOs
  - Deploy Software / Files VIA GPO
- Mobile Device Management
  - Administration / Support
- Desktop Support
  - Remote / in-person
  - Software / Hardware
  - Printer connectivity
- Software Deployment
  - Administration / Support

- Mainframe Administration
- Audio / Video
    - Installation / Configuration
    - VOIP Installations

Professional experience

Operations Coordinator Oct 2019-Present

- Maintain clients' IT infrastructure projects using project management principles.
- Monitor and report on the results of scheduled and emergency client service requests.
- Review scope of work and request clarification or missing information as needed.
- Manage relationships with clients' facilities management to coordinate and ensure access for field technicians during and after normal business hours.
- Adhere to and ensure providers adhere to client standard and procedures.
- Leverage provider resources based on factors such as cost, location, and skill set.
- Review and approve WOs to prepare for invoicing.
- Work with Technicians on site to help resolve issues that they encounter.
- Provide suggestions and improvements for product and operations procedures on our Platform.
- Adhere to and support goals set by management team

Duke Energy, Helpdesk Analyst Lead / Desktop Support Jan 2018 - Oct 2019

- Providing Assistance to Helpdesk Team with any issues they come across.
- Managing Helpdesk Team's Schedule and Production Guidelines.
- Providing tier II, technical support & problem solving management to end users on issues of computer operations, including installations, setup, error messages and application use.
- Inputting information into Remedy Ticketing System.
- Resolving issues with MS Office 2013 and 2016 Applications, Internet Explorer and Outlook.
- Assisting users with Windows 7 and Windows 10, Citrix, VPN and Remote access issues.
- Managing Active Directory user, group and computer accounts .Installation and support of PC hardware and peripherals, such as HP printers.
- Assisting user with issues with networking technologies and protocols such as IP addressing, DNS, DHCP, and VPN client configuration.
- Assisting user with Mainframe (Florida, Southeast, Eastern Carolina, Midwest and Piedmont) Password Resets and unlocks
- Providing users with assistance with Supply Chain Expense reports and Maximo Work orders and Invoices

BAE Systems, Service Desk Analyst / Desktop Support Nov 2016- Nov 2017

- Providing first-tier, technical support & problem solving management to end users on issues of computer operations, including installations, setup, error messages and application use.

- Inputting information into Remedy Ticketing System.
- Resolving issues with MS Office 2013 and 2016 Applications, Internet Explorer and Outlook.
- Assisting users with Windows 7 and Windows 10, Citrix, VPN and Remote access issues.
- Managing Active Directory user, group and computer accounts .Installation and support of PC hardware and peripherals, such as HP printers.
- Assisting user with issues with networking technologies and protocols such as IP addressing, DNS, DHCP, and VPN client configuration.
- Assisting with Android, iPhone and Blackberry email app issues (Blackberry Work app)
- Setting up Web EX teleconference accounts for users
- Helping users with Application issues using remote desktop and SCCM remote
- Helping users with installing Basic software onto machines using SCCM software center
- Working with Accounts team with any issue with new hires not being able to login in machine for the very first time.
- Assisting user with installing Soft token VPN Token onto mobile devices.

Wells Fargo & Co. Technical Service Specialist / Desktop Support May 2015 - April 2016

- Troubleshoot and resolve issues that result from employee laptop/desktop computers and peripherals.
- Ensure customer issues/tickets are resolved in a timely manner using Remedy Ticketing system
- Assist end users with packaged software and some basic support of critical applications.
- Software installations and license tracking and support.
- Provide hardware support to end users (laptop, desktop, related accessories, printers, copiers, telephones, etc). Work closely with Corporate IT on hardware purchasing and asset management.
- Provide quality support to user community, employing a high degree of customer service, technical expertise, and timeliness.
- Resolve problems with a high degree of patience and problem management techniques.
- Configures and supports remote including VPN client and connectivity

Sprint, Customer service Help Desk Agent Oct 2014 - May 2015

- Responsible for assisting customer with High Risk accounts that are 45 and up past due. Assisting customer with taking payments towards accounts
- Placing customer on Payment arrangements, responsible for overview of customer bills.
- Troubleshooting devices for customer when having trouble with devices
- Restoring customers account from suspension back to active once a payment is made towards account

- Placing accounts on military suspension for customer who are going out of the country for military, placing accounts on season standby
- Responsible for changing price plans

Dell Dell Advanced Tech L3 **Mar 2014 – Aug 2014**

- Responsible for upgrading Synovus Bank Computers from Windows XP to Windows 7- replace /reimage Dell PC & Laptops
- Data Migration utilizing the Dell Migration Tool (DMT) -responsible for backing up customers data and restoring onto new PC/ Laptop
- Provided customer navigation through windows 7 introducing them to the new MS outlook, Internet Favorites and etc.
- Installed RBU (Recycle Bill Unit) and Cash Dispenser to Teller PCs
- Installed network printers, confirmed all software & hardware were in working order during the business day walk through
- Added PC to Synovus Domain if needed
- Installed required software based on the user's banking role/duties utilizing Software Center
- Forced software install utilizing group update command
- Installed Bank Managers with March 5, security software that uses the banks cameras.
- Responsible for Imaging Dell PCs and Laptops for Cabarrus County Schools
- Responsible for Updating Bios and Firmware to Dell Laptops
- Imaging Apple MacBook Air's
- Installed SMART Technologies Components (Smart board, Smart projector) and Amplifiers to PCs.

MetLife Charlotte, NC, Information Technology Support **March / April 2014**

- Worked with a small team of IT professionals to disassemble, move and setup personal computers for a corporate office move from two locations to one common headquarters building. Configured state of the art dual monitors and printers and installed with personal computers. Provided help desk support and customer service problem resolution for employees week one following their move.

Wells Fargo, Charlotte, NC Information Technology Support **April - 2013**

- Provided disassembling approximately 250 desktop computers and properly packing them for the move
- Also responsible for unpacking and set-up of the desktop computers, ensuring all software and hardware matched the inventory lists and computers worked properly

Wells Fargo, Charlotte, NC, Data Analyst - Global Financial Institutions (GFI) Oct 2012 – Jan 2013

- Extract data from Microsoft SQL servers and create pivot tables and graphical charts in MS Excel based on requests from Relationship Managers and Area Coordinators. Maintain the

GFI relationship hierarchy tables utilizing VLOOKUP to eliminate duplicates and IF statements to differentiate products by country.

- Research and troubleshoot problems in CDS software and Data Doctor Software; extract and analyze revenue data from MS SQL and create graphs for presentations for management.
- Responsible for documenting team meetings and creating agendas for meetings.

Wells Fargo, Charlotte, NC, Systems Analyst – Wealth Management Mar 2011 – Apr 2012

- Responsible for certifying the data integrity of loans ranging in $1 million and above during the systems migration to the Wells Fargo platform.
- Verifying information and documentation in the following legacy Wachovia and Wells Fargo credit services systems: CATools (Credit Analysis Tool), CLAS, Wachovia Mainframe, CAIRO (Imaging & Documentation), and AFS.
- Also responsible for researching and troubleshooting issues that arise around any data discrepancies and make recommendations for resolution.
- Provide systems and process and procedures training to new contractors. Serve as a team leader and provide guidance and answer to team mates questions when manager is unavailable.
- Entering data into Microsoft Access and making spreadsheets of problem loans in Microsoft Excel

3.s Business Analyst - Amy Agar

Professional Summary

- Senior Healthcare Business Analyst with 7+ years of hands-on experience turning business needs to software solutions for complex implementations involving coordination from multiple teams and integration of multiple systems.
- In-depth knowledge of payer operations including claims, enrollment, eligibility, underwriting, etc.
- Expert in documenting the Business Requirements Document (BRD), Technical Requirement Document (TRD), generating the UAT Plan, maintaining the Traceability Matrix and assisting in Post Implementation activities.
- Extensively used Agile Methodology in the process of the project management based on SDLC.
- Good experience in the EDI transactions and knowledge on EDI transaction process flows.
- Strong experience and understanding of **health care industry, claims management process, Medicaid and Medicare (Part A, B, C and D) Services.**
- Strong visual modeling and business process modeling (BPM) skills using Agile, Rational Unified Process
- (RUP).
- Extensive knowledge and understanding of MITA, MMIS, Electronic Medical Health Record (EMHR) and Pharmacy Benefit Management (PBM).
- Hands-on experience with Facets support systems to enable inbound/outbound HIPAA EDI transaction in support of **HIPAA 834, 835, 837 270/271** transactions.

- Expert in creating **Use Cases, Use Case Diagrams, Class Diagrams, Sequence Flows using MS Visio** and UML concepts.
- Good knowledge of Drug search databases such as Medi-Span, First Data Bank and reimbursementcodes.com to process Prior Auths.
- Worked with different Business Areas like Claims, Enrollment and Pharmacy to analyze and implement proposed ICD 9 – 10 Code changes.
- Knowledge about **Business Process Modelling and Notation (BPMN)**
- Strong understanding of **ICD-9, ICD-10-CM, ICD-10-PCS codes, HCPCS, CPT codes,** J-codes, HCFA-1500, CMS-1500 claim forms and reimbursement forms.
- Experienced in developing **SQL queries for data extraction**.
- Strong data analysis skills with hands on experience in data warehousing environment set up.
- Working with clients as a SME in the field of SOA.
- Good Technical experience regarding data models and database design development. Understanding of XML and SQL.
- Maintained Traceability Matrix to track the Business Requirements from design phase to testing phase keeping track of all requirements in the BRD.
- Change Control Process – Led the Change Control Process for changes submitted for the BRD once the document was signed off to IT department.
- Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases.

Education

- Master's in Information systems, Global University, VA

Technical Skills:

Project Methodologies	SDLC, RUP, UML, Agile, Waterfall
Business Modeling Tools	Microsoft Visio, Rational Rose
Testing tools	Mercury Quality Center
Change Management Tools	Rational Clear Quest
Office Tools	MS Project, MS Office, MS Visio
Version Control Systems	Rational Clear Case
Database	MS SQL Server, MS Access, and Oracle
Architecture	SOA

Professional Experience:

Amerigroup Corp Virginia Beach VA, Senior Business System Analyst Aug 2019 - Ongoing

I work on Appeals & Pharmacy Prior Authorization Request (PAR) Applications. Appeals & PAR applications are built on **PEGA business rules engine & SQL** to process Pharmacy requests, Appeals and Grievances for 20 states in Medicare and Medicaid. The application automatically processes authorizations based on an in-built customized rules engine. It is linked to Facets and Member, Provider, Prior Authorization, Claims databases. Upon processing a Request it automatically sends mail/fax notifications to member and provider.

Responsibilities

- Gathered requirements for multiple markets and line of businesses (Medicaid, Medicare, and Dual Eligibility) to process Prior Auths.

- Created Process Work Flows, Functional Specifications and responsible for preparing Functional Specification Document (FSD).
- Provide oversight for development projects to ensure the requirements are met.
- Create and manage change requests (CNRs) for enhancements and bug fixes using Change Management Process (JIRA) and complete testing and review.
- Translated the requirements prepared for SDLC methodology to User Stories and implementing Agile methodology as a standard for the ongoing project
- Responsible for Business Process Management (BPM) for development of various projects.
- Create Custom ad-hoc reports using SQL for Member, Provider, Prior Auth and Claims Data for Operational and Regulatory Reporting Users. Used Query Analyzer to optimize SQL Queries.
- Proficient in creating and executing Test Plans, performing functional, UAT testing, ensuring that the software meets the business Requirement and logging defects using Quality Center.
- Followed agile methodology to gather the Business Requirements and designed Functional specifications.
- **Developed the business process using Business Process Modeling Notation (BPMN), readily understandable by management personnel and developers using MS Visio.**
- Coordinated with teams in Well Point to import Member, Provider, Prior Auth and Claims data from WellPoint sources (Facets/ ODW/ EPDS) to our systems and feed Prior Auth data upon processing back to WellPoint claims and payment systems.
- Regularly involved in the designed meeting which focused on agile methodologies, including agile modeling and domain-driven design.
- Perform Requirements Gathering and Analysis, by interacting with Medicare and Medicaid Business teams, CSTs, Pharmacists and MD's in Amerigroup as well as Legacy WellPoint markets.
- Performed Data mapping from WellPoint systems to Amerigroup systems for multiple systems using Data Dictionary and analyzing data with SQL Queries.
- Documented the dimensional models of ETL system in BRD.
- Performed Backend Testing by writing SQL Queries to ensure the accuracy of the data for ETL Reports from Source to Target system in development, QA and production environment.
- Closely work with Enterprise architecture team to define state of the system for the Provider main system.
- Gathered requirements for processing Prior Authorization requests for several markets.
- Facilitate Joint Application Development (JAD) Sessions for communicating and managing requirements and schedule.
- Performed data mapping and tracing data from system to system in order to solve a given business or system problem.
- Maintained the Requirements Tractability Matrix (RTM) and managed the requirements.
- Gathered requirements from business owners in Pharmacy, ICD compliance team, ICD coding team to understand impact to PAR application and implemented ICD-10 changes as per guidelines of CMS as well as business rules for respective states.
- Helped perform UAT testing to ensure all business requirements are implemented.
- Interacted with Pharmacists and MD's to implement logic used for approving Synagis drug.
- Worked with offshore team at different geographic sites and project team members using telecommunications tools such as teleconferencing, Go to Meeting and WebEx.
- Provided assistance in other concurrent projects and maintenance tasks.

Environment: Oracle, DB2, Mercury Quality Center, Agile, SQL 2008 R2 , TOAD, MS Office, Visio, Share Point 2010

GE Health Care, Milwaukee, Wisconsin, Business Analyst **Feb 2018 – Jul 2019**

TASS is a windows-based application. The purpose of the project was to convert the process into a cloud-based application.

Responsibilities

- Worked in the Product Development and Management (PDM) team to analyze development strategy and processes for new concepts and applications.
- Preparing wire frames for validating designs using Balsamic.
- Responsible for complete requirements elicitation/management in the project in an agile development environment.
- Documented User Stories, requirements artifacts in Team Foundation Server.
- Extensively worked with End-to-end testing for User Acceptance Testing (UAT) coordinating with Project Test leads, project Business Leads and the Third-Party Vendors.
- Documented the Business Process Flows and Workflow Diagrams using MS-Visio.
- Co-ordinated with the offshores teams for resolving the queries and clarification on business details to the technical team.
- Conducted JAD Sessions, JRP Session and Elicitation session for Requirements Gathering from the Product owners.
- Participated in the Design Sessions and Code Review Session along with the Architecture team.
- Provided status report to Project Manager and assisted with monitoring the timely completion of scheduled tasks and escalating risks across the project lifecycle.
- Responsible for Holding the Defect Triage Meeting and conducted Root Cause analysis of the defects.
- Provided functional clarities and facilitated the implementation. Managed traceability from Test cases to requirements and requirements to code.
- Prepared functional requirements and non-functional requirements based upon the approved business requirements by following UML processes and standard procedures for developing use cases, use case diagrams, and other supporting documentation.
- Used Azure to track the bugs and wrote the user stories.
- Conducted Functional Testing & defect analysis. Clarified defect implications and suggestions according to priority (Impact Analysis).
- Wrote SQL Queries for extracting the data from SQL Server Database as part of validating the HL7 transactions.
- Coordinated closely with the developers during the testing life cycle to detect bugs and write the defect story to assign them to the developers.
- Validated various HL7 transactions by parsing through the Interface Engine IFE.
- Participated in User Acceptance Testing along with the Product Owners.
- Created user documentations for use of different medical equipment at the facility.
- Responsible for addressing, diagnosing, and resolving issues that arise on a day to day basis for the team and documenting the causes, analysis and final resolution to the issues/errors.

Environment: MS Excel, MS Word, MS PowerPoint, MS Visio, ASP, Quality Centre, UAT, SharePoint, SQL DB, Team Foundation Server, MS-Office, MS-Project 2010, Agile, SQL, IFE, SQL Server, MS-Visio, Jenkins.

Humana, Louisville, KY, Senior Business System Analyst **Mar 2016 – Dec 2017**

I worked in a project involving Electronic Claims (EDI) Handling and Transaction Processing of Claimants' records. The project included enhancing applications to include duplicate claim numbers in various systems.

Responsibilities

- Responsible for gaining a good understanding of User needs and accurately representing them in a well-documented software functional specifications document.
- Gathered Business Requirements, Interacted with the Users, Designers and Developers, Project Manager and QA Team to get a better understanding of the Business Processes.
- Interacted with the "End-Users" by interviewing them, by preparing appropriate questionnaire to better understand end-user needs and the business process.
- Analyzed trading partner specifications and created EDI mapping guidelines.
- Developed SQL queries and executed them through SQL Server Management Studio.
- Analyzed HIPAA 5010 standards for 837P transactions, related to providers, payers, subscribers and other related entities.
- Identified the requirements for accommodating HIPAA 5010 standards for 837P transactions and captured these requirements to develop new GUI for the internet based application.
- Created and maintained data mapping document(s) in reference to the HIPAA transactions: 270/271, 276/277, 837, and 835.
- Reviewed Test Cases for EDI transactions and executed them in Quality Center testing environment.
- Followed a structured approach to organize requirements into logical groupings such as requirements for Customer, Client, Group, Member, and Reporting that critical requirements are not missed.
- Involved in creating Business Process Documentation and Business Process Model. Identified Use Cases from the requirements. Created UML Diagrams including Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams using MS-Visio.
- For Project management purpose worked on Microsoft Project, used Microsoft Share Point for maintaining the updated Documentation.
- Created reports of the data analysis using MS Excel, MS Access, SQL, PLSQL and UNIX.
- Microsoft Office (Outlook, Word, Excel, Visio, Access) at various phases of development for documenting the requirements.
- Analyzed and optimized the process, prepared Business Requirement Document and managed requirements using Rational Requisite pro.
- Facilitated JAD sessions with business and technical units to fine tune prioritize and detail requirements and use cases.
- Identifying and understanding the business critical areas from the user perspective.
- Managed change of the requirements for traceability using Enterprise Architect.
- Involved in drawing data flow diagrams and process flow diagrams using MS Visio for the Claim Adjudication module.
- Created Test Scenarios, Test Cases, Test Scripts in Quality Center.

- Involved in conducting Manual and Automated testing at various phases of the project development.
- Prepared test data for positive and negative test scenarios as per application specifications and application requirements and wrote test plans.
- Participated in the bug review meetings, updated requirement document as per business user feedback and changes in the functionality of the application.
- Organized meetings to discuss outstanding issues with QA team and developers.
- Involved in User Acceptance Testing.
- Coordinated with the development team in documenting End User Manual.

Environment: MS Visio, Word, Excel, PowerPoint, CMMI, Rational Rose, Quality center, Requisite Pro, SQL, Oracle, J2EE technology, Java, Perl.

Well Care, Tampa, FL, Business Analyst **Nov 2014 – Mar 2016**

Well Care Health Plans, Inc. provides managed care services exclusively for government-sponsored health care programs, focusing on Medicaid and Medicare. Headquartered in Tampa, Florida, Well Care offers a variety of health plans for families, children, and the aged, blind and disabled, as well as prescription drug plans

Responsibilities

- Helped to communicate business priorities to the organization to effect business solutions
- Created and maintained BRD to assist PM close basis while managing multiple projects
- Converted Business Requirements to the Functional Specification
- Involved in gathering clinical data and supported application development. Data includes patient's admission status, discharge details and transfers. Also tested claims and diagnosis reports of the patient
- Used Requisite Pro for the Requirement Documents Preparation
- Prepared Business Process Models that includes modeling of all the activities of business from the conceptual to procedural level
- Participated in process of preparing verification master plan to describe clearly and concisely the company's philosophy, expectations, and approach to be followed. Met with users to generate and review business test cases
- Created Use Cases / Activity Diagrams / State Chart Diagrams, Sequence Diagrams thus defining the Data Process Model and **Business Process Model.**
- Conducted JAD Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests. Implemented and monitored Individual Development Plans focusing on total performance, including both quality and productivity.
- Monitored client expectations through client involvement and communication throughout the lifecycle of the project; educate clients and stakeholders on the benefits and risks associated with the project.
- Worked with the Quality Management team to ensure that requirements documentation can be easily translated into test plans, and ensure that the proper testing plans have been completed.

Environment: Rational Unified Process, Rational Rose, SQL, UML, Visio 2003, Office 2003,C, MS Project 2002, MS FrontPage, Windows XP

United Health Group, Plano, TX, Business Analyst **July 2013 – Sep 2014**

United Health Group is one of the nation's leading diversified healthcare benefits companies. UHG was migrating from X12 4010A to 5010. As a Senior Business Analyst, I was responsible and involved in detailed gap analysis, updating and managing the guide lines as per HIPAA, testing and migrating partners and analyzing partner compliance & performance in production. Advanced guideline comparison to assess the scope of 5010 migration effort. Electronic version of HIPAA 5010 standards including code tables, ICD-10 codes and business rules. I was also involved in preparing the Guideline of migration to prepare the business rules for conversion from scratch.

Responsibilities

- Gathered Business Requirements from the Subject Matter Experts (SMEs) and documented the requirements in the BRD.
- Worked with Business Owner and Business Relationship Manager to define the scope, requirements and schedule for the project.
- Used manual and integration testing to test the SQL query accuracy and performance to meet the required standards.
- Designed the project development plan based on Agile methodology of SDLC.
- Experienced in Process Modeling (activity, state, object, sequence, class) using UML, UMM, and BPMN notations.
- Involved in **FACETS Implementation**, including end to end testing of **FACETS Billing, Claim Processing** and **Subscriber/Member module.**
- Set claim processing data for different **Facets Module.**
- Involved HIPAA regulations in **Facets HIPAA privacy module.**
- Wrote SQL queries for validating data. Used Query Analyzer to optimize SQL Queries.
- Worked with subject matter experts (SMEs) internally and externally, and participated with software developers in Scrum team meetings, documenting agile software processes.
- Gathered and documented functional requirements for testing and verification of HIPAA.
- Web Portal Development – gathered requirements to develop a referral portal.
- Analyzed HIPAA **4010 and 5010 standards for 837P EDI X12 transactions**, related to providers, payers, subscribers and other related entities.
- Proficient in writing business use cases and communicate with project manager to derive BPM (Business Process Model).
- Identifying the requirements for accommodating HIPAA **4010 and 5010 standards for EDI X12** transactions and capture these requirements for mapping purposes.
- Involved in **835/837(P/I/D)/834 (ANSI X12) transaction** with implementation guides.
- Performed GAP analysis of **4010 and 5010 EDI transaction** using implementation guide to identify the changes in the segments and data elements.
- Created process flow diagrams describing provider and member access to the web portals.
- Analyzed and evaluated User Interface Designs, Technical Design Documents and the performance of the application from various dimensions.
- Communicated New BPMN with client and suggested best solution to make the changes according to new regulation.
- Derived BPMN for batch loading of Provider and Member data into FACETS.
- Created Business Requirement Documents as a result of meetings with the Business Areas. Obtained business sign offs on the documents after reviewing the final documents with them.

- Created EDI files for test cases and verified those files, debugged the errors and corrected them according to the addenda for respective HIPAA implementations
- Assisted in creation of the Functional Design Document from the Business Requirements Document which was used as the reference by the development team while preparing the design and held the responsibility of the required data setup for unit testing.
- Responsible for working with the State to review and modify process flows to increase productivity and effectively utilize FACETS features not provided by the legacy systems.
- Maintained the Traceability Matrix Table to uniquely trace the identified business requirements to general design to testing as proof that requirements requested have been developed into a solution and that it has been tested and tracked.
- Involved in daily scrum meeting to discuss any roadblocks or impediments in the project path.
- Involved in sprint planning session to identify the features and functionalities that should be achieved by the new application.
- Worked closely with the business team, development team and the quality assurance team to ensure that desired functionalities will be achieved by the application.
- Provided business and technical suggestions and recommendations during the project life cycle.

Environment: MS Office Suite, Facets, UML, SQL, Agile, DB2, HP Quality Center, Visio, TOAD, Oracle.

3.t Technical Writer - Christine C. Watson

Career Objective

Christine is a seasoned writer and editor with a wide breadth of experience ranging from creative copywriting and blogging to technical writing and training documentation. An expert attention to detail and a passion for clarity in communication has fueled her success from freelancing to behind the desk at a Fortune 10 company. She is excited for the chance to lend you her skills and expertise while continuing to grow her professional repertoire.

Professional Experiences

BitTitan, Bellevue, WA, Content Writer **Apr 2020 – Present**

- Updating, and re-organizing migration guides.
- Creating troubleshooting documents for both internal support teams and customers.
- Aiding in the development of brand and style guidelines.

Microsoft, Bellevue, WA, Technical Writer III **Jul 2019 – Apr 2020**

- Crafting new internal trainings, job aids, and process documents.
- Collaborating with multiple teams across the organization to ensure new and existing documentation best serves their needs.
  -

GE Healthcare, Issaquah, WA, Technical Writer **Feb 2019 – Jul 2019**

- Writing highly technical documentation for an audience of mechanical engineers.

- Working side by side with engineers and assembly personnel to edit and update process documents.

AT&T, Bothell, WA, *Technical Writer* **Feb 2016 - Feb 2019**

- Creating both customer-facing and internal presentations on new products and product enhancements.
- Creating training material that informs customers about the benefits and proper usage of AT&T Business Center services.
- Working closely with subject matter experts, brand, and legal teams to ensure existing training material and presentations are current and compliant.
- Ensuring all customer-facing documents are CATO (Corporate Accessibility Technology Office) compliant.
- Managing the team SharePoint site.

Wireless Advocates, Seattle, WA, Communications Specialist **Jan 2014 – Feb 2016**

- Writing, editing, and researching content for corporate communications.
- Writing and organizing content for daily company newsletters.
- Updating the company intranet sites using WordPress and Dreamweaver.
- Managing site permissions and updating files on SharePoint.
- Ghostwriting executive memos and quarterly newsletters.
- Managing, writing, and selecting content for the company's social media sites including Facebook and Twitter.

Teleion Consulting, Seattle, WA, *Marketing Content Manager* **Sep 2013 – Jan 2014**

- Editing HTML documents in Microsoft Visual Studio.
- Using ExactTarget to create Bing Ads emails for multiple geographic markets.

Google, Bothell, WA, Writer/Editor **Jul 2012 – Sep 2013**

- Editing high volumes of content including textbooks and blogs for use in Google mobile applications.
- Editing roughly translated blogs for better English fluency.
- Aiding in the training of new hires and foreign contractors.
- Use of basic HTML in text editing.

Freelance and Internship Experiences

Buzz Boom Creative, Issaquah, WA, **Freelance Contributor** **Feb 2016 – Apr 2016**

- Editing and SEO optimizing web content for multiple small business.

The Bellevue Reporter, Bellevue, WA, Freelance Contributor **May 2012 – Aug 2012**

- Writing numerous print articles for a local newspaper.

Bellevue Downtown Association, Bellevue, WA Intern/Blogger **Sep 2011 – Dec 2011**

- Writing and editing all blog content for the BDA's blog Bellevue Local Table from September 2011 to December 2011.
- Extracting information from press releases and interviewing local restaurant owners.
- Incorporating SEO principles into blog posts and using tags to optimize Bellevue Local Table blogs in internet searches.
- Composing Facebook and Twitter posts to promote business featured in the blogs.

Education and Coursework

- University of Washington, Seattle, WA - Bachelor of Arts in English Literature, Graduated June 2011

Additional Skills

- Experience working in high-pressure situations and managing multiple large projects effectively while meeting stringent deadlines.
- Experience using HTML, Microsoft Visual Studio, and Dreamweaver.
- Experience using image-editing software like InDesign, Photoshop, and SnagIt.
- Experience using a variety of content management systems including SharePoint.

3.u Information Systems Assistant - Jose Perez

Education

- Associates Degree of Science; Computer Network Administration Multi-Platform; Antelope Valley College; June 2011

Certifications

- Microsoft Certified Solutions Associate (MCSA): Office 365
- Microsoft Certified Professional (MCP)
- Microsoft Technical Associate (MTA): Windows Operating System Fundamentals
- Apple Certified Associate - Mac Integration 10.13
- CompTIA Secure Infrastructure Specialist
- CompTIA Security+
- CompTIA Network+
- CompTIA A+

Technical Skills

- Desktop Operating Systems and Support and Configuration: Windows XP through Windows 10, macOS (10.4 Tiger through 10.14 Mojave)

- Server Operating Systems and Configuration: Windows Server 2003 through Windows Server 2016
- Active Directory Administration
- Network Administration (Firewalls, DNS DHCP, TCP/IP, etc.)
- Windows Administration via PowerShell
- Computer Hardware Familiarity and Support: Apple, Dell, HP, Lenovo (CompTIA A+ certified)
- Technologies (Hyper-V [client and server], Oracle VirtualBox, VMware vSphere/ESXi)
- macOS and iOS Mobile Device Management: (AirWatch, Ivanti, Apple Configurator)
- Mobile Device Support: iPads, iPhones, Android Phones
- Ticketing Systems: ServiceNow, ConnectWise, SysAid, etc.
- Operating System Migration Project Experience: Windows Server 2008 R2 to Windows Server 2012R2; Windows XP/Vista/7 to Windows 10
- Bilingual: English/Spanish

Professional Experience

William Morris Endeavor, Beverly Hills, CA, IT Support Engineer **Oct 2019 - Current**

- Administered users in active directory on multiple domains
- Used ManageEngine ticketing system to keep track of workload
- Provided remote support to users and clients using VPN/SCCM/RDP/TeamViewer
- Managed licenses for users in office 365 and other services
- Provided support for various large scale cisco phone deployments
- Managed exchange online users and on-prem, created distribution lists for users
- Used Sophos Endpoint system to track users and keep their systems protected
- Installed and configured financial softwares such as SAP/EPC on users computers
- Worked in a mixed environment Windows, Mac, Linux
- Provided exceptional C-Level support

Lionsgate Entertainment, Santa Monica, CA, Desktop Support Technician **Jul 2019- Sep 2019**

- Provided desktop and remote support to users and clients
- Re-imaged laptops for users, ran operating system upgrades and hardware support
- Administered users in Active Directory
- Provided support with software deployment projects

Hulu, Inc., *Santa Monica, CA,* Endpoint Compliance Specialist **Feb 2019 - Jul 2019**

- Ensured endpoint compliance by updating various system programs and system components to bring older systems into compliance with current deployment standards
- Deployed Apple Enterprise Connect on all Macintosh endpoints
- Encrypted portable endpoint systems such as MacBook Pro, Lenovo ThinkPad T series, and Lenovo ThinkPad X series laptops using WinMagic SecureDoc
- Facilitated all other tasks pertinent to Hulu's encryption processes

- Facilitated in-place upgrades of endpoint operating systems, such as from macOS Sierra to macOS Mojave and Windows 7 to Windows 10
- Managed user back-ups (and restorations as needed) with Druva InSync
- Provided endpoint client support for Windows 10 and macOS devices

Fuse Media, Inc., *Glendale, CA,* IT Help Desk **Jun 2018 – Oct 2018**

- Provided technical support for Windows 10 and macOS based desktops, laptops and mobile devices in person, through e-mail or phone for remote users
- Managed Active Directory tasks such as computer, account, and password management via RSAT and PowerShell
- Managed deployment and redeployment of Mac and Windows systems and facilitated set-up with users
- Ensured new devices had FileVault 2 (Mac) and BitLocker (Windows) enabled
- Created documentation for new system setup procedure
- Configured, set up, troubleshot Zoom rooms and client desktop Zoom Meeting app
- Troubleshot Office 2016/365 applications on Mac and Windows systems
- Removed and installed Cisco switches, UPS and cable management on server racks
- Re-organized and managed up-to-date Inventory
- Managed E-waste process for decommissioned company equipment

Golden Notes LLC, North Hollywood, CA, Web Site Administrator **May 2017 - Dec 2017**

- Installed, managed and maintained WordPress applications and plug-ins such as: Google Analytics, F-E Users, Tablepress, Pirateforms, Jetpack, Askimet, Monster Insights, Wordfence and more.
- Designed and constructed an interactive music library providing easy-to-update spreadsheet for monthly song additions.
- Removed malicious scripted attacks and implemented website security using Wordfence.

Los Angeles Unified School District, Los Angeles, CA, Web Site Administrator Feb 2010 - Jun 2017

- Responsible for providing technical support across 10 schools within the Los Angeles Unified
- School District (1000+ end users)
- Configured Windows Active Directory forest at different locations to provide better management for
- users and systems
- Provided comprehensive support on all Mac, PC, iOS Devices for administration, faculty, and
- students
- Educated staff and students with hands-on demonstrations on new technologies
- Worked on various system upgrades and data migration projects for staff and students at various
- locations
- Managed and deployed of network-based printers and copy machines such as HP, Xerox, Canon, and

- Konica Minolta
- Troubleshot various school office applications

Tower Imaging Inc., Los Angeles, CA, Systems Administrator **Mar 2014 - Feb 2016**

- Implemented a brand-new Windows Active Directory environment along with Group Policy
- Infrastructure and file/folder permissions management using Windows Server 2012 R2
- Configured and migrated Windows Server 2008 R2 to Windows Server 2012 R2
- Set up DHCP and DNS across the organization
- Installed and managed SonicWALL network appliance
- Implemented and managed Amazon AWS S3 daily & weekly cloud back-ups
- Installation and configuration of VoIP/SIP phones
- Performed upgrade and migration for client systems using Windows XP, Vista, 7 to Windows 10
- Maintained and provided various types of onsite backups and re-imaging of systems
- Ring Central Softphone installation, configuration, troubleshooting

3.v Imaging Operator – Woodrow Platt

Education

- Guilford Tech Community College, Jamestown, North Carolina - Associate of Arts
- Mt. Olive College, Mt. Olive , North Carolina - **Completed coursework towards Education, May 2000**

Professional Experience

Hampton Inn Greensboro Airport, , NC, Front Desk Associate/ Auditor **Jun 2017 – Present**

- Reconcile daily receipts and post data to spreadsheets
- Prepare End of the Day Reports for general manager.
- Organized transportation for guest to and from hotel
- Perform initial setup of breakfast for breakfast attendant

Quality Inn and Suites, Greensboro, NC, Front Desk Clerk/Night Auditor **May 2014 – Oct 2015**

- Processed end of the day reports
- Reconciled daily receipts and posted data to spread sheets
- Performed initial set up of breakfast for breakfast attendant
- Performed periodic security checks for hotel

Comfort Suites, Greensboro, NC, Front Desk Agent/Night Audit, **Oct 2014 – May 2015**

- Reconciled daily receipts and posted data to spreadsheets
- Processed end of day reports
- Prepared reports for Front Office Manager
- Performed periodic security

Hilton Garden Inn, Greensboro, NC, Front Desk Agent/Night Auditor **May 2009 – Apr 2014**

- Reconciled daily receipts and posted data to spreadsheets
- Processed end of the day reports and prepared them for general manager
- Supervised/assisted night houseman with meeting room set up
- Organized transportation to and from hotel during night shift
- Trained new employees on night shift

Sheetz Bros Inc, Greensboro, NC, Sales Associate/Shift Supervisor **Feb 2009 – Oct 2015**

- Reconciled daily receipts and credit card transactions
- Supervised a shift of 5-7 employees
- Performed cash drops for store nightly
- Trained new hires on night shift
- Performed weekly safe transactions via armored car service

Additonal Skills

- Proficient in applications of Microsoft
- Proficient in Onq, Choice Advantage, Opera lite, and FOSSE hotel systems
- In depth knowledge of hotel operations
- Administrative Personnel Clerk USMC 2000-2004
- Excellent team player

Awards/Recognition

- Employee of the Quarter 2010 Hilton Garden Inn
- "Catch Me at My Best" award winner Hilton Garden Inn 2010
- Meritoriously promoted twice while enlisted in the United States Marine Corps
- Promoted to Management with Sheetz Bros Inc. 2013

3.w Programmer Analyst – Greg Haefs

Strategic It & Programming Professional

Detail-oriented Information Technology professional with progressive experience. Effective communicator who is proficient in gathering requirements and translating them into specifications and file layouts. Excellent at configuring, testing, and debugging various applications. Experienced in working with health, benefias, and insurance related applications.

Core Competencies

Customer Support | Communication | Teamwork | Organization | Vendor Relations | Programming | Data Analysis
Unit Testing | User Acceptance Testing | Business Requirements Gathering | Issue Resolution | Troubleshooting

Education

- Bachelor of Science in Computer Information Systems - DeVry University, Addison, IL

Technical Skills

SQL, SQL Server Management Studio, XML, MS Word, MS Excel, SharePoint, Adobe Acrobat, Skype, WebEx, Access, PDF files, Windows 10, MS Outlook, Google Chrome, Firefox, IE10, SAS, JCL, DB2, Relational Databases, COBOL, MVS, Unit Testing, User Acceptance Testing, Regression Testing, SDLC, Systems Analysis, Scenario Testing, Programming, Production Support, Visio, Jira, SnagIt

PROFESSIONAL EXPERIENCE

Alight Solutions, Lincolnshire, IL, Programmer Analyst **Apr 2013 - Feb 2020**

Served in a project focused programming role, liaising with both vendors and clients to define and achieve requirements and goals as well as implement various programs and develop process improvements.

- Led meetings with vendors, clients, and colleagues which were focused on gathering and defining business requirements for client implementation projects.
- Created specifications and file layouts based on requirements defined in client/vendor meetings and presented them to developers..
- Set up test plans and executed test scenarios for programs which create employee benefit files.
- Implemented new programs and enhanced existing programs for over 30 new and existing clients.
- Assisted developers with configuration, testing, and troubleshooting of applications.
- Obtained approvals of finished programs and files from vendors and clients.
- Communicated with vendors and clients throughout the development life cycles of projects to help ensure that milestones would be reached and deadlines would be met.
- Prepared and maintained detailed documentation of specifications, programs, files, account structures, vendor and client instructions, and test results.

TDS Telecommunications, Madison, WI, I.T. Intern **Aug 2010 - Dec 2012**

Served in an entry level programming role, developing process improvements.

- Performed analysis and created program specifications which assisted with a re-platforming project.
- Prepared detailed workflow diagrams and charts describing inflows, outflows, and logical operations and interactions of programs and sets of programs.
- Wrote new programs and enhanced existing programs for a re-platforming project.
- Created and executed test plans to ensure that programs are working correctly.
- Maintained detailed documentation of programs and workflows.

3.x Systems Programmer – Lisa M Beal

Education

- North Dakota State University, Fargo, ND – BS, Computer Science; BS, Chemistry

Professional Summary

Accomplished, innovative Senior System Engineer with comprehensive multi-industry experience. Adaptable and detail oriented. Performs well in difficult, high-pressure technical situations. Thrives on diverse, global teams. Receives consistent praise for an excellent customer experience, robust operational support, and clear customer-facing communication. Focused on optimizing UNIX-based and multi-platform system operations and tools to reduce costs.

- At DeVry University, reduced Solaris/Linux footprint by approximately 50%, lowering data center cost
- At ShowingTime, enhanced mail system performance, resulting in 50% improvement in delivery speed
- At Orbitz, cut cost of web site security certificates by $65K through improved web-based tools.

Professional Experience

DeVry University Naperville, Illinois, Unix Team Lead; Middleware Team Lead; IT Engineer/Middleware; Application Engineer ***Feb 2018 - June 2019, Mar 2011 – Jun 2019***

- Received Ron Taylor Performance Award and bonus for European CPA training website migration project
- Received numerous peer awards for outstanding customer service
- Generated substantial client operational savings by reducing Solaris/Linux footprint by approximately 50%.
- Migrated traditional data center services to Amazon Web Services (AWS) realms
- Provided Linux technical support for demanding for-profit higher education environment
- Advised UNIX, integrations, and portal teams on system updates, continuous improvement, and documentation, to provide a world-class customer experience.
- Coordinated troubleshooting and system updates for production and non-production environments.

Environment: WebLogic, Apache HTTPD, Tomcat; Red Hat Enterprise Linux; Solaris 8-10; MS Windows; Bash, Korn shell scripting; TCP/IP protocols, Wireshark; ServiceNow; MySQL; MediaWiki, WordPress, DevOps (Chef, MuleSoft), Jenkins, Ansible, Linux IDM, Linux IPA; Splunk

MAKE Corporation; Oakbrook Terrace, Illinois, ***System Programmer/Open Systems Technician***
Feb 2010 – Mar 2011

Responsibilities

- Monitored and troubleshot UC4 job schedules for multiple trade clearing environments
- Provided Linux technical support for demanding financial/trading environment
- Coordinated timely problem resolution for trading and clearing processes

Environment: Front Range ITSM ticketing; UC4; HP OpenView monitoring; RedHat Enterprise Linux (RHEL), MS Windows; Bash, Korn shell scripting; TCP/IP protocols, Orbitz

Professional Training

- AWS and VMware training (Pluralsight)2017-2019
- Python Conference (PyCon) 2008 (numerous classes and seminars)- 2008
- Team Management Training, Orbitz Worldwide-2007

3.y Computer Operator - John Jordan

Education

- Southwest Tennessee Community College Memphis, Tn. 8/2000 - 4/2002
- Major: Information Technology;
- Concentration in Networking.
- State Technical Institute, Memphis, Tn. 9/82 - 8/88

- AAS in Applied Science: Major in Computer Operations.
- New Horizons Computer Learning Center, Memphis, Tn. 4/07 - 5/07;
- CompTIA training: A+, Net+, Security+, CCNA.
- Security Clearance: Secret Clearance

Technical Skills

Hardware	IBM Lps: 3800, 3900, 6262; Genicom 4592 Lp; VAX Digital 27, 29 Lps. LTO 3100/3200 Tape Management, Sun Solaris StorEdge DLT 11000, Unisys EMC2 Storage Disk Drives. SL8500 – StorageTek, Sun Oracle VSM.
Mainframe	IBM 9672, 9221, 9121, Unisys A-14 Series Clearpath mainframe, Unisys NX5600 Series, HP3000 mid-range console
Software	Microsoft Excel, Word, Active Directory, Outlook, Spreadsheet and BMC Remedy Mid-Tier 7.6, 6.3, Servicenow, Lotus Notes - Sametime.
Operating System	MVS/JES2, TSO, SDSF/ISPF, JCL and utilities, CAScheduler, CA-7/CA-11, CA-ESP, CA Workload Automation, Endeavor, CICS, SAR, BMC Control - M, IBM os/390, z/OS, I-Series AS/400, BRMS, Citrix, Unix AIX, Shell scripting, HP, Sun Solaris and Informix Database, Unisys CS7201 unit, Windows 7, XP, NT, UC4 Atomic Scheduler, Sysview, Netview, Omegamon.
Networking	LAN, Novell Client Server, VPN Client, Windows Server deployment and migtration, Cisco Switches, Cabling, TCP/IP, FTP, NDM.

Professional Experience

Regions Financial Corp. – Birmingham, Al, Computer Operator I **09/19 -1/20**

Responsibilities

- Responsibilities were monitoring and providing 24/7 support for all jobs executing from CA7 on the mainframe.
- Reporting delays in a timely fashion, partaking in the ownership until the delay is resolved. Created and maintained problem tickets using IVANTI.
- Ensuring all jobs are processed and finished in a timely manner.
- Performed monitoring with tools like SYSVIEW and OMEGAMON, interface with clients for any or all issues.

Environment: IBM mainframe, CA7/11, CICS, TSO, ISPF/SDSF, SAR JCL, IPL, Active Directory, Microsoft Outlook, Sysview, Netview & Omegamon.

Blue Cross Blue Shield Association, Computer Operator/Head Tape Librarian **9/18 – 12/19**

Responsibilities

- Duties included monitoring all daily functions related to the automated tape systems and the updating of all submitted tape log requests and the daily operation of the SAM Tape system
- Monitor mainframe LPARs with database applications and heavy batch management
- Update spreadsheets using Word and Excel. Use Expert Library Manager to manage volumes, ACSs, customize volumes, and LSM reports. Manage SL8500 Modular Library System

Environment: IBM mainframe, JES3, EJES, ISPF, TSO, FTP, SL8500 – StorageTek, Sun Oracle VSM.

Leonardo DRS – Millington, TN, Computer Operator **10/16 – 9/18**
Responsibilities

- Support and maintain in-house computer systems, desktops, and peripherals
- This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance
- Troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required
- Evaluate, prioritize and respond to service requests with a resolution

Academy Sports and Outdoors – Katy, TX, AS/400 Operator **9/15 – 6/16**
Responsibilities

- Monitored daily/nightly backups on AS400 Robot and UC4 Atomic
- Logged tapes out of system and into logs after the backups complete
- Ensures that the DASD% on all 12 AS400 systems are below 90%; contact support when it does
- Restarted failed jobs in UC4 and AS400 when requested to do so
- Responsible for activating/deactivating jobs in UC4 and AS400
- Answered emails pertaining to Computer Operations in a timely manner
- Created Service now tickets and send any issues to the appropriate department when needed

Environment: AS/400 I-Series, UC4 Atomic, TSO, Lotus Notes, Service now, Citrix, Windows 7, IBM 3584 Tape Unit.

ECS-Federal – Memphis, TN, *Computer* Operator III ***9/13 – 9/15***
Responsibilities

- Responsible for system runs involving new programs, applications, and procedures working fairly independently in carrying out most assignments
- Deviates from standard procedures to avoid the loss of information or to conserve computer time even though the procedures applied materially alter the computer unit's production plans
- Assists in maintaining, modifying and operating systems or programs. Developing operating instructions and techniques to cover problem situations and or switching to emergency backup procedures. Worked with batch scheduling tools

Environment: BMC Control-M, Change and Incident tools such as BMC Remedy and JCL in a IBM z/OS mainframe environment.

The Bank of New York Mellon – Nashville, TN **10/12 – 8/13**
Computer Operator II
Responsibilities

- Responsible for critical path monitoring and reporting delays in a timely fashion, partaking in the ownership until the delay is resolved
- Create and maintain problem tickets using Remedy
- Ensure all business/end users are running according to service level agreement

Environment: NDM, z/OS, CA-7/CA-11, CA-ESP, Endeavor, SAR, Microsoft Outlook, BMC Remedy Mid-Tier 7.6.

GBSI - Memphis, TN, Data Center Operator **7/12 – 10/12**

Responsibilities

Duties include monitoring Data Center system checks on a periodic basis, introduce new users to the system and deleting obsolete users to ensure the system running properly Answering phone lines and providing user support, perform uploads/downloads.

Environment: Citrix, Active client, Windows XP servers, BMC Remedy 6.3.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or **"Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or **"Proposal"** means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or **"Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☑ **Term Contract**

Initial Contract Term: Initial Contract Term: This Contract becomes effective on upon award and extends for a period of one (1) year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that maintenance, monitoring, or warranty services will be provided for _____ year(s) thereafter.

☐ **One Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Other:** See attached.

4. NOTICE TO PROCEED: Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☑ **Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. 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.

☑ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

☐ **BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

☐ **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

☐ **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under $100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

☐ **MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

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The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on each policy prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed in this section.

Vendor must maintain:

☑ **Commercial General Liability Insurance** in at least an amount of: 1,000,000.00 per occurrence.

☑ **Automobile Liability Insurance** in at least an amount of: 1,000,000.00 per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: _____ per occurrence.

☐ **Aircraft Liability** in an amount of: _____ per occurrence.

☑ Workers Compensation $1,000,000.00

☑ ***STATE OF WEST VIRGINIA MUST BE LISTED AS AN ADDITIONAL INSURED ON INSURANCE CERTIFICATE

☑ ***CERTIFICATE HOLDER SHOULD READ AS FOLLOWS:
WV DHHR
PURCHASING
ONE DAVIS SQUARE, CHARLESTON, WV 25301

☐

Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be named as an additional insured on one or more of the Vendor's insurance policies if the Director finds that doing so is in the State's best interest.

9. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. [Reserved]

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☑ N/A _____ for _____

☐ Liquidated Damages Contained in the Specifications

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence with regard to all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

> **SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/default.html.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. PURCHASING AFFIDAVIT: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

38. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE: This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"), provided that both the Other Government Entity and the Vendor agree. Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

39. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

40. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☑ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

41. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

42. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.

b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars ($2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

43. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars ($50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a

"substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

44. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least $1 million, the vendor must submit to the Agency a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-award interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

45. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

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.

Laveena Yadav / Chief Executive officer

(Name, Title)

Laveena Yadav / Chief Executive Officer

(Printed Name and Title)

2840 Library Road, Suite 300, Pittsburgh, PA 15234

(Address)

412-465-1214

(Phone Number) / (Fax Number)

business.coordinator@diskriter.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.

Diskriter, Inc.

(Company)

Laveena Yadav, CEO

(Authorized Signature) (Representative Name, Title)

Laveena Yadav, CEO

(Printed Name and Title of Authorized Representative)

9/17/2020

(Date)

412-465-1214

(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ MIS2100000002

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

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

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

- [X] Addendum No. 1
- [X] Addendum No. 2
- [X] Addendum No. 3
- [ ] Addendum No. 4
- [ ] Addendum No. 5
- [ ] Addendum No. 6
- [ ] Addendum No. 7
- [ ] Addendum No. 8
- [ ] Addendum No. 9
- [ ] 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.

Diskriter, Inc.
Company

Authorized Signature

9/17/2020
Date

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

SOLICITATION NUMBER: CRFQ MIS2100000002
Addendum Number: 1

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

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[✓] Other

Description of Modification to Solicitation:

1. To add estimated quantities for bidding purposes. Quantities may be more or less than the estimates provided.

2. To add the Disclosures of Interested Parties form and Purchasing Affidavit that were inadvertently not included in the solicitation documents.

No other changes

Bid opening remains September 17, 2020 at 1:30 PM

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

Terms and Conditions:

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

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

ATTACHMENT A

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: MIS2100000002

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

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

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

[X]	Addendum No. 1	[ ]	Addendum No. 6
[ ]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

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

Diskriter, Inc.
Company

Authorized Signature

9/17/2020
Date

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

SOLICITATION NUMBER: CRFQ MIS2100000002
Addendum Number: 2

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

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[✓] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Description of Modification to Solicitation:

1. To provide answers to vendor questions

No other changes

Bid opening remains September 17, 2020 at 1:30 PM

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

Terms and Conditions:

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

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

ATTACHMENT A

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: MIS2100000002

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

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

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

[ ]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

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

Diskriter, Inc.
Company

Authorized Signature

9/17/2020
Date

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

SOLICITATION NUMBER: CRFQ MIS2100000002
Addendum Number: 3

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

Applicable Addendum Category:

[✓] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Description of Modification to Solicitation:

1. To extend bid opening to September 18, 2020 at 1:30 PM

Due to system wide issues in WVOasis, the bid opening has been extended one day in order to give vendors the ability to respond by alternate methods as described in Section 6 of the Instructions to Vendors Submitting Bids.

If experiencing error when downloading documents, please contact the Oasis helpdesk for technical assistance

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

Terms and Conditions:

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

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

ATTACHMENT A

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: MIS2100000003

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

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

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

[ ]	Addendum No. 1	[ ]	Addendum No. 6
[ ]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

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

Diskriter, Inc.
Company

Authorized Signature

9/17/2020
Date

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

REQUEST FOR QUOTATION
CRFQ MIS2100000002
Temporary IT Staffing for WV DHHR and OMIS

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Department of Health and Human Resources (WV DHHR), Office of Management Information Services (OMIS) to establish multiple open-end contracts for technical staffing services. This contract shall cover for the following position classifications:

    1. Senior Web Application Analyst
    2. Web Application Analyst
    3. Senior Mainframe Application Analyst
    4. Mainframe Application Analyst
    5. Senior CRM Application Analyst
    6. CRM Application Analyst
    7. Senior SharePoint Application Analyst
    8. SharePoint Application Analyst
    9. Senior Application Oracle Database Administrator
    10. Application Oracle Database Administrator
    11. Senior Application DB2 Database Administrator
    12. Application DB2 Database Administrator
    13. Senior SQL Server Database Administrator
    14. SQL Server Database Administrator
    15. Senior COGNOS Analyst
    16. COGNOS Analyst
    17. Software Test Analyst
    18. Help Desk Analyst
    19. Business Analyst
    20. Technical Writer
    21. Information Systems Assistant
    22. Imaging Operator
    23. Programmer Analyst
    24. Systems Programmer
    25. Computer Operator

    The position classifications listed above are to provide for the technical expertise to meet the contracted staffing needs for all entities within the WV Department of Health and Human Resources, Office of Management Information Services (OMIS) for support of our IT efforts. This includes support for all DHHR Agencies that might have the need for these specific services. These services would be used to develop modifications and enhancements to the computer systems for the end-user State agency, as well as mentor, provide technical training and support and provide "shadowing" opportunities for State analysts, among other tasks as defined

by the end-user State agency on its Delivery Order for the services.

Though the majority of the requested services are likely to be for work in the metro-Charleston, WV area, during the life of the contract, the end-user Agency may be located in, and may request services be provided in the entire State of West Virginia.

BACKGROUND & CURRENT OPERATING ENVIRONMENT: The end-user Agencies manage many systems (some specifically designed for the Agencies) that support various applications for the State of West Virginia. These systems have varying platforms; mainframe Natural and DB2, client server PowerBuilder and Oracle, and web applications, Java and DB2, and Visual Studio/MVC and Oracle, among others. At times, these Agencies require additional technical expertise and support to accomplish specific project goals for these systems.

2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

2.1 "Contract Services" means providing temporary staffing services for the list of classifications identified in Section 1 (above) and/or Section 4.1 (below) as more fully described in these specifications.

2.2 "Pricing Page" means the pages, contained wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the Contract Services.

2.3 "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.4 "COGNOS" means IBM's COGNOS software.

2.5 "CRM" means Microsoft's Dynamics CRM software.

2.6 "DB2" means IBM's DB2 database software.

2.7 ".NET" means Microsoft's .NET or .NET Framework software.

2.8 "SDLC" means Software or Systems Development Life Cycle, a standard term to describe the process of planning for, creating, testing, and deploying

software or systems applications.

3. **QUALIFICATIONS:** Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

3.1. Vendors shall be in business a minimum of five (5) years, providing similar information technology services. Vendors must provide documentation to indicate that their company meets this requirement prior to award; however, bidders may include this documentation with their bid.

3.2. Vendors shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years: documentation should include enough information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 1, above: the documentation should name the entity to whom the individual was supplied and provide contact information for that entity. Vendors must provide documentation to indicate that their company meets this requirement prior to award: however, bidder may include this documentation with their bid.

4. **MANDATORY REQUIREMENTS:**

4.1 Mandatory Contract Services Requirements and Deliverables: Contract Services must meet or exceed the mandatory requirements listed below.

4.1.1 Senior Web Application Analyst:

4.1.1.1 Senior Web Application Analyst must have a minimum of five (5) years of .Net development experience with dynamic database driven enterprise level web applications.

4.1.1.2 Senior Web Application Analyst must have a minimum of five (5) years of experience in web development using ASP.Net, AJAX, Visual Studio (version 2008 or higher), .NET framework 2.0+, JavaScript and C#.

4.1.1.3 Senior Web Application Analyst must have a minimum of five (5)

years of Relational Database experience.

4.1.1.4 Senior Web Application Analyst must have a minimum of five (5) years Data Design/Data Modeling experience.

4.1.1.5 Senior Web Application Analyst must have a minimum of five (5) years of Analysis and Design experience.

4.1.1.6 Senior Web Application Analyst must have a minimum of three (3) years of experience using ASP.Net MVC, WCF, jQuery and jQuery UI.

4.1.1.7 Senior Web Application Analyst must have a minimum of two (2) years of experience using a client side MVVM architectural model for building web applications.

4.1.1.8 Senior Web Application Analyst must have a minimum of two (2) years of experience with designing and developing applications using SOAP/ REST Web Services.

4.1.1.9 Senior Web Application Analyst must have a minimum of two (2) years of experience with Microsoft SharePoint Services/Server and Team Foundation Server (TFS) for team collaboration.

4.1.1.10 Senior Web Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.2 Web Application Analyst:

4.1.2.1 Web Application Analyst must have a minimum of three (3) years of .NET development experience with dynamic database driven enterprise level web applications.

4.1.2.2 Web Application Analyst must have a minimum of three (3) years of experience in web development using ASP. Net, AJAX, Visual Studio (version 2008 or higher), .NET framework 2.0+, JavaScript

and C#.

4.1.2.3 Web Application Analyst must have a minimum of two (2) years of experience using ASP.Net MVC, WCF, jQuery and jQuery UI.

4.1.2.4 Web Application Analyst must have a minimum of three (3) years of Relational Database experience.

4.1.2.5 Web Application Analyst must have a minimum of two (2) years Data Design/Data Modeling experience.

4.1.2.6 Web Application Analyst must have a minimum of two (2) years of Analysis and Design experience.

4.1.2.7 Web Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.3 Senior Mainframe Application Analyst:

4.1.3.1 Senior Mainframe Application Analyst must have a minimum of a Bachelor's degree in Computer Science or a related field from an accredited institution or a minimum of five (5) years of equivalent work experience required.

4.1.3.2 Senior Mainframe Application Analyst must have a minimum of five (5) years of Mainframe Application development experience using COBOL, CICS, and JCL.

4.1.3.3 Senior Mainframe Application Analyst must have a minimum of five (5) years of Relational Database experience.

4.1.3.4 Senior Mainframe Application Analyst must have a minimum of five (5) years of Analysis and Design experience.

4.1.3.5 Senior Mainframe Application Analyst must have a minimum of three (3) years of experience as a lead analyst or in a senior analyst role.

4.1.3.6 Senior Mainframe Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.4 Mainframe Application Analyst:

4.1.4.1 Mainframe Application Analyst must have a minimum of three (3) years of Mainframe Application development experience using COBOL, CICS and JCL.

4.1.4.2 Mainframe Application Analyst must have a minimum of three (3) years of Relational Database experience.

4.1.4.3 Mainframe Application Analyst must have a minimum of three (3) years of Analysis and Design experience.

4.1.4.4 Mainframe Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.5 Senior CRM Application Analyst:

4.1.5.1 Senior CRM Application Analyst must have a minimum of five (5) years of Microsoft Dynamics CRM development experience.

4.1.5.2 Senior CRM Application Analyst must have a minimum of five (5) years of experience in web development using ASP.Net, Visual Studio (version 2008 or higher), .NET Framework 2.0+, JavaScript and C#.

4.1.5.3 Senior CRM Application Analyst must have a minimum of five (5) years development experience with a complex, large-scale, N-Tier Application.

4.1.5.4 Senior CRM Application Analyst must have a minimum of five (5) years of experience using SQL Server.

4.1.5.5 Senior CRM Application Analyst must have a minimum of five (5) years Data Design/Data Modeling experience.

4.1.5.6 Senior CRM Application Analyst must have a minimum of five (5) years of Analysis and Design experience.

4.1.5.7 Senior CRM Application Analyst must have a minimum of three (3) years of experience using ASP.Net MVC, WCF, jQuery and jQuery UI.

4.1.5.8 Senior CRM Application Analyst must have a minimum of two (2) years of experience with designing and developing application using SOAP/ REST Web Services.

4.1.5.9 Senior CRM Application Analyst must have a minimum of two (2) years of experience with Microsoft SharePoint Services/Server and Team Foundation Server (TFS) for team collaboration.

4.1.5.10 Senior CRM Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.6 CRM Application Analyst:

4.1.6.1 CRM Application Analyst must have a minimum of three (3) years of Microsoft Dynamics CRM development experience.

4.1.6.2 CRM Application Analyst must have a minimum of three (3) years of experience in web development using ASP.Net, Visual Studio (version 2008 or higher), .NET Framework 2.0+, JavaScript and C#.

4.1.6.3 CRM Application Analyst must have a minimum of two (2) years of experience using ASP.Net MVC, WCF, jQuery and jQuery UI.

4.1.6.4 CRM Application Analyst must have a minimum of two (2) years of experience using SQL Server.

4.1.6.5 CRM Application Analyst must have a minimum of two (2) years Data Design/Data Modeling experience.

4.1.6.6 CRM Application Analyst must have a minimum of two (2) years of Analysis and Design experience.

4.1.6.7 CRM Application Analyst must have a minimum of one (1) year of experience with Microsoft SharePoint Services/Server and Team Foundation Server (TFS) for team collaboration.

4.1.6.8 CRM Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.7 Senior SharePoint Application Analyst:

4.1.7.1 Senior SharePoint Application Analyst must have a minimum of five (5) years of experience in web development using ASP.Net, Visual Studio (version 2008 or higher), .NET Framework 2.0+, JavaScript and C#.

4.1.7.2 Senior SharePoint Application Analyst must have a minimum of five (5) years of Analysis and Design experience.

4.1.7.3 Senior SharePoint Application Analyst must have a minimum of five (5) years of Microsoft SharePoint development experience, in conjunction with the use of InfoPath.

4.1.7.4 Senior SharePoint Application Analyst must have a minimum of three (3) years of experience using ASP.Net MVC, WCF, jQuery and jQuery UI.

4.1.7.5 Senior SharePoint Application Analyst must have a minimum of two (2) years of experience with designing and developing applications using SOAP/REST Web Services.

4.1.7.6 Senior SharePoint Application Analyst must have a minimum of two (2) years of experience with Microsoft SharePoint Services/Server and Team Foundation Server (TFS) for team collaboration.

4.1.7.7 Senior SharePoint Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.8 SharePoint Application Analyst:

4.1.8.1 SharePoint Application Analyst must have a minimum of two (2) years of SharePoint development experience, in conjunction with the use of InfoPath.

4.1.8.2 SharePoint Application Analyst must have a minimum of two (2) years of Relational Database experience.

4.1.8.3 SharePoint Application Analyst must have a minimum of two (2) years of experience in web development using ASP.Net, Visual Studio (version 2008 or higher), .NET Framework 2.0+, JavaScript and C#.

4.1.8.4 SharePoint Application Analyst must have a minimum of two (2) years of experience using ASP.Net MVC, WCF, jQuery and jQuery UI.

4.1.8.5 SharePoint Application Analyst must have a minimum of two (2) years of Analysis and Design experience.

4.1.8.6 SharePoint Application Analyst must have a minimum of one (1) year of experience with designing and developing applications using SOAP/REST Web Services.

4.1.8.7 SharePoint Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and

application analysts as well as business policy staff and workers.

4.1.9 Senior Application Oracle Database Administrator:

4.1.9.1 Senior Application Oracle Database Administrator must be an Oracle Database Administrator Certified Professional.

4.1.9.2 Senior Application Oracle Database Administrator must have a minimum of ten (10) years of experience with the maintenance and management of Oracle database systems.

4.1.9.3 Senior Application Oracle Database Administrator must have a minimum of a Bachelor's degree in Computer Science or a related field from an accredited institution or a minimum of six (6) years of equivalent work experience.

4.1.9.4 Senior Application Oracle Database Administrator must have a minimum of five (5) years of experience in providing connectivity to an Oracle database.

4.1.9.5 Senior Application Oracle Database Administrator must have a minimum of five (5) years providing assistance to programming staff in debugging triggers, procedures, functions, and packages (PL/SQL Code).

4.1.9.6 Senior Application Oracle Database Administrator must have a minimum of five (5) years in optimizing SQL execution for Oracle SQL procedures, functions, packages and triggers.

4.1.9.7 Senior Application Oracle Database Administrator must have a minimum of five (5) years of experience writing and maintaining UNIX/LINUX shell scripts in HP UNIX and/or RedHat LINUX environment.

4.1.9.8 Senior Application Oracle Database Administrator must have a minimum of five (5) years of experience in Data Modeling.

4.1.9.9 Senior Application Oracle Database Administrator must have a minimum of five (5) years of experience in utilization of Oracle RMAN backup to include full and incremental backups and cloning

a database.

4.1.9.10 Senior Application Oracle Database Administrator must have a minimum of two (2) years of experience with the utilization and administration of Oracle Warehouse Builder.

4.1.9.11 Senior Application Oracle Database Administrator must have a minimum of two (2) years in fine grain access control in an Oracle database.

4.1.10 Application Oracle Database Administrator:

4.1.10.1 Application Oracle Database Administrator must have a minimum of five (5) years of experience with the maintenance and management of Oracle database systems.

4.1.10.2 Application Oracle Database Administrator must have a minimum of a Bachelor's degree in Computer Science or a related field from an accredited institution or a minimum of three (3) years of equivalent work experience.

4.1.10.3 Application Oracle Database Administrator must have a minimum of two (2) years of experience in providing connectivity to an Oracle Database.

4.1.10.4 Application Oracle Database Administrator must have a minimum of two (2) years providing assistance to programming staff in debugging triggers, procedures, functions, and packages (PL/SQL Code).

4.1.10.5 Application Oracle Database Administrator must have a minimum of two (2) years in optimizing SQL execution for Oracle SQL procedures, functions, packages, and triggers.

4.1.10.6 Application Oracle Database Administrator must have a minimum of two (2) years of experience writing and maintaining UNIX/LINUX shell scripts in HP UNIX and/or RedHat LINUX

environment.

4.1.10.7 Application Oracle Database Administrator must have a minimum of two (2) years of experience in utilization of Oracle RMAN backup to include full and incremental backups and cloning a database.

4.1.11 Senior Application DB2 Database Administrator:

4.1.11.1 Senior Application DB2 Database Administrator must have a minimum of five (5) years of experience with the maintenance and management of DB2 database systems.

4.1.11.2 Senior Application DB2 Database Administrator must have a minimum of a Bachelor's degree in Computer Science or a related field from an accredited institution or a minimum of five (5) years of equivalent work experience.

4.1.11.3 Senior Application DB2 Database Administrator must have a minimum of five (5) years of experience in managing permissions to a DB2 database.

4.1.11.4 Senior Application DB2 Database Administrator must have a minimum of five (5) years of providing assistance to programming staff in debugging triggers, procedures, functions, and packages.

4.1.11.5 Senior Application DB2 Database Administrator must have a minimum of five (5) years in optimizing SQL execution for DB2 SQL procedures, functions, packages, and triggers.

4.1.11.6 Senior Application DB2 Database Administrator must have a minimum of five (5) years of experience in Data Modeling.

4.1.11.7 Senior Application DB2 Database Administrator must have a minimum of five (5) years of experience developing and performing disaster recovery procedures.

4.1.11.8 Senior Application DB2 Database Administrator should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited

to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.12 Application DB2 Database Administrator:

4.1.12.1 Application DB2 Database Administrator must have a minimum of a Bachelor's degree in Computer Science or a related field from an accredited institution or a minimum of six (6) years of equivalent work experience.

4.1.12.2 Application DB2 Database Administrator must have a minimum of four (4) years of experience with the maintenance and management of DB2 database systems.

4.1.12.3 Application DB2 Database Administrator must have a minimum of three (3) years of experience in managing permissions to a DB2 database.

4.1.12.4 Application DB2 Database Administrator must have a minimum of three (3) years of providing assistance to programming staff in debugging triggers, procedures, functions, and packages.

4.1.12.5 Application DB2 Database Administrator must have a minimum of three (3) years in optimizing SQL execution for DB2 SQL procedures, functions, packages, and triggers.

4.1.12.6 Application DB2 Database Administrator must have a minimum of three (3) years of experience in Data Modeling.

4.1.12.7 Application DB2 Database Administrator must have a minimum of three (3) years of experience developing and performing disaster recovery procedures.

4.1.12.8 Application DB2 Database Administrator should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.13 Senior SQL Server Database Administrator:

4.1.13.1 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience with the operation, maintenance, and implementation of Microsoft SQL Server database (SQL Server 2008 and higher). This experience must include the candidate being proficient in T-SQL and package creation (stored procedures) and utilization.

4.1.13.2 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience with the creation of databases and database primary objects in SQL Server.

4.1.13.3 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience migrating prior versions of SQL Server to SQL Server 2012 on Windows servers. This must include the conversion of DTS packages to SSIS.

4.1.13.4 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience installing, implementing, and monitoring SSIS and SSAS for SQL Server 2008.

4.1.13.5 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience in command line Data Definition Language (DDL) operations and scripting.

4.1.13.6 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience in backup and recovery of SQL Server databases.

4.1.14 SQL Server Database Administrator:

4.1.14.1 SQL Server Database Administrator must have a minimum of three (3) years of experience with the operation, maintenance, and implementation of Microsoft SQL Server database (SQL Server 2008 and higher). This experience must include the candidate being proficient in T-SQL and package creation (stored procedures) and utilization.

4.1.14.2 SQL Server Database Administrator must have a minimum of three (3) years of experience with the creation of databases and database primary objects in SQL Server.

4.1.14.3 SQL Server Database Administrator must have a minimum of three (3) years of experience in backup and recovery of SQL Server databases.

4.1.14.4 SQL Server Database Administrator must have a minimum of two (2) years of experience migrating prior versions of SQL Server to SQL Server 2012 on Windows servers. This must include the conversion of DTS packages to SSIS.

4.1.14.5 SQL Server Database Administrator must have a minimum of two (2) years of experience installing, implementing, and monitoring SSIS and SSAS for SQL Server 2008.

4.1.14.6 SQL Server Database Administrator must have a minimum of two (2) years of experience in command line Data Definition Language (DDL) operations and scripting.

4.1.15 Senior COGNOS Analyst:

4.1.15.1 Senior COGNOS Analyst must have a minimum of a Bachelor's degree in Computer Science or a related field from an accredited institution or a minimum of five (5) years of equivalent work experience.

4.1.15.2 Senior COGNOS Analyst must have experience in the successful implementation of medium and/or large-scale projects.

4.1.15.3 Senior COGNOS Analyst must have a minimum of five (5) years of experience using the COGNOS suite of components including metadata Modeler and Report Developer specifically COGNOS V10 BI (or higher), Framework Manager, Transformer, Query Studio, Report Studio, Analysis Studio, Metric Studio, Business Insight and Business Insight Advanced.

4.1.15.4 Senior COGNOS Analyst must have a minimum of five (5) years of experience with relational databases - Oracle required.

4.1.15.5 Senior COGNOS Analyst must have a minimum of five (5) years of experience with Oracle Warehouse Builder.

4.1.15.6 Senior COGNOS Analyst must have a minimum of five (5) years of experience in requirements gathering, process and data analysis.

4.1.15.7 Senior COGNOS Analyst must have a minimum of five (5) years of experience working with various modeling techniques, data flow diagrams and workflow diagrams.

4.1.15.8 Senior COGNOS Analyst must have a minimum of five (5) years of experience installing, configuring, monitoring, and maintaining a COGNOS server environment.

4.1.15.9 Senior COGNOS Analyst must have a minimum of five (5) years of experience in administration of user permissions, user accounts and security profiles, Implement security at different levels in COGNOS Connection, Performance Tuning, Distribution Management, Scheduling, Installation of fix packs and knowledge in upgrading COGNOS to newer versions.

4.1.15.10 Senior COGNOS Analyst must have a minimum of five (5) years of experience with coding Database Stored Procedures, Functions and Packages.

4.1.15.11 Senior COGNOS Analyst must have a minimum of three (3) years of experience in creation of UAT Test Plans.

4.1.15.12 Senior COGNOS Analyst must have a minimum of three (3) years of experience in building Active Reports using COGNOS V10 BI (or higher).

4.1.15.13 Senior COGNOS Analyst must have a minimum of one (1) year of experience in the Administration of a Database as a primary or assistant DBA.

4.1.16 COGNOS Analyst:

4.1.16.1 COGNOS Analyst must have a minimum of a Bachelor's degree in Computer Science or a related field from an accredited institution or a minimum of five (5) years of equivalent work experience.

4.1.16.2 COGNOS Analyst must have experience in the successful implementation of small and/or medium scale projects.

4.1.16.3 COGNOS Analyst must have a minimum of three (3) years of experience using the COGNOS suite of components including metadata Modeler and Report Developer specifically COGNOS V10/V8 BI (or higher), Framework Manager, Query Studio, Report Studio and Analysis Studio.

4.1.16.4 COGNOS Analyst must have a minimum of three (3) years of experience with relational databases - Oracle required.

4.1.16.5 COGNOS Analyst must have a minimum of one (1) year of experience with Oracle Warehouse Builder.

4.1.16.6 COGNOS Analyst must have a minimum of one (1) year of experience in requirements gathering, process and data analysis.

4.1.16.7 COGNOS Analyst must have a minimum of one (1) year of experience working with various modeling techniques, data flow diagrams and workflow diagrams.

4.1.16.8 COGNOS Analyst must have a minimum of one (1) year of experience installing, configuring, and maintaining a COGNOS server environment.

4.1.16.9 COGNOS Analyst must have a minimum of one (1) year of experience in creation of UAT Test Plans.

4.1.16.10 COGNOS Analyst must have a minimum of one (1) year of experience in administration of user permissions, user accounts and security profiles.

4.1.17 Software Test Analyst:

4.1.17.1 Software Test Analyst must have a minimum of a Bachelor's degree from an accredited college or university in computer science or related field, or a minimum of an Associate's degree from an accredited college, university, or business school in computer science or related field and a minimum of one (1) year of full-time computer programming experience, or a minimum of three (3) years of experience in the field or in a related area.

4.1.17.2 Software Test Analyst must have a minimum of three (3) years of experience in evaluating and testing new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines. Must be able to write, revise, and verify quality standards and test procedures for program design and product evaluation to obtain a quality of software acceptable to the Agency.

4.1.17.3 Software Test Analyst must have a minimum of three (3) years of experience in developing, publishing, and implementing test plans.

4.1.17.4 Software Test Analyst must have a minimum of three (3) years of experience in writing and maintaining test automation. Must be able to evaluate, recommend, and implement automated test tools and strategies. Must develop, maintain, and upgrade automated test scripts and architectures for application products.

4.1.17.5 Software Test Analyst must have a minimum of three (3) years of experience in writing, implementing, and reporting the status of system test cases for testing. Must analyze test cases and provide regular progress reports. Must participate in the testing process through test review and analysis, test witnessing and certification of software.

4.1.18 Help Desk Analyst:

4.1.18.1 Help Desk Analyst must have a minimum of three (3) years of experience in providing technical assistance to computer system users on a variety of issues. Must identify, research, and resolve technical problems. Must respond to telephone calls, email, and

personnel requests for technical support. Must document, track, and monitor the problem to ensure a timely resolution. Must answer questions to resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

4.1.18.2 Help Desk Analyst must have a minimum of one (1) year of experience in the field of a support office or in a related area.

4.1.18.3 Help Desk Analyst must have knowledge of commonly used Help Desk concepts, practices, and procedures within an Information Technology field. Relies on instructions and pre-established guidelines to perform the functions of the job.

4.1.18.4 Help Desk Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.19 Business Analyst:

4.1.19.1 Business Analyst must have a minimum of a Bachelor's degree from an accredited college or university in computer science or related field and a minimum of one (1) year of experience in the field or in a related area, or a minimum of an Associate's degree from an accredited college, university, or business school in computer science or related field and a minimum of three (3) years of full-time computer programming experience, or a minimum of five (5) years of experience in the field or in a related area.

4.1.19.2 Business Analyst must have a minimum of three (3) years of experience with standard concepts, practices, and procedures within application development. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

4.1.19.3 Business Analyst must have a minimum of three (3) years of experience with facilitating meetings or Joint Application

Development (JAD) sessions in eliciting business requirements, operational constraints, and assumptions.

4.1.19.4 Business Analyst must have a minimum of three (3) years of experience in Systems Development Life Cycle (SDLC).

4.1.19.5 Business Analyst must have a minimum of three (3) years of experience in the review, analysis, and evaluation of business systems and user needs. Must formulate systems to parallel overall business strategies. Must prepare solution options and risk identification. Must create documents that contain detailed descriptions of user needs, program functions, and steps required to develop or modify computer programs. Must play an active role in acceptance testing, document results, reports issues and retests, as necessary. Must adhere to project standards.

4.1.19.6 Business Analyst must have a minimum of three (3) years of experience in preparing and documenting Functional and Technical Specifications for reporting and data warehouse work. Must assist with business warehouse/intelligence support and enhancements. Must assist in deployment and management of end-user reporting tools and platforms. Must work with IT and business project teams to understand reporting and data warehousing requirements and propose solutions. Must provide reporting knowledge transfer training to other team members.

4.1.19.7 Business Analyst must have a minimum of three (3) years of experience with relational database concepts, and client-server concepts. Works under general supervision; typically reports to a project leader or manager.

4.1.19.8 Business Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.20 Technical Writer:

4.1.20.1 Technical Writer must have a minimum of an associate degree from an accredited college, university, or business school in computer science or related, or a minimum of two (2) years of experience in the field or in a related area.

4.1.20.2 Technical Writer must have a minimum of three (3) years of experience using knowledge of commonly used concepts, practices, and procedures within a particular field. Must rely on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

4.1.20.3 Technical Writer must have a minimum of three (3) years of experience composing technical documents, manuals, bulletins, brochures, publications, training manuals, and special reports. Must have experience organizing and coordinating the composition of materials and drafting of forms suitable for reproduction. Must review and edit prepared material and illustrations. Must develop and refine material for publication in journals and periodicals. Must prepare informational material for release to the mass media. Must work with agency staff in the development of formats, graphics, and the layout of publications. Must assist agency staff in preparing and refining material for speeches and other public presentations. May research product design, capabilities, and compatibility ranges.

4.1.20.4 Technical Writer must have a minimum of three (3) years of experience overseeing the writing, editing, publishing, and distribution of specification documents. Must review project resources and prepare analysis or summaries. Must have experience with the techniques and methods of planning, organizing, and writing various types of materials; of research methodology; and of policies, procedures, and regulations. Must conduct research; must compose, review, illustrate, and edit technical documents, materials, and reports; must communicate with staff; and must train others to develop these skills.

4.1.21 Information Systems Assistant:

4.1.21.1 Information Systems Assistant must have a minimum of one (1) year of experience in data processing, word processing, computer operations, system monitoring, data job coordination or advanced level office work which involved operation a computer equipment.

4.1.21.2 Information Systems Assistant must have a minimum of one (1) year of experience maintaining hardware and software.

4.1.21.3 Information Systems Assistant must have a minimum of one (1) year of experience in backup and recovery procedures.

4.1.21.4 Information Systems Assistant must have a minimum of one (1) year of experience maintaining and preparing comprehensive and accurate reports such as inventory, electronic calendars, and database files.

4.1.21.5 Information Systems Assistant must have a minimum of one (1) year of experience purchasing computer hardware components.

4.1.21.6 Information Systems Assistant should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.22 Imaging Operator:

4.1.22.1 Imaging Operator must have a minimum of one (1) year of experience using Personal Computer based software such as data processing, word processing, database, spreadsheet or in electronic document management imaging or scanning documents.

4.1.22.2 Imaging Operator must have a minimum of one (1) year of experience using commonly used functional business processes, operations, policies, and business forms, including the relationship among them and to outside entities.

4.1.22.3 Imaging Operator must have a minimum of one (1) year of experience in analyzing situations, problems, information and take

appropriate action and synthesize information and provide interpretation.

4.1.22.4 Imaging Operator must have a minimum of one (1) year of experience interacting with computer databases and other computer software.

4.1.22.5 Imaging Operator should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.23 Programmer Analyst:

4.1.23.1 Programmer Analyst must have a minimum of a Bachelor's degree from an accredited college or university in computer science or related field including but not limited to business data programming, business systems analysis, computer servicing technologies, information systems management, data processing or computer engineering, **or** a minimum of an associate's degree and eighteen (18) months of equivalent work experience **or** a minimum of three (3) years equivalent work experience.

4.1.23.2 Programmer Analyst must have a minimum of three (3) years of experience with database management, documentation project control techniques, data processing concepts and equipment usage.

4.1.23.3 Programmer Analyst must have a minimum of three (3) years of experience developing and maintaining complex systems and evaluate and analyze system requests to develop work plans for systems development and maintenance.

4.1.23.4 Programmer Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.24 Systems Programmer:

4.1.24.1 System Programmer must have a minimum of a Bachelor's degree with twelve (12) semester hours credit in computer science OR a minimum of four (4) years of experience as a systems programmer or programmer analyst.

4.1.24.2 Systems Programmer must have a minimum of four (4) years of experience as a systems programmer or programmer analyst using two (2) or more programming languages.

4.1.24.3 Systems Programmer must have a minimum of four (4) years of experience in the design, execution, and operation of host resident software such as operating systems, database management, database structures and database communications systems.

4.1.24.4 Systems Programmer must have a minimum of two (2) years of experience solving data processing problems and evaluating technical proposals.

4.1.24.5 Systems Programmer should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.25 Computer Operator:

4.1.25.1 Computer Operator must have a minimum of one (1) year of experience in the operation, moving and installation of a variety of standard computer equipment including printers, scanners, and other devices.

4.1.25.2 Computer Operator must have a minimum of one (1) year of experience interpreting machine codes and error messages and take appropriate corrective action.

4.1.25.3 Computer Operator must have a minimum of one (1) year of experience in troubleshooting hardware and software issues and applying the necessary repairs.

4.1.25.4 Computer Operator must have a minimum of one (1) year of experience in testing system software and applications.

4.1.25.5 Computer Operator must have a minimum of one (1) year of experience with system monitoring.

4.1.25.6 Computer Operator should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.2 VENDOR RESPONSIBILITIES

4.2.1 Bidders must provide an hourly rate for each position they expect to submit qualifications for proposed candidates when the need arises. When presenting candidates for review by the Agency, Vendor shall provide the qualifications of proposed candidates who meet all requirements of the RFQ.

4.2.2 Successful vendors must provide staffing as requested by the Agency. Assignments also may be for a specified period of time and quantity of hours as indicated on each delivery order. Consistent failure on the part of a successful vendor to fulfill requests from the Agency, or consistently being unresponsive to Agency's requests for staffing services, may be grounds for cancellation of the vendor's entire contract.

4.2.3 Successful vendors must provide hourly rates that are inclusive of all costs including, but not limited to, federal, state and local withholding taxes, social security & Medicare taxes as well as all unemployment compensation, workers compensation, general and professional liability premiums. All overhead for the vendor and fringe for the candidate must be included in the successful vendor's hourly rates. All travel expenses must be included in the vendor's hourly rates.

4.2.4 Successful vendors shall provide the Agency with information on each staffing candidate according to the state and federal standards, including applications. Vendors must include a current resume and a completed qualification documentation for each candidate with their responses. Resumes will identify the candidate's qualifications listed in the requirements section above and will include copies as verification of degrees and

certifications. Resume pages will be numbered (ex: 1 of 2, 2 of 2 etc…). These must be sent to the Agency along with the listing of possible candidates to interview.

4.2.5 Successful Vendor must provide (as requested) the legal documentation to support proof that their candidate is a U.S. citizen or eligible to work in the United States.

4.2.6 Successful vendor is prohibited from providing as a candidate any employee who was previously dismissed for disciplinary or performance reasons by any DHHR Facility or Office, whether as a full-time employee or as contract temporary staff.

4.2.7 Successful vendor having the first priority contract for any classification required by the Agency will be contacted first and will have 48 hours (2 business days) to **acknowledge the initial contact request for staffing** (in writing, by a means dictated by the Agency on the initial contact request, but likely by email or fax), and **must inform the Agency if they are able or unable to fulfill the request**. If unable to supply a candidate at the time, Vendor must provide a written waiver to the Agency within this same 48 hours (2 business days) timeframe. Failure to provide a written waiver will serve as a waiver as it pertains to the Agency's ability to proceed to contacting lower priority vendors. However, repeated failure to provide a written waiver may be grounds for cancellation of a vendor's entire contract (ie, all awarded classifications).

If able to supply candidate(s), Vendor must provide to the Agency a list of potential candidates for staffing needs within 2 weeks (10 business days) of the initial notification of need. Vendors must provide all documentation for every candidate who indicates they meet the requirements for the classification, including a qualifications document, template supplied by the agency, and resumes. Vendors may send multiple resumes so the agency may choose the most appropriate candidate.

Should a vendor not respond within the allowed number of days from the original notice of the Agency need (eg, 2 days to confirm/waiver a request; 10 business days to provide a list of candidates), the vendor with the second priority contract and other priority vendors for the classification will be contacted and given the opportunity to provide needed staffing. Evaluation will be completed in order of priority.

This second vendor will follow the same process as the first vendor; then the third vendor, and so on, until either a vendor successfully provides a staffing candidate, or all vendors qualifying for award of a contract for that

classification are contacted. No second opportunity to meet the need will be given to any vendor until all vendors have been contacted in order of award.

The Vendor's provided candidate must consistently perform the contracted duties as outlined in these specifications or in the project-specific scope included within any Delivery Order. The Agency will notify the awarded vendor if a Vendor's employee fails to consistently perform the contracted duties. The Agency may, as part of this notification, request the Vendor replace the candidate; if so, the Vendor has 2 weeks (10 business days) from this notification to provide the qualifications for a replacement. If the vendor provided a candidate under false documentation, that will be grounds for cancellation of the Delivery Order.

4.2.8 The successful candidate(s) will be required to present a timesheet for approval on a regular basis not less than a one (1) week period and not more than monthly.

4.2.9 If during the term of the Delivery Order the candidate placed by the vendor leaves the company and/or has to be replaced; the vendor must give written notice to the Agency within one (1) business day, explaining the circumstances of departure, and must replace the candidate with another candidate meeting or surpassing all the requirements for the filled classification listed in Section 4.1 of this contract to maintain continuity of services. Vendor must provide to the Agency a list of potential candidates for the replacement staffing needs within 2 weeks (10 business days) of the notification of replacement. Vendors must provide documentation and resumes for every candidate which indicates their meeting the requirements for the classification. Vendors may send multiple resumes so that the agency may choose. Any interruption of service greater than ten (10) business days will be grounds for cancellation of the Delivery Order. If the Agency needs to issue a secondary Delivery Order to cover any cancelled Delivery Order, they are not required to contact or acquire waivers from any vendor for which they had previously contacted to fill the classification (copies of the original waivers and documentation regarding the cancellation should be kept in the files for both the original the replacement Delivery Order(s)).

4.2.10 Successful Vendors and candidates must comply with all Agency policies and procedures. Any access or user accounts issued to a candidate to permit work in the State computing environment are subject to revocation without notice, and random or periodic audit of user activity may be conducted by the Agency.

4.3 DUTIES AND RESPONSIBILITIES OF THE AGENCY

4.3.1 Ordering Procedure: Agency will notify (in writing) the successful Vendor with the current priority for any classification of the number of candidates needed, the total number of hours required for the assignment/project, the proposed length of the assignment, the basic description of the project for which the candidate will be used, and any assignment/project-specific requirements. Agency may issue multiple notifications to the same vendor to simultaneously request the same or different classifications, for the same or different assignments; the Agency has full discretion on how they wish to organize and issue notifications to the Vendor with current priority; the Vendor may confirm or waive any individual notification in its entirety, but may not partially confirm or waive a notification without express written approval of the Agency (ie, the Agency should indicate on its notification for more than a single quantity of any classification whether or not it is willing to allow the Vendor to partially confirm or waive.) For example, the Agency requires two Technical Writers for an assignment. If they are willing to allow the first priority Vendor to provide one while waiving the other, they should indicate this in the notification.

Upon receipt of required documents, interviews will be conducted, and review of qualifications will be performed by the Agency in order to verify the candidate meets the requirements for the requested classification.

After the Agency has chosen the candidate from those provided by the Vendor, the Agency will notify the vendor for a signed, dated quote (see Vendor Responsibilities, above), then complete a Delivery Order noting the Candidate, the Hourly Rate, the Quantity of Hours required for the project, start and end dates for the Delivery Order/Project, and any other information or requirements pertinent to the project for each classification requested.

Delivery Orders in excess of $250,000.00 shall require processing as Centralized Delivery Orders through the WV State Purchasing Division. Orders of $250,000.00 or under will be processed as Agency Delivery Orders. Signed, dated vendor quote shall be included with each Delivery Order (ie, scanned and electronically attached in wvOASIS).

4.3.2 Successful Vendor(s)' candidate shall work under Agency supervision. The Agency shall be solely responsible to provide each candidate with day-to-day guidance in the execution of responsibilities at the Agency.

4.3.3 Agency reserves the right to terminate the candidate selected for a position providing services to the Agency without cause if it is determined to be in the best interest and well-being of the Agency. Termination would occur by cancellation of the remainder of the Delivery Order and does not require prior notification to the Vendor.

4.3.4 Independent Contractor Status: The purpose of this contract is to obtain temporary services that are provided by individuals or entities as independent contractors and not as employees of the State of West Virginia. The distinction between an independent contractor and an employee is complex and can require an analysis of 20 or more factors relating to the circumstances of each contract. The Internal Revenue Service and the U.S. Department of Labor have provided guidance on this issue at:

IRS – http://www.irs.gov/pub/irs-pdf/p15a.pdf

IRS – http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/Independent-Contractor-Self-Employed-or-Employee

DOL – http://www.dol.gov/elaws/esa/flsa/docs/contractors.asp

Prior to utilizing the services available under this contract, each agency must ensure that factors relating to the broad categories of behavioral control, financial control, and the type of relationship between the state and the temporary worker will not cause the independent contractor relationship to be construed as an employee/employer relationship. Items that must be considered include but are not limited to, the degree of control exercised by the State over the temporary worker relating to performance of the job and the degree to which the temporary worker is integrated into the State's system. The Purchasing Division recommends that each agency review the IRS and DOL publications found at the links above and obtain further assurance from their respective internal legal counsel to maintain the independent contractor status of individuals and entities hired under this contract.

4.3.5 It is the sole responsibility of the Agency to insure that they are notifying the appropriately prioritized vendor for each classification; the Vendor is not responsible for determining if the Agency has acquired the necessary waiver from, or documented the non-responsiveness of, any other vendor in order for them to be appropriately contacting the current Vendor.

5. CONTRACT AWARD:

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Upon award of the resulting Contract(s), a spreadsheet will be included with each Contract indicating the priority each vendor has for each awarded classification. An indicator of "1" on the spreadsheet contract Pricing Synopsis shall indicate First Priority; "2" shall indicate Second Priority, etc.

5.2 Pricing Page: Vendor should complete the Pricing Page by providing the all-inclusive hourly rate to provide a candidate meeting the requirements for each classification. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified. However, Vendors may opt to bid only certain classifications. If not bidding a classification/commodity line, bidders should clearly note a "no bid" or "N/A" on their bid. Vendors may opt to bid different hourly rates for each renewal year.

Vendor should type or electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document. In most cases, the Vendor can request an electronic copy of the Pricing Pages for bid purposes by sending an email request to the following address: Crystal.G.Hustead@wv.gov

6. PERFORMANCE: Vendor and Agency shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.

7. **PAYMENT:** Agency shall pay only the hourly rate as shown on the Pricing Pages, for all Contract Services performed and accepted under this Contract. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

8. **TRAVEL:** Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.

9. **FACILITIES ACCESS:** Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:

   9.1. Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.

   9.2. Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.

   9.3. Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.

   9.4. Anyone performing under this Contract will be subject to Agency's security protocol and procedures.

   9.5. Vendor shall inform all staff of Agency's security protocol and procedures.

10. VENDOR DEFAULT:

10.1. The following shall be considered a vendor default under this Contract.

10.1.1. Failure to perform Contract Services in accordance with the requirements contained herein.

10.1.2. Failure to comply with other specifications and requirements contained herein.

10.1.3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

10.1.4. Failure to remedy deficient performance upon request.

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

10.2.1. Immediate cancellation of the Contract.

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

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

11.1. 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: Laveena Yadav
Telephone Number: 412-465-1214
Fax Number: 877-815-6528
Email Address: Business.coordinator@diskriter.com

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: 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 exceed 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: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, 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: Diskriter, Inc.

Authorized Signature: [signature] Date: 09/16/2020

State of Pennsylvania

County of Allegheny, to-wit:

Taken, subscribed, and sworn to before me this 16th day of September, 2020.

My Commission expires October 5, 2023.

AFFIX SEAL HERE

Commonwealth of Pennsylvania - Notary Seal
Suzan Ann Bogden, Notary Public
Allegheny County
My commission expires October 5, 2023
Commission number 1013640
Member, Pennsylvania Association of Notaries

NOTARY PUBLIC Suzan Ann Bogden

West Virginia Ethics Commission

Disclosure of Interested Parties to Contracts

(Required by *W. Va. Code* § 6D-1-2)

Name of Contracting Business Entity: Diskriter, Inc. **Address:** 2840 Library Road, Suite 300 Pittsburgh, PA 15234

Name of Authorized Agent: _____ **Address:** _____

Contract Number: MIS2100000001 **Contract Description:** Temporary IT Staffing contract for WVDHHR/OMIS

Governmental agency awarding contract: State of West Virginia

☐ **Check here if this is a Supplemental Disclosure**

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below *(attach additional pages if necessary)*:

1. **Subcontractors or other entities performing work or service under the Contract**
   ☒ Check here if none, otherwise list entity/individual names below.

2. **Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)**
   ☐ Check here if none, otherwise list entity/individual names below.

3. **Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)**
   ☐ Check here if none, otherwise list entity/individual names below.

Signature: Vikram Singh Khandka Date Signed: 09/16/2020

Notary Verification

State of Pennsylvania, County of Allegheny:

I, Vikram Singh Khandka, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 16th day of September, 2020.

Suzan Ann Bogden
Notary Public's Signature

Commonwealth of Pennsylvania - Notary Seal
Suzan Ann Bogden, Notary Public
Allegheny County
My commission expires October 5, 2023
Commission number 1013640
Member, Pennsylvania Association of Notaries

To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____

Revised June 8, 2018