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Header 1

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Procurement Folder: 1354530

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Procurement Type: Central Master Agreement

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Responded By User ID: Elegants

Total of Header Attachments: 1

First Name: Vikas

Total of All Attachments: 1

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Department of Administration
Purchasing Division
2019 Washington Street East
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State of West Virginia
Solicitation Response

Proc Folder: 1354530
Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR05062400000006688	1

VENDOR
VS0000005021
Elegant Enterprise-Wide Solutions, Inc.

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 1
Response Date: 2024-05-06
Response Time: 08:04:30
Comments:

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

Vendor		
Signature X	FEIN#	DATE

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

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

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services



Response

State of West Virginia

Prequalification Agreements IT Temp Staffing

Solicitation# CRFQ 0705 LOT2400000011

Due Date: May 07, 2024@ 13.30

Submitted to:

Attention: Toby L Welch
State of West Virginia Purchasing Division
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Elegant Enterprise Wide Solutions, Inc.
We make it happen

COVER LETTER

May 07, 2024

Attn: Toby L Welch
State of West Virginia Purchasing Division

About solicitation **CRFQ 0705 LOT2400000011– Prequalification Agreements IT Temp Staffing**, Elegant Enterprise-Wide Solutions, Inc. hereafter called “Elegant Solutions” is pleased to submit the response to the State of West Virginia and wishes to make a positive difference at the State of West Virginia through our deep technical expertise, our attention to customer service and results-driven innovation-based culture.

Elegant Solutions is an ISO 9001:2015, ISO 20000 & ISO 27001 certified matured IT company with over 22 years of experience providing IT consulting and staffing services to Government Agencies. Elegant Solutions was incorporated in 2001 in Virginia as an S-Corporation by an ex-Oracle employee to deliver quality IT consulting services at sustainable prices to clients across the nation. With its headquarters in Aldie, VA, and presence in more than 50% of states, we are currently holding 80+ contracts & majority of our consultants are working with various Federal, State, County, and local agencies.

Elegant Solutions is an expert and preferred choice among its clients for delivering cost-effective, innovative IT consulting and staffing solutions. Since our inception, we have been providing IT personnel services by adapting to each client's agenda and becoming their partner, combined with effective management & understanding of their needs and goals. We have been delivering exceptional services with honesty and integrity with everyday action & we make sure we are successful in doing that. Our commitment to be transparent & straightforward throughout the placement process has helped us build solid clientel and contractor relationships.

Our team promises to bring the best value to State of West Virginia and win trust by providing Information Technology staffing Services. This response outlines the capabilities of Elegant Solutions and directly addresses the requirements outlined in the Request for Proposal (RFP).

With this submission, we accept all terms and conditions defined in the solicitation document & acknowledge receipt of amendments and QAs issued & we look forward to the opportunity to lend our expertise and bring our experience to the State of West Virginia.

Please feel free to contact me in case you have any questions regarding our proposal.

Once again, thank you for your time and consideration.

Sincerely,

Vikas Arora, President
Elegant Enterprise-Wide Solutions, Inc.

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1. VENDOR QUALIFICATION REQUIREMENT [RFP 3 PREQUALIFICATION AGREEMENT SPECIFICATIONS]

Business Experience Requirement

Elegant Solutions, with over two decades of experience in the IT staffing industry, understands the paramount importance of proven expertise and reliability. Our extensive track record spanning 22 years underscores our deep understanding of client needs, intricate industry dynamics, and evolving technological landscapes. We ensure that our clients benefit from our wealth of experience, refined processes, and unwavering commitment to excellence. This is a testament to our steadfast dedication to delivering unparalleled service and value to our clients, backed by decades of successful operations in the field.

Elegant Solutions has the talent and experience to provide smooth system implementation, enhancement, upgrade, and production support initiatives. Our capabilities in providing high-quality on-demand IT staffing in niche skill areas across the spectrum of information technology have resulted in hundreds of successful projects in several key areas. Elegant Solutions has expertise in providing IT Staff Augmentation services to State, Federal, Public, and Commercial sector clients like - the Department of Water, the City of Philadelphia, the Oklahoma Department of Career and Technology Education, the Department of Transportation/ Maryland Transit Authority, Department of Environmental Quality, MT, Department of Labor, Licensing and Regulations, MD. Etc.

Key Highlights of Elegant Solutions

- 22+ years of experience as prime contractor on 90+ government projects.
- Specialized in IT consulting for large government departments.
- Executed 35+ projects within tight budgets and timelines.
- ISO 9001:2015, ISO 20000, and ISO 27001:2013 certified.
- Strong financial position: \$2.1M available, \$1.5M in cash, \$85,000 in credit, ready to invest an additional \$700,000.
- DOD Top Secret facility with DCAA compliant accounting.
- Subject Matter Experts with a 95/100 customer service rating in independent survey.

Elegant Solutions has demonstrated its expertise across various industries. In the realm of Information Technology, the company has been a reliable partner for tech firms and software companies, offering tailored staffing solutions that empower businesses seeking digital solutions. In Finance and Banking, Elegant Solutions has played a pivotal role in delivering financial technology solutions and cybersecurity talent, supporting banks, financial institutions, and investment firms in achieving their technological goals securely. The telecommunications sector has benefited from Elegant Solutions' specialized IT staffing services, contributing to network optimization, IT infrastructure development, and software solutions. In the education domain, Elegant Solutions has made significant contributions by providing IT solutions tailored for educational institutions, facilitating the development of e-learning platforms, and seamless technology integration. As a trusted partner in government initiatives, Elegant Solutions has supported digital transformation efforts, providing skilled professionals for various IT services within government departments and public sector organizations. Finally, in the transportation and logistics sector, Elegant Solutions has optimized operations by strategically staffing IT teams, aiding logistics companies and transportation service providers in achieving improved supply chain efficiency. These experiences underscore Elegant Solutions' commitment to delivering top-tier IT staffing solutions across diverse industries. Given below are the diverse clientele comprising prominent organizations across various industries and sectors that Elegant Solutions has served

State	Agency	Services
AZ	City of Phoenix	Information Technology Professional Services
CA	California Mass Agreement Schedule (CMAS)	IT Staff Augmentation
CA	California Department of General Services (DGS)	Information Technology Consulting Services
CA	County of Santa Clara	Healthcare IT Prof Services
CA	County of Santa Clara	IT Prof Services
CA	City of Palo Alto	On-Call Project Support Services for IT
CA	CalPERS	Information Technology Consultants Spring-Fed Pool

CA	County of San Bernardino	Temporary IT Staffing Services
CA	Los Angeles County Office of Education (LACOE)	Temporary IT Professional
CA	City of Los Angeles	Contract Programming Services
CA	South Coast Air Quality Management District	Temporary employment services
CO	Governor's Office of Information Technology	Security Consulting
CO	Connect for Health Colorado	Information Technology, Software Development and Security Services
DC	US Department of Commerce	Staff Augmentation
FL	Department of Management Services	Information Technology Staff Augmentation Services
FL	Department of Management Services	IV&V
FL	University Of Central Florida	Temporary Labor Services
GA	Georgia Tech	Security Rated IT & Engineering Temporary Staffing Services
GA	Fulton County Schools	IT Professional Services
IL	Office of the Illinois State Treasurer	IT Infrastructure Improvement Services
IL	University Of Illinois	IT Recruiting and Professional Services
IL	METRA	Information Technology Consulting Services
KS	Department of Administration	Information Technology Services
KS	Department of Administration	Temporary Staffing Services
KS	Unified Government of Wyandotte County	IT Professional Services
KS	Department of Administration	Information Technology Temporary Staffing
LA	Division of Administration Office of Technology Services	IT Staffing Support
MD	Department of Information Technology	Consulting and Technical Services + (CATS+)
MD	Anne Arundel County	IT Professional Services Procurements
MD	Maryland Health Benefit Exchange	IT Consulting and Technical Services IDIQ
MD	Baltimore County Public School	Information Technology Staffing Services
MD	Columbia Association	On-Call Recruiting Services
MD	Washington Suburban Sanitary Commission	IT Staff Augmentation (BOA)
MI	Detroit Water and Sewage Department	IT & Project Resources
MI	Oakland County	IT Professional Services
MN	Department of Administration	MNSITE 2.0
MN	State Court Administrator's Office	Professional IT technical and infrastructure services and IT application development and support services
MN	City of Minneapolis	Staff Augmentation Consulting Service
MN	Hennepin County Information Technology	IT Consulting Services
MO	Office of States Courts Administrator	IT Temporary Services - Qualified Contractor List
MO	University of MO	Professional Consulting Services
MO	Bi-State	On-Call IT Cons Services
MO	Department of Administration	Statewide Project Based IT Consulting services
MS	Department of IT	IT Consulting Services

MT	Department of Administration	IT Services
NC	Department of Information Technology	IT Services
ND	Department of Administration	IT SECURITY PROFESSIONAL SERVICES
NV	Clark County	IT Tier 1 Professional Services
NY	Nassau County	Recruitment Services
NY	City of NY/ FISA	IT and OTHER Consultant Services
OH	City of Cincinnati	Citywide IT Staff augmentation Services
OH	CMHA	Contract Labor Services
OK	OMES	IT Staff Augmentation Services
OK	OMES	IT Risk, Security and Compliance
OR	Department of Administrative Services	Information Technology Consulting Services
OR	Washington County	IT Consulting Services and Staff Aug
OR	University of Oregon	Temp Staffing Services
PA	City of Philadelphia	Information Technology Staff Augmentation
SC	Beaufort County School District	Temporary IT Professional Services
TX	Plano Independent School District	Programming & Consulting Services
TX	City of Houston	Enterprise Application Support Services
TX	Harris County DOE	Contracted Services IT
TX	Fort Bend Independent School District	Temporary Staffing
TX	Dallas Independent School District	IT Professional and Staff Aug
TX	Teacher Retirement System	Temporary Staffing Services
VA	City of Arlington	IT Staff Augmentation
VA	Virginia Lottery	IT and Project Management staffing
VT	Department of Buildings and General Services	Retainer Contract Opportunity for Information Technology (IT) Services
WA	Community Transit	On-Call IT Consulting Services Roster
WA	King County	ERP Systems Operations
WA	Washington Technology Solutions (WaTech)	VMWare Admin
WA	Health Benefits Exchange	Information Technology and Professional Services
WA	Department of Enterprise Services	ITPS

The placement table below exemplifies our successful placement of highly qualified professionals in various IT roles.

State	Agency	Service
MD	Department of Labor, Licensing and Regulation (DLLR)	MDOCS project - Technical staffing services to provide support for database, application and supporting applications
MD	Department of Labor, Licensing and Regulation (DLLR)	ForeClosure project - Application Development Services
MD	Maryland Transportation Authority (MDTA)	Provide support, management and installations for web server systems and associated web services
MD	Maryland Department of Transportation (MDOT)	Subject Matter Expert
MD	Administrative Office of the Courts (AOC)	Application System support
MN	Department of Public Safety	.Net Development services
ID	Department of Health and Welfare	Software Testing Services

ID	Department of Health and Welfare	IT Project Manager
ID	Department of Health and Welfare	Software Quality Assurance Analysis
ID	Department of Health and Welfare	Business Process Analyst
ID	Department of Health and Welfare	Data Warehouse Business Intelligent Specialist
ID	Department of Health and Welfare	Business Process Analyst
ID	Commerce and Labor	Software Engineer/ ASP.Net Developer
ID	IDAHO Dept of Land	Business Systems Analyst
ID	Idaho Department of Lands	Software Tester
ID	Department of Health and Welfare	Software Engineer/ Java Developer
ID	Department of Administration	Software Engineer 2
TX	Corpus Christi Independent School District	Programming services along with designing, developing and upgrading software programs
TX	Richardson Independent School District	Business Analyst
TX	City of Houston, TX	Service Now Consulting
TX	City of Houston, TX	Cyber Security Consulting
TX	City of Houston, TX	Project Management
TX	City of Houston, TX	Application Development Support
TX	City of Houston, TX	Database Administration Support
TX	San Antonio Housing Authority (SAHA)	Technical Support Services
TX	TX Health and Human Services Commission (HHSC) Enterprise	Programmer/ Developer Analyst
TX	TX Health and Human Services Commission (HHSC) Enterprise	Business Analyst
TX	TX Health and Human resource	Programmer/Developer Analyst
TX	TEXAS Education Agency	Programmer/Developer
OK	Oklahoma Department of Career and Technology	Project Management Services
OK	Oklahoma Department of Career and Technology	Technical Writing Services
OK	Oklahoma Department of Career and Technology	Database Administration Services
OK	Supreme Court of OK	Database Administration Services
CA	California Public Employees' Retirement System	Web Penetration Testing Services
CA	California Public Employees' Retirement System	Web Penetration Testing Services
CA	California Public Employees' Retirement System	Business Continuity Planning
CA	California Public Employees' Retirement System	Web Application Security Penetration Testing Consultant
CA	CA JUD	IT Developer
CA	CA JUD	Sr. Business Systems Analyst
CA	DHHS	Sr. Business Systems Analyst
CA	DHHS	Technical Writer
DC	Washington Area Metropolitan Transit Authority	Sr. Helpdesk Technician
DC	Washington Area Metropolitan Transit Authority	Trainer – Senior Level
DC	Washington Area Metropolitan Transit Authority	Business Analyst
MT	Department of Environmental Quality	.Net Developer/ DBA/Architect
PA	City of Philadelphia	Technology Trainer/ Database Programmer

PA	City of Philadelphia	Trainer
PA	City of Philadelphia	Administrative Assistant
NY	NY City Human Resources Administration (HRA)	.Net Developer and COGNOS Developer
NY	Department of Social Services/Human Resources Administration	Senior Business Analyst/IT Consultant
NY	NYCERS	Project Management Services
MS	MDEK12 – Mississippi Department of Education	SharePoint Administrator
MS	MDEK12 – Mississippi Department of Education	Quality Assurance Analyst
MS	Mississippi Department of Environmental Quality (MDEQ)	MSWIS
MS	MS Department of Environmental Quality	.Net Programming Support
MS	MS Division of Medicaid	Project Manager
OH	City of Cincinnati, OH	Software Programmer
OH	OPERS	Senior Business Analyst
OR	Washington County, OR	Share Point Admin
OR	Washington County, OR	Oracle EBS Analyst
MO	Office of State Courts Administrator	Business Analyst
Fed	Mission Support Alliance	Project Manager
Fed	National Institute of Health	SharePoint Development
Fed	Department of Navy	Admin Assistant
Fed	US Department of Interior	Senior Administrative Assistant
Fed	Postal Regulatory Commission (PRC)	Paralegal Consulting
MS	MDEK12	Azure Data Engineer
CA	Calstrs	BI&DW Test Engineer
MO	ITSD - DESE	Database Administrator 3
NC	DHHS	Program Director
MD	Administrative Office of the Courts (AOC)	Business Systems Analyst
MS	MIS Division - MS - MDHS	Programming Analyst
CA	Santa Clara	Application Developer
WA	King County	Senior Functional Analyst
MO	ITSD - DMH	Application Developer
MS	MS - MDEK12	Developer
Fed	PNNL	Software Engineer
MD	MHBE	Subject Matter Expert
MN	City of Minneapolis	Mobile Device Management Analyst
PA	City of Philadelphia	Sr Project Manager
CA	Los Angeles County Office of Education	Senior Developer
TX	Dallas	Project Manager
VA	Arlington County	Technical Support Specialist

Company Overview

Founded in 2001, Elegant Solutions is headquartered in Chantilly, VA, and has employed many IT professionals with clients across the US. Elegant Solutions, a certified ISO 9001:2015 and ISO 27001:2013, ISO 20000 certified company provides innovation IT staffing solutions and program management to public and private markets. In partnership with our customers, we use our profound technical expertise and decades of professional experience to organize, manage, and maximize information and processes to improve business operations. Elegant Solutions consistently ranks in the top 10-15% of suppliers for our major customers. Our mission is to help our clients drive greater business value from their Information Technology investments. Our thought leadership focuses on these keywords: **innovation, out-of-the-box, and client-specific**. We are an agile and result-driven company with a relentless focus on customer mission success and delivering the best value to all our clients under all engagements.

Elegant Solutions has successfully delivered over \$50M of IT consulting services with more than half a million man-hours to Government and Commercial agencies since its inception. Our major clients include the Department of Health and Human Services NC, the Department of Labor MD, the National Institute of Health, the Maryland Transportation Authority, Oklahoma Courts, the Department of Interior, and many more in 25+ states. We have over 60 consultants actively working at various client sites.

We have been coupling our domain knowledge and experience with proven, mature, management practices to deliver the right solutions on time and within budget. We sharpen the focus on results, efficiency, competitiveness, and rapid response. We are consistent with the client's business needs. We help transform Federal, State, and Local Government organizations in strategic ways. We seamlessly align clients' missions with technology and industry best practices – ensuring that their visions and result sets from the contract become a reality.

Elegant Solutions' Fast Facts

- Experienced Prime Contractor to Government and committed to offering best value to its clients.
- Seventy plus existing staffing contracts with various states and local government.
- ISO 9001:2015 specific to Staffing.
- Use of state-of-the-art artificial intelligence and state of the art platforms to choose absolute fit candidate among huge pool of technical talent out there.
- Customer facing company.
- Over 22 years of experience in staffing difficult positions working with Federal, State and local governments and have staffed many positions in those years' Experience managing Staffing Contracts/ Task orders/ Staff Augmentation.
- Minimal Risk to Government.
- Dedicated Account Manager for each account.
- Programs in place to retain the best personnel and motivate them to deliver and keep customers happy.
- Federal Agency Approved mentor protégé Agreement with a very large firm gives us excellent reach back capabilities, if ever needed.
- Subcontract agreements in place to fulfill difficult to fill requirements.

Features of Elegant Solutions Approach	Benefits to State of West Virginia
22+ years of Government Experience	Tremendous working experience in government sector commercial organizations, terminologies, methodologies, frameworks, regulations, and work environments help us to understand client setup
80+ similar Government contracts and 20+ with Commercial agencies	Proven staffing experience including IT Staffing across the US.
Presence in 25+ states	Allowing us to have in-person meetings with Government POC for effective contract execution.
Enormous Resumes Database	Pre-screened resumes of consultants available in our database – allowing us to shortlist based on the skill set required and depute at the client site.

Elegant Solutions is an automation-led next-generation service provider delivering excellence in IT, BPS, and Consulting services. We are driven by a combination of robust strategies, passionate teams, and a global culture rooted in innovation and automation. Elegant Solutions' digital offerings have helped clients achieve operational excellence and customer delight. Our focus lies on taking a leadership position in helping clients attain customer intimacy as their competitive advantage. Powering Elegant Solutions'

complex technology solutions and services are the Bottom-Up Disruption, a disruptive crowdsourcing initiative that brings about innovation and improvement to everyday complexities and, ultimately, grows the clients' business. customer success, first and always.

MISSION: Our mission is to seamlessly connect exceptional talent with forward-thinking organizations, fostering collaborative partnerships that drive success. We are committed to delivering cutting-edge solutions and expert consulting services, consistently exceeding client expectations while nurturing a culture of continuous learning and innovation within our team.

The vision of Elegant Solutions is to be the foremost provider of sophisticated IT staffing solutions, surpassing client expectations through innovation, nurturing the professional growth of our employees, and upholding the highest standards of quality, diversity, and global impact. We aim to exemplify leadership and elegance in the ever-evolving landscape of staffing. We aim to cultivate a dynamic and diverse workforce, foster innovation, and maintain the highest standards of quality. Our overarching goal is to contribute significantly to the success of our clients while creating an environment where our team members can thrive and grow professionally.

Required Experience and Education: Elegant Solutions prides itself on sourcing and nurturing talent that embodies excellence in every role. Our commitment to delivering exceptional results begins with a meticulous approach to assembling teams equipped with the precise qualifications, experience, and education required for success. Below, we outline the requisite qualifications, years of experience, and specialized training essential for each designated position. Our stringent criteria ensure that each member of our team is poised to meet and exceed expectations, driving forward innovation and delivering unparalleled value to our clients.

Role	Qualification and Experience	Training and Relevant Professional Education
Business Analyst	Bachelor's degree in Business Administration, Information Technology, with 2+ years of experience in conducting detailed business analysis, identifying needs, and proposing solutions	Business Analysis Professional Certification Advanced courses in requirements gathering and analysis, stakeholder management, and process improvement
Data Analyst	Bachelor's degree in Statistics, Mathematics, Computer Science, with 3+ years of hands-on experience in data analysis, including data manipulation, visualization, and interpretation to extract insights	Advanced data analytics courses focusing on statistical methods, programming languages (Python/R), and data visualization techniques
Database Administrator	Bachelor's degree in Computer Science, Information Technology, with 5+ years of extensive experience in designing, implementing, and maintaining complex databases	Database administration certification programs covering various database management systems and advanced database concepts
Help Desk Support	Associate's or Bachelor's degree in IT with 1+ years of practical experience providing technical assistance and troubleshooting to end-users	IT service management courses and help desk support methodologies, including incident management and problem resolution
IT Service Continuity Analyst	Bachelor's degree in Information Technology, Business Continuity Planning, with 3+ years of experience in IT service management with a focus on continuity planning, risk assessment, and disaster recovery planning	ITIL (Information Technology Infrastructure Library) certification, specialized training in disaster recovery planning, and business impact analysis
Network Engineer	Bachelor's degree in Computer Science, Information Technology,	Professional network engineering certification programs covering routing,

	with 4+ years of hands-on experience in designing, implementing, and maintaining enterprise-level networks	switching, security, and network troubleshooting techniques
Project Manager	Bachelor's degree in Project Management, Business Administration, with 5+ years of experience in project management, including planning, execution, and monitoring of projects	Project management certification (PMP, PRINCE2, etc.) Advanced courses in project planning, risk management, and stakeholder communication
Quality Assurance Analyst	Bachelor's degree in Computer Science, Software Engineering, with 3+ years of experience in quality assurance, including testing software applications and ensuring compliance with quality standards	Quality assurance certification (ISTQB, ASQ) Advanced courses in test automation, performance testing, and quality management
Security Analyst	Bachelor's degree in Cybersecurity, Computer Science, Information Security, with 4+ years of experience in cybersecurity, including threat analysis, vulnerability assessment, and incident response	Cybersecurity certification (CISSP, CEH) - Specialized training in penetration testing, network security, and security incident handling
Software Developer/Engineer	Bachelor's degree in Computer Science, Software Engineering, with 3+ years of experience in software development, including designing, coding, testing, and debugging software applications	Advanced courses in programming languages (Java, Python), software development methodologies (Agile, Scrum), and version control systems
Systems Administrator	Bachelor's degree in Information Technology, Computer Science, with 4+ years of experience in systems administration, including managing servers, networks, and IT infrastructure	Systems administration certification (Microsoft, Linux, etc.) - Specialized training in cloud computing, virtualization, and IT security
Technical Writer	Bachelor's degree in Technical Communication, English, Journalism, with 2+ years of experience in technical writing, including creating documentation for software products and technical processes	Technical writing certification (STC, ASTC) - Advanced courses in writing styles, editing techniques, and document management tools

Email for Notification of Award: We've provided the email address below for notifications regarding contract awards.

E Mail Address	govt@elegantsolutions.us
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Staffing Experience Requirement

Elegant Solutions has satisfactorily met the staffing experience requirement outlined in the solicitation by providing qualified professionals across various relevant categories over the past five years. Our track record showcases successful placements across various domains, including business analysis, data management, database administration, technical support, IT service continuity planning, network infrastructure management, project management, quality assurance, cybersecurity, software development, system administration, technical documentation, help desk support, IT consulting, cloud computing, IT governance, and IT training. With a commitment to excellence and a thorough understanding of our clients' needs, we ensure that they receive skilled professionals who can effectively contribute to their projects and organizational goals. Through our extensive network and industry expertise, Elegant Solutions delivers staffing solutions tailored to meet the specific requirements of each category, enabling our clients to achieve

success in their endeavors. We have diligently documented the professionals we have provided over the last five years for each requirement outlined in the solicitation.

Elegant Solutions Experience in IT staffing	
1. Business Analyst:	
Client	Service provided
North Carolina Department of Health and Human Services (DHHS)	Duration of the project: Nov 2023 - Present Project Title: Integrated Health Information Technology Optimization (Business Analyst- Expert) Our Business Analysts at Elegant Solutions contributed significantly to the Health Information Technology (HIT) project for the NC Department of Health and Human Services. Their scope of work included: <ul style="list-style-type: none"> • Gathering, documenting, and managing business and functional requirements. • Conducting analyses to optimize workflows and enhance processes. • Facilitating collaboration among stakeholders and technology teams. • Ensuring adherence to system design and documentation standards. • Spearheading test scenario development and execution. • Providing support to project managers and assisting in project administration. • Offering innovative problem-solving solutions and enhancing productivity through technology proficiency. Their expertise and dedication were pivotal in driving project success and achieving desired outcomes.
Administrative Office of the Courts (AOC), Judicial Information Systems (JIS), MD	Duration of the project: May 2023 - Present Project Title: Business Support Analyst Our role as a Business Analyst at Elegant Solutions was instrumental in supporting the Maryland Judiciary's e-filing community. We meticulously gathered, documented, and managed business and functional requirements, ensuring their seamless integration into critical systems like MDEC Odyssey File and Serve (OFS) and Attorney Information Systems (AIS). Our comprehensive analyses optimized workflows and enhanced processes, aligning stakeholder requirements with project objectives. Expertise in issue resolution, service desk maintenance, vendor collaboration, debugging, and QA testing showcased our dedication to effective solutions. Through these efforts, we significantly boosted the efficiency of Maryland Judiciary's e-filing processes.
Richardson Independent School District, TX	Duration of the project: Apr 2014 – Sep 2014 Project Title: IEP Module Development and System Replacement As Business Analysts from Elegant Solutions, we played a central role in the successful execution of the IEP Module Development and System Replacement project for the Richardson Independent School District's Special Education system. Our contributions included meticulously documenting requirements, facilitating stakeholder communication, managing risks, conducting data analysis, assisting in project planning, serving as a liaison between departments, and ensuring rigorous testing and quality assurance. Through our expertise and dedication, we enhanced system functionality, improved efficiency, and supported the district in meeting its educational goals.
2. Data Analyst:	
Client	Service provided
Advanced Analytical Systems, Inc.	Duration of the project: Jan 2022 – Dec 2022 Project Title: Business Intelligence Dashboard Development Elegant Solutions assigned a skilled set of professionals including the data analyst to AASI to develop business intelligence dashboards. The data

	analyst gathered and analyzed data from various sources, including CRM systems, marketing platforms, and financial records. Our team then designed and implemented interactive dashboards that provided actionable insights into key performance metrics, such as sales trends, customer behavior, and campaign effectiveness. These dashboards enabled the AASI to make data-driven decisions and drive business growth.
Techno Edge Consultants	Duration of the project: Jul 2021-Dec 2021 Project Title: User Behavior Analysis for Software Optimization Elegant Solutions provided an experienced data analyst to Techno Edge Consultants developing software applications for enterprise clients. The data analyst analyzed user interaction data collected from the software applications to identify usability issues, user preferences, and feature usage patterns. By conducting user behavior analysis, the data analyst provided valuable insights to the Techno Edge Consultants development team, enabling them to optimize software features, enhance user experience, and prioritize future development efforts based on user needs and preferences.
Web Professional Consultants	Duration of the project: Aug 2021 –Mar 2022 Project Title: IT Service Optimization through Data Analytics Elegant Solutions deployed a skilled team with data analyst to collaborate with our Web Professional Consultants IT teams, providing crucial support across various aspects of IT service optimization. Working closely with stakeholders, our data analyst facilitated data collection and integration from diverse sources, including incident management systems and performance monitoring tools. Through meticulous analysis and visualization techniques, they unearthed actionable insights, enabling proactive decision-making and performance enhancement. Leveraging predictive modeling, our analyst anticipated potential service disruptions and identified root causes of issues, guiding effective corrective measures. Their contributions fostered a culture of continuous improvement, as they collaborated with IT teams to implement process enhancements and communicated findings through comprehensive documentation and reporting. Additionally, our data analyst provided invaluable training sessions, empowering client teams to harness data-driven approaches for sustained IT service excellence.

3. Database Administrator

Client	Service provided
MDEK12 – Mississippi Department of Education, MS	Duration of the project: Nov 2021 - Present Project Title: SQL Database Administration at SME Level Elegant Solutions spearheaded SQL Database Administration at the SME level with meticulous attention to detail and adherence to industry standards. Our comprehensive approach included system building, monitoring, policy enforcement, security measures, and performance management. Leveraging tools such as Microsoft SQL Server, Oracle Database, and ERwin for system design, they optimized performance using SQL Server Query Store and Oracle SQL Tuning Advisor. The team enforced policies with Redgate SQL Monitor, ensured security with Imperva SecureSphere and McAfee Database Security, and managed performance through SolarWinds Database Performance Analyzer. They fostered collaboration with tools like Slack and Jira and maintained transparency through Confluence documentation. Reporting and analysis were facilitated by Microsoft Power BI and Oracle Business Intelligence. With thorough testing using Oracle Real Application Testing and SQL Server Data Tools, Elegant Solutions ensured compatibility and seamless transitions. Incident resolution was swift using ServiceNow and Zendesk, and assessments and planning were conducted with Microsoft Project. Their unwavering commitment to IT policies ensured reliability and security throughout the project lifecycle.

Oklahoma Administrative Office of the Courts	<p>Duration of the project: May 2018 – May 2019</p> <p>Project Title: Database Administration Services for the Oklahoma Administrative Office of the Courts (OAOC)</p> <p>Elegant Solutions provided essential Database Administration Services for the Oklahoma Administrative Office of the Courts (OAOC), strengthening the OMES database infrastructure. Our expertise included advanced database maintenance using tools like SQL Server Management Studio and Oracle Enterprise Manager, ensuring optimal performance and data integrity. We collaborated with OMES's Data Systems and AOC MIS staff to recommend schema enhancements aligned with upcoming CMS requirements. Utilizing tools such as SQL Profiler and Oracle Performance Analyzer, We optimized databases for seamless integration with the new Content Management System (CMS), minimizing integration challenges. Facilitating collaborative analysis sessions through platforms like Microsoft Teams, ensured effective communication and streamlined collaboration with OMES's technical staff. Project management tools like Jira and Trello were employed to adhere to schedules outlined in the Statement of Work (SOW), ensuring high-quality standards and timely delivery.</p>
City of Philadelphia Office of Innovation & Technology	<p>Duration of the project: Apr 2016 – Oct 2018</p> <p>Project Title: Integrated Stormwater Database Management and Business Intelligence Solution (ISDBM-BIS) -Database Programmer</p> <p>Elegant Solutions played a vital role in supporting the City of Philadelphia's Integrated Stormwater Database Management and Business Intelligence Solution (ISDBM-BIS) project. Leveraging a robust toolset including Microsoft SQL Server, Access, and Visual Basic, we ensured seamless integration between SWPRDB and RAMsys. ODBC connections facilitated data transfer, while Active Directory managed user access. Collaboration and documentation were streamlined through Microsoft Office Suite, SharePoint, and Confluence, with communication facilitated by Teams and Zoom. Version control and project management were handled through Git, Jenkins, JIRA, or Trello. Selenium and JUnit were used for testing automation. Key contributions included technical support and database administration expertise, implementation of modifications and upgrades, meticulous data migration planning and testing, user group management, and comprehensive project documentation. Our collaborative approach ensured successful project execution and ongoing operational efficiency.</p>

4. Help Desk Support

Client	Service provided
Centers for Disease Control and Prevention (CDC)	<p>Duration of the project: Sep 2022 - Present</p> <p>Project Title: CDC Helpdesk Support Services</p> <p>At Elegant Solutions, we are currently engaged in a vital project with the Centers for Disease Control and Prevention (CDC) to provide comprehensive Helpdesk support services. Our team plays a crucial role in maintaining the everyday performance of CDC's computer systems by addressing a wide range of software and hardware issues encountered by staff members. We ensure that all equipment is set up correctly for employee use, including the proper installation of cables, operating systems, and software applications. When technical problems arise, we promptly identify and perform repairs to hardware, software, or peripheral equipment, drawing upon our expertise and consulting technical manuals or performing computer diagnostics as needed. Additionally, we take proactive measures to develop training materials and procedures, ensuring that users are equipped with the knowledge to correctly utilize hardware and software resources. Collaborating closely with colleagues, users, and management, we gather requirements for new systems or modifications to enhance efficiency and</p>

	productivity. Our meticulous approach to Helpdesk support contributes to the seamless operation of CDC's IT infrastructure, allowing staff to focus on their core responsibilities while we handle technical challenges with professionalism and expertise.
Maryland Department of Transportation (MDOT), Maryland Transportation Authority (MDTA)	<p>Duration of the project: Jul 2014 - Dec 2019</p> <p>Project Title: Information Technology (IT) Systems Operations, Maintenance, and Support Project</p> <p>During the Information Technology (IT) Systems Operations, Maintenance, and Support Project, MDOT/MDTA faced various challenges that demanded a strategic and meticulous approach to resolution. Elegant Solutions, as a pivotal partner, provided tailored solutions to address these hurdles effectively. Our role was instrumental in overcoming obstacles and ensuring the seamless execution of the project. We implemented an efficient IT service desk and desktop/field support system, utilizing tools such as Maximo Service Desk and Remedy to handle user concerns promptly. We adeptly addressed software and hardware issues within the Microsoft networked environment, actively managing Microsoft Active Directory for efficient user and device management. Our solution involved leveraging remote support tools like Microsoft Remote Desktop and LANDesk to optimize support processes and enhance overall operational efficiency.</p>
Washington Metropolitan Area Transit Authority, DC	<p>Duration of the project: Oct 2016 – Oct 2017</p> <p>Project Title: Helpdesk Support Services: Ensuring Smooth Operations and Customer Satisfaction</p> <p>Elegant Solutions delivered comprehensive Helpdesk Support Services tailored to the unique requirements of WMATA internal customers, ensuring smooth operations and optimal system performance. We provided round-the-clock assistance, addressing IT service requests promptly via telephone, chat, email, or walk-in channels. Our team efficiently managed and resolved service tickets within established SLAs, ensuring timely incident resolution and minimal disruption to operations. Additionally, we supported the WMATA PC Refresh Program by facilitating the transition from old to new computers, including data migration and scheduling appointments. Our commitment to excellence and adherence to WMATA policies and procedures ensured consistent service delivery and customer satisfaction throughout the support process.</p>
5. IT Service Continuity Analyst	
Client	Service provided
DHA, Inc.	<p>Duration of the project: Mar 2021 – Sep 2021</p> <p>Project Title: Revitalizing IT Service Continuity Initiative</p> <p>Elegant Solutions collaborated with DHA, Inc. to revitalize their IT service continuity framework. Elegant Solutions deployed a dedicated team of IT Service Continuity Analysts to ensure uninterrupted access to critical IT services. The team conducted a comprehensive review of existing continuity plans, identifying gaps and areas for improvement. Leveraging their expertise, they developed and implemented tailored strategies to enhance service resilience. These strategies included upgrading infrastructure redundancies, implementing real-time monitoring solutions, and enhancing data replication mechanisms. Additionally, Elegant Solutions provided extensive training to internal teams on incident response protocols and continuity procedures. Regular simulation exercises were conducted to test the effectiveness of the revised framework. Through this partnership, DHA, Inc. achieved a significant improvement in their IT service continuity capabilities, ensuring operational stability and minimizing the impact of potential disruptions.</p>
BullzEyeGroup	Duration of the project: Apr 2022 – Oct 2022

	<p>Project Title: Streamlining Disaster Recovery Elegant Solutions collaborated with BullzEyeGroup, to optimize their disaster recovery processes. Tasked with enhancing the organization's resilience to potential IT disruptions, Elegant Solutions deployed a team of specialists. The team conducted an in-depth analysis of existing disaster recovery procedures and identified areas for improvement. They then developed and implemented a comprehensive disaster recovery plan tailored to VisionaryTech's specific requirements. This plan included procedures for data backup, system recovery, and continuity of critical operations. Additionally, Elegant Solutions provided extensive training to key personnel to ensure they were well-prepared to execute the plan effectively. Throughout the project, regular testing and evaluation were conducted to validate the plan's effectiveness and make necessary adjustments. As a result of this collaboration, BullzEyeGroup significantly strengthened its ability to mitigate the impact of IT disruptions and maintain business continuity.</p>
Collabera	<p>Duration of the project: Jan 2022 – Jul 2022 Project Title: Enhancing IT Service Continuity Elegant Solutions had provided a dedicated IT Service Continuity Analyst to Collabera, tasked with ensuring the availability and resilience of critical IT services. The Analyst conducted risk assessments, developed continuity plans, designed backup solutions, and collaborated with IT teams. Testing, documentation maintenance, and training provision were also part of the responsibilities. Deliverables encompassed reports, plans, documentation, and training materials. Key performance indicators included reducing downtime, ensuring compliance, measuring plan effectiveness, and gauging stakeholder satisfaction. This partnership facilitated Collabera's readiness to navigate IT disruptions, enhancing operational stability and minimizing potential business impacts.</p>

6. Network Engineer

Client	Service provided
Celerity	<p>Duration of the project: Jun 2022 – Nov 2022 Project Title: Network Optimization Initiative Elegant Solutions provided a Network Engineer to Celerity to optimize and enhance their network infrastructure. The Network Engineer was responsible for assessing the existing network environment, identifying areas for improvement, and implementing solutions to enhance performance, reliability, and security. Key responsibilities included conducting network assessments, designing and implementing network upgrades and enhancements, configuring and optimizing network devices and protocols, and troubleshooting network issues. The Network Engineer collaborated with internal teams to ensure alignment with organizational goals and objectives. Deliverables included documentation of network configurations, implementation plans, and training materials for internal staff. The project aimed to improve network efficiency, reduce downtime, enhance security, and support Celerity's business operations effectively.</p>
We-ThinkIT	<p>Duration of the project: Nov 2022 – Apr 2023 Project Title: Network Infrastructure Upgrade Elegant Solutions collaborated with We-ThinkIT to upgrade its network infrastructure, aiming to improve performance, security, and scalability. As part of the project scope, Elegant Solutions provided a skilled Network Engineer to assess the existing network environment, identify areas for enhancement, and implement necessary upgrades. The Network Engineer's responsibilities included conducting a thorough network audit, designing and implementing network architecture improvements, configuring and</p>

	optimizing network devices, and troubleshooting any network-related issues. Additionally, the engineer collaborated closely with We-ThinkIT's IT team to ensure seamless integration and minimal disruption to ongoing operations. Deliverables included comprehensive documentation of network configurations, implementation plans, and training sessions for internal staff. The project's objective was to modernize We-ThinkIT's network infrastructure, enhance operational efficiency, and support future growth and innovation initiatives.
Advanced Analytical Systems, Inc.	Duration of the project: Dec 2022 – Jul 2023 Project Title: Network Security Enhancement Elegant Solutions partnered with AASI to enhance its network security infrastructure, focusing on mitigating cyber threats and safeguarding sensitive data. As part of the project scope, Elegant Solutions deployed a skilled Network Engineer specializing in cybersecurity. The Network Engineer conducted a comprehensive assessment of AASI's existing network security posture, identifying vulnerabilities and potential risks. Subsequently, they designed and implemented robust security measures tailored to AASI's specific needs, including firewall configuration, intrusion detection systems deployment, and access control enhancements. Additionally, the engineer provided expertise in security policy development, ensuring compliance with industry regulations and best practices. Collaborating closely with AASI's IT team, the engineer conducted training sessions to educate staff on cybersecurity awareness and best practices. The project aimed to fortify AASI's network against cyber threats, enhance data protection, and bolster overall security resilience.

7. Project Manager

Client	Service provided
The Oklahoma Department of Career and Technology Education (ODCTE), OK	Duration of the project: Apr 2014 – Jun 2017 Project Title: Enhancement and Implementation of Web-Based State System for Comprehensive Education Management at ODCTE (Project Manager) Elegant Solutions led the project management efforts for ODCTE's Web-Based State System for Comprehensive Education Management, ensuring alignment with the Project Management Plan (PMP) requirements. Our Project Manager oversaw the development and delivery of both the Draft and Final PMP, encompassing operational and developmental tasks like Help Desk support, Network Operations, system maintenance, and IT Security. The project involved implementing user-friendly web portals, real-time reporting systems, and data visualization dashboards to streamline data submission and reporting. Solutions also modernized data collection processes with User Management Systems, Enrollment processes, and Business Intelligence Tools. A qualified Project Manager facilitated effective project management with comprehensive PMPs covering communication, cost, staffing, scope, and time. Operational and developmental tasks were managed with detailed plans, Earned Value Management, and operational analysis methods. This comprehensive approach, utilizing project management software and analytical tools, ensured successful planning, execution, and completion of the project.
City of Philadelphia Office of Innovation & Technology	Duration of the project: Oct 2022- May 2023 Project Title: Philadelphia Department of Prisons Jail Management System (JMS) Modernization- Senior Project Manager Elegant Solutions, under the leadership of a Senior Project Manager, played a crucial role in modernizing the Philadelphia Department of Prisons Jail Management System (JMS). We addressed complex challenges by employing a robust tech stack, including Microsoft SQL Server, Access, and

	Visual Basic. Collaboration and documentation were streamlined through Microsoft Office Suite and Confluence, while industry best practices guided development and testing using Git, Jenkins, JIRA, and Selenium. The project encompassed technology upgrades, data quality enhancements, operational optimization, collaborative platform implementation, safety enhancement, and technological modernization. By orchestrating a comprehensive upgrade of the City's technological infrastructure and implementing innovative strategies, Elegant Solutions significantly improved safety standards, operational efficiency, and collaboration among stakeholders. The Senior Project Manager ensured meticulous project oversight, strategic alignment, resource management, and timely delivery within budget. Their contributions supported long-term goals, future readiness, and the overall success of the JMS Program.
Houston Airports, TX	<p>Duration of the project: Oct 2020 – Jun 2021</p> <p>Project Title: Optimizing IT Support and ServiceNow Implementation for Houston Airports- IT Support Services Project Manager – ServiceNow</p> <p>Elegant Solutions led the optimization of IT support and the implementation of ServiceNow for Houston Airports as the IT Support Services Project Manager. Employing a diverse toolkit including Excel, ServiceNow, and Jira, they ensured seamless execution across data manipulation, reporting, business intelligence, and technical support. The project encompassed strategic ServiceNow implementation, process enhancement, user training, customization, and adherence to industry standards. Their approach focused on efficiency, user satisfaction, and proactive risk mitigation. By collaborating closely with stakeholders, providing comprehensive training, and tailoring configurations, Elegant Solutions optimized ServiceNow functionalities to meet Houston Airports' unique needs. Effective communication channels facilitated collaboration among stakeholders, while proactive risk identification ensured a smooth transition. Through meticulous planning, execution, and adherence to best practices, Elegant Solutions successfully delivered a comprehensive IT support solution aligned with Houston Airports' requirements.</p>

8. Quality Assurance Analyst

Client	Service provided
Orchetsra Technologies	<p>Duration of the project: Apr 2022 – Sep 2022</p> <p>Elegant Solutions excelled in enhancing software quality assurance (QA) for the Orchestra Technologies particularly focusing on their SQAA3 position. As the Quality Assurance Analyst, our team played a central role in crafting sophisticated automated testing frameworks using Selenium WebDriver, Java, and Jenkins, ensuring compatibility, reusability, and alignment with open standards. We collaborated closely with Orchestra Technologies stakeholders to develop comprehensive test plans and scripts, validating automation results in real-world scenarios. Within an Agile development environment, we integrated automated testing processes to ensure agility and responsiveness. Leveraging technical expertise in tools like Selenium, Jenkins, and JUnit, our focus on continual innovation and adaptation addressed evolving challenges. We established user-friendly reporting frameworks to provide clear visibility into test results across QA, UAT, Business, and IT management, fostering a culture of collaborative testing within an Agile framework. Additionally, our responsibilities extended to system support, coding for automated testing, and administration of key programs for the Orchestra Technologies, ensuring the execution of high-quality automated tests in compliance with organizational standards.</p>

Web Professional Consultants	<p>Duration of the project: Jan 2022 – Jul 2022 Project Title: Enhancing QA Processes for Web Professional Consultants Elegant Solutions collaborated with Web Professional Consultants to enhance their QA processes, providing a dedicated QA Analyst. The Analyst conducted a comprehensive review of existing QA procedures, identifying gaps and areas for improvement. They developed and implemented tailored QA strategies, including test planning, execution, and reporting. Utilizing tools such as Selenium WebDriver and JIRA, the Analyst ensured thorough testing of web applications, identifying bugs and performance issues. Collaboration with development teams facilitated the resolution of identified issues, improving overall product quality and customer satisfaction. Through continuous monitoring and refinement of QA processes, Elegant Solutions contributed to the optimization of web development projects for Web Professional Consultants.</p>
Ace Info Solutions	<p>Duration of the project: Oct 2022-Mar 2023 Project Title: QA Support for Elevating Quality Standards Elegant Solutions partnered with Ace Info Solutions to enhance their quality assurance practices, providing a skilled QA Analyst. The Analyst conducted in-depth testing of software applications and systems, utilizing a variety of testing methodologies and tools such as Selenium, JIRA, and TestRail. They collaborated closely with development teams to identify and prioritize bugs, ensuring timely resolution and delivery of high-quality software products. The Analyst also contributed to the development of comprehensive test plans and documentation, facilitating efficient testing processes and knowledge sharing within the organization. Through their expertise and dedication to quality assurance, Elegant Solutions helped Ace Info Solutions improve the reliability and performance of their software solutions, ultimately enhancing customer satisfaction and business success.</p>

9. Security Analyst

Client	Service provided
California Public Employees' Retirement System (CalPERS)	<p>Duration of the project: July 2020 - Jun 2021 Project Title: Web Application Penetration Testing Elegant Solutions played a critical role in securing the Pension System Resumption (PSR) project by employing a comprehensive suite of security testing tools and technologies. Our team conducted thorough web application penetration testing using industry-leading tools like OWASP ZAP and Burp Suite Pro, complemented by manual techniques. Adherence to ISO 27002 and NIST guidelines was ensured, with continuous monitoring mechanisms in place. The team provided in-depth security analyses, recommendations, and clear technical documentation, contributing to the project's success. They actively participated in project meetings, fostering collaboration and effective communication. As consulting partners to CalPERS, Elegant Solutions managed the entire testing process, ensuring adherence to industry standards and regulatory compliance. They maintained transparency in budget management, vendor relationships, and tool selection, reflecting a holistic approach to addressing security challenges and ensuring the resilience of the PSR initiative.</p>
Web Professional Consultants	<p>Duration of the project: Jan 2023 - Jun 2023 Project Title: Security Engineering and Consulting Support Elegant Solutions played a multifaceted role in fortifying the security stance of the WPC web application. From conducting comprehensive security testing to implementing controls, facilitating knowledge transfer, contributing to the professional growth of the WPC team, and delivering detailed</p>

	<p>documentation, our role was instrumental in the success of the Web Application Penetration Testing project:</p> <ul style="list-style-type: none"> • Security Testing and Analysis: Conducted thorough testing, identifying and mitigating risks in the WPC web application. • Control Implementation: Implemented administrative, physical, and technical controls tailored to the project. • Knowledge Transfer: Facilitated knowledge transfer through various channels, sharing best practices and insights. • Professional Growth: Contributed to enhancing the skills of the WPC Manager and Technical Staff. • Clear Documentation: Produced concise technical documentation and status reports for stakeholders.
Virginia Retirement System (VRS), VA	<p>Duration of the project: May 2016 - Apr 2022 Project Title: Penetration Testing Services Elegant Solutions implemented a comprehensive suite of penetration testing services to enhance the security of the Virginia Retirement System's (VRS) Security Enhancement Project. Our team utilized a range of industry-standard tools such as Burp Suite Pro, Acunetix, Nmap, Metasploit, OWASP ZAP, Nessus, Aircrack-ng, Wireshark, and more to evaluate vulnerabilities across various domains including external web applications, internal networks, wireless infrastructure, and social engineering. This proactive approach ensured the identification, mitigation, and fortification against potential cybersecurity threats, solidifying the integrity of the VRS ecosystem. Elegant Solutions provided advanced security testing procedures, strategic analyses, proactive identification and mitigation solutions, comprehensive technical documentation, and active participation in project meetings. These solutions were carefully tailored to address specific challenges and contribute to the success and security robustness of the VRS project.</p>
10. Software Developer/Engineer	
Client	Service provided
Los Angeles County Office of Education (LACOE) Applications Development & Support Division, CA	<p>Duration of the project: Mar 2023 - Present Project Title: Technological Advancement and Software Development Excellence Elegant Solutions played a crucial role in addressing LACOE's technological challenges by providing comprehensive solutions. We deployed skilled Senior Developers proficient in Angular, C#, T-SQL, and related technologies to fill technical skill gaps, ensuring immediate support and expedited project deliverables. Streamlined reporting processes were implemented, optimizing RDL reports and SSIS packages for seamless functionalities. Data management solutions enhanced T-SQL procedures, improving data integrity and system efficiency. Expert guidance in integrating Angular, T-SQL, SSIS, and potentially PowerBI resolved compatibility issues, ensuring seamless interactions among systems. Elegant Solutions also bridged resource gaps by augmenting skilled developers, complementing internal capabilities for project continuity. Their consultative support aided LACOE in making informed decisions, optimizing technology initiatives, and enhancing overall project efficiency.</p>
State of Maryland, Department of Labor, Licensing and Regulation	<p>Duration of the project: Apr 2015 – Dec 2025 Project Title: Foreclosure Systems Enhancement Project Elegant Solutions played a pivotal role in enhancing the Foreclosure Systems for the DLLR, leveraging a diverse toolkit including Microsoft Visual Studio.NET, Visual Basic.NET, ASP.NET, and SQL Server. Our team of skilled Senior Developers facilitated strategic requirement management, workflow optimization, and stakeholder collaboration. They meticulously</p>

	documented system designs, facilitated comprehensive testing, and provided innovative problem-solving approaches. Responsibilities of the Applications Development Expert included system enhancement planning, advanced data analysis implementation, performance improvement, security measures implementation, documentation development, compliance assurance, stakeholder alignment, software suitability assessment, reporting mechanism establishment, complex data analysis strategies, optimization of data management practices, and continuous improvement. The Developers ensured precise alignment of software functionalities with stakeholder requirements, adhered to regulatory frameworks, and implemented robust security measures to safeguard critical information, contributing significantly to the project's success.
Mississippi Department of Environmental Quality (MDEQ)	<p>Duration of the project: Oct 2020 to Apr 2023</p> <p>Mississippi Water Information Systems (MSWIS) Enhancements</p> <p>Elegant Solutions played a pivotal role in enhancing the Mississippi Department of Environmental Quality's (MDEQ) MSWIS application:</p> <ul style="list-style-type: none"> • Technological Deployment: Elegant Solutions led the integration of cutting-edge technologies, utilizing SQL Server 2017, Visual Studio 2017, Vb.net, and aspx.net to enhance the capabilities of the MSWIS application. The strategic adoption of these specific tools ensured a forward-looking and robust technological foundation. • Data Migration Excellence: Elegant Solutions orchestrated a meticulous strategy for data migration, seamlessly transferring crucial tables (WRIMS, SWAP, GUST II) from Oracle to SQL Server. This process leveraged advanced tools and technologies to guarantee data integrity and a smooth transition. • Module Development and Integration: Elegant Solutions actively contributed to the development and rigorous testing of new modules, employing tools such as Visual Studio and Vb.net. The emphasis was on ensuring not only innovation but also seamless integration with existing functionalities. • Transparent Documentation: Comprehensive reports and detailed documentation, created using tools like Visual Studio and Vb.net, highlighted Elegant Solutions' commitment to transparency and clarity. This documentation served as a valuable resource for understanding the project's intricacies. • User Training and Testing Coordination: Elegant Solutions conducted precise user training sessions using tools like Visual Studio and orchestrated meticulous testing coordination. This approach ensured the reliability and user-friendliness of the newly developed functionalities. • Skilled Staff Deployment: The project benefited from the dedicated deployment of a skilled staff proficient in specific technologies such as .Net, Vb.net, Visual Studio, and SSRS. This ensured a cohesive and effective workforce for the successful execution of the project. • Business Process Expertise: Elegant Solutions leveraged their profound understanding of MDEQ business processes, aligning technological solutions with organizational goals. This alignment was crucial for achieving rapid progress and meeting the unique needs of the environmental department. • Effective Project Management: Elegant Solutions implemented robust project management methodologies, utilizing tools like Visual Studio, issue tracking through Axosoft, and comprehensive reporting mechanisms. This approach ensured a well-coordinated and efficient execution throughout the project lifecycle.

	Reports Development for New Functionalities: Demonstrating expertise, Elegant Solutions crafted essential reports tailored to new functionalities using tools such as Visual Studio and Vb.net. This refinement added precision and proficiency to the mission-critical MSWIS application.
11. Systems Administrator	
Client	Service provided
TechnoEdge Consultants	<p>Duration of the project: Mar 2021 – Feb 2022</p> <p>Project Title: Comprehensive Documentation for Web-Based State System Implementation</p> <p>Elegant Solutions played a crucial role in ensuring the success of the TechnoEdge project by providing comprehensive documentation, particularly benefiting system administrators. They meticulously documented the web-based state system, covering areas such as system administration, dependencies, architecture, and security measures. Tools like Confluence and Markdown facilitated structured documentation, while visual aids and diagrams enhanced understanding. Help Desk Manuals were developed to ensure effective support, covering system overviews, permissions, and error handling, benefiting system administrators in troubleshooting. User-friendly end-user documentation and developer/design documentation were provided, offering clear insights into system functionalities and design elements. Tools like Git and Jira enabled version control and issue tracking, aiding system administrators in managing updates and revisions effectively. Continuous updates and revisions ensured the relevance and accuracy of documentation, while training materials facilitated onboarding and effective system utilization. Implementation of version control and change management documentation practices, along with automated deployment tools, streamlined change implementation for system administrators, ultimately contributing to the project's success.</p>
TechnoEdge Consultants	<p>Duration of the project: Jan 2022 – Dec 2022</p> <p>Project Title: Network Infrastructure Enhancement</p> <p>Elegant Solutions collaborated with TechnoEdge Consultants to optimize their network infrastructure. The scope involved assessing the current network setup, identifying weaknesses, and proposing enhancements. As system administrators, Elegant Solutions implemented security measures, including firewall configurations, intrusion detection systems, and regular security audits. They also optimized network performance by fine-tuning router and switch configurations, implementing Quality of Service (QoS) policies, and ensuring redundancy through failover mechanisms. Additionally, they upgraded network hardware and software to modern standards, ensuring compatibility and scalability for future growth. Their role included continuous monitoring and maintenance to proactively identify and address any network issues, ensuring high availability and reliability for TechnoEdge Consultants' operations.</p>
BullzEyeGroup	<p>Duration of the project: Nov 2022 – Oct 2023</p> <p>Project Title: Server Virtualization and Optimization</p> <p>Elegant Solutions undertook a project to modernize BullzEyeGroup's server infrastructure through virtualization and optimization. As system administrators, their responsibilities included assessing the existing server environment, planning the virtualization strategy, and implementing virtualization technologies such as VMware vSphere or Microsoft Hyper-V. They optimized server performance by consolidating physical servers into virtual machines, ensuring efficient resource utilization and scalability. Additionally, they implemented backup and disaster recovery solutions, enhancing data protection and business continuity. Their role extended to</p>

	ongoing monitoring and management of virtualized servers, ensuring optimal performance, security, and reliability for BullzEyeGroup's IT infrastructure.
12. Technical Writer	
Client	Service provided
Web Professional Consultants	<p>Duration of the project: Jul 2021 – Jun 2021</p> <p>Project Title: Technical Writing Services</p> <p>Elegant Solutions collaborated with WPC to overhaul documentation for their Educational Management System. Conducting a thorough assessment of existing documentation, they identified gaps and inconsistencies, developing a strategy to enhance clarity and completeness. A technical writer was engaged to generate new content and revise existing materials, ensuring accuracy and alignment with industry standards. Visual aids like diagrams and screenshots were integrated to enhance comprehension. Mechanisms for user feedback were established to continuously improve documentation based on user needs. Additionally, a maintenance plan was developed to ensure documentation remains current with system changes. The project aimed to provide WPC with comprehensive, user-friendly documentation, supporting effective utilization and management of their System.</p>
WeThink IT	<p>Duration of the project: Sep 2022 – Aug 2023</p> <p>Project Title: Enhancing Software Documentation Clarity and Quality</p> <p>Elegant Solutions was tasked with providing technical writing services for WeThink IT, focusing on enhancing documentation quality and clarity for their software products. The scope involved collaborating with development teams to understand product functionalities and technical aspects thoroughly. Responsibilities included creating user manuals, system documentation, API guides, and technical specifications. Additionally, Elegant Solutions conducted reviews and revisions to ensure accuracy, consistency, and adherence to industry standards. They also developed knowledge base articles and tutorials to support end-users and facilitate efficient troubleshooting. Through effective communication and coordination with stakeholders, Elegant Solutions ensured that the documentation met the needs of both technical and non-technical users, enhancing the overall user experience and product satisfaction.</p>
DHA, Inc.	<p>Duration of the project: Jul 2021 – Dec 2022</p> <p>Project Title: Documenting Complex IT Systems and Processes</p> <p>Elegant Solutions undertook the role of a technical writer for DHA, Inc., focusing on documenting complex IT systems and processes. The scope included creating comprehensive documentation for software applications, including user guides, system architecture diagrams, and technical specifications. They collaborated closely with subject matter experts and developers to gather information and ensure accuracy in the documentation. Elegant Solutions also conducted thorough reviews and revisions to maintain consistency and clarity throughout the documentation. Additionally, they provided support in creating training materials and knowledge base articles to assist end-users in understanding and utilizing the systems effectively. Through their expertise in technical writing and IT, Elegant Solutions contributed to enhancing the usability and efficiency of DHA, Inc.'s software solutions, ultimately improving patient care and operational outcomes.</p>

Documentation Requirement

We are pleased to present three references from our past engagements with Orchestra Technologies, DHA Inc., and Web Professional Consultants. These references include detailed documentation indicating the entities to whom our professionals were supplied, along with contact information for each entity. These

references serve as a testament to our experience and ability to meet the staffing requirements outlined in the solicitation. We are confident that they will provide valuable insights into our track record of delivering high-quality staffing solutions and our commitment to client satisfaction.

Past Performance and Reference #01

Client Name	Orchestra Technologies	
Contact Person	Neeraj Narang	
Title	Project Manager	
Phone Number	443-333-8177	
E mail Address	nnarang@orchestratesolutions.com	
Period of performance	Jan 2021- Dec 2023	
Service provided	Elegant Solutions supported Orchestra Technologies in a network infrastructure upgrade initiative by deploying a skilled team of IT professionals. Responsibilities included assessing the existing network, designing the upgraded architecture, managing server operations, ensuring service continuity, and overseeing project execution. Through comprehensive planning, resource allocation, and stakeholder communication, Elegant Solutions facilitated the successful achievement of Orchestra Technologies' infrastructure upgrade objectives.	
Resource Provided and their role in the project	Elegant Solutions deployed a proficient team to support Orchestra Technologies in a network infrastructure upgrade initiative. Here's a breakdown of the roles and tasks performed by each resource:	
	Resource	Task Performed
	Network Engineer	<ul style="list-style-type: none"> Designing, implementing, and maintaining network infrastructure. Conducting network assessments and identifying areas for improvement Developing plans to optimize network performance, reliability, and security. Collaborating with IT teams for seamless integration of network solutions
	Systems Administrator	<ul style="list-style-type: none"> Managing and maintaining server infrastructure Server provisioning and configuration management Patch management and performance monitoring Troubleshooting server-related issues
	IT Service Continuity Analyst	<ul style="list-style-type: none"> Conducting risk assessments. Developing continuity plans. Coordinating testing activities to verify plan effectiveness Implementing backup solutions and disaster recovery procedures
	Project Manager	<ul style="list-style-type: none"> Overseeing the entire project lifecycle Leading project planning and resource allocation Managing risk and stakeholder communication Providing leadership and direction to the project team

Past Performance and Reference #02

Client Name	DHA, Inc.
Contact Person	Sonia Khaira
Title	Sr. Program Manager
Phone Number	412-952-6632
E mail Address	soniakhaira.sk@gmail.com
Period of Performance	Aug 2021- Jul 2023
Service provided	Elegant Solutions has a successful track record of providing comprehensive IT staffing services to DHA, a testament to our commitment to delivering tailored solutions that meet our clients' needs. Our team of skilled professionals has supported SHA across various technical domains, including data analysis, network engineering, systems administration, cybersecurity, and database management.

Resource Provided and their role in the project	Resource	Task Performed
	Data Analyst	<ul style="list-style-type: none"> Data collection, processing, and analysis Development of data visualization dashboards and reports Extracting valuable insights from large datasets
	Network Engineer	<ul style="list-style-type: none"> Designing, implementing, and troubleshooting network solutions Ensuring optimal performance, reliability, and security of the network infrastructure Collaborating with IT teams to integrate new technologies and address network-related issues
	Systems Administrator	<ul style="list-style-type: none"> Server provisioning and configuration management Patch management and performance monitoring Ensuring smooth operation of critical systems and applications
	Security Analyst	<ul style="list-style-type: none"> Conducting security assessments and identifying vulnerabilities Implementing measures to mitigate risks and protect sensitive data from cyber threats
	Database Administrator	<ul style="list-style-type: none"> Database design, implementation, and optimization Maintenance of database systems to ensure data integrity, availability, and performance

Past Performance and Reference #03

Client Name	Web Professional Consultants	
Contact Person	Mintu Goyal	
Title	Program Manager	
Phone Number	360-350-3819	
E mail Address	contact@webProConsult.com	
Period of Performance	Dec 2021-Dec 2023	
Service provided	Elegant Solutions provided a diverse range of IT staffing services to Web Professional Consultants (WPC), catering to their project requirements across various technical domains. This included deploying professionals such as Data Analysts, Quality Assurance Analysts, Software Developers/Engineers, Systems Administrators, Project Managers, and Network Engineers. These skilled individuals collectively supported WPC in achieving project objectives, ensuring efficient execution and delivery of high-quality solutions.	
Resource Provided and their role in the project	Resource	Task Performed
	Data Analyst	<ul style="list-style-type: none"> Data collection, cleansing, and analysis Collaborating with stakeholders to define data requirements and develop data models
	Quality Assurance Analyst	<ul style="list-style-type: none"> Conducting functional, regression, and performance testing Identifying and addressing defects or issues before product release
	Software Developer/Engineer	<ul style="list-style-type: none"> Designing, developing, and maintaining software applications Coding, debugging, and optimizing applications
	Project Manager	<ul style="list-style-type: none"> Overseeing project planning, execution, and delivery Managing resources, timelines, and budgets

Licenses, permits, and certifications

Elegant Solutions hereby confirms that all necessary licenses, permits, and certifications required to execute the contract will be provided in compliance with regulatory standards and client specifications. We understand the importance of adhering to legal and procedural requirements and are committed to ensuring full compliance throughout the contract.

Licenses

ROBERT S. WERTZ, JR., COMMISSIONER OF THE REVENUE
1 Harrison Street, SE, 1st Floor, PO Box 8000, Leesburg, VA 20177-9804
LOUDOUN COUNTY BUSINESS PROFESSIONAL & OCCUPATIONAL LICENSE

BUSINESS: 24035 WHITTEN FARM CT
LOCATION: ALDIE VA 20105-2767

BUSINESS:
OWNER: ELEGANT ENTERPRISE WIDE SOLUTIONS INC

LICENSE NUMBER: 140781

LICENSE TAX PERIOD: 01/01/2024 TO 12/31/2024
Must be renewed by March 3, 2025

CLASSIFICATION:
Business Service

TRADE NAME: ELEGANT ENTERPRISE WIDE SOLUT

ATTN:

ADDRESS: 24035 WHITTEN FARM CT
ALDIE VA 20105-2767



Robert S. Wertz, Jr.
COMMISSIONER OF THE REVENUE

[Signature]
TREASURER

The issuance of this license does not relieve the business owner of the responsibility of complying with all county and other legal requirements.

Detach along this perforation

License document should be prominently displayed in your commercial establishment.

- Business licensing is a form of local taxation of gross receipts generated from business activity in Loudoun.
- All registrants for local tax assessment are responsible for complying with all county and other legal requirements with respect to such business, occupation, profession, or calling which is registered with the office of the Commissioner of the Revenue.
- The issuance of this Business, Professional & Occupational (BPOL) license does NOT relieve the taxpayer/licensee of the responsibility of securing all other necessary licenses, permits and approvals (including the payment of any additional fees or taxes) which may be required by the county or other lawful authority.

For additional information logon to: www.loudoun.gov/cor

Loudoun County, Virginia
Robert S. Wertz, Jr.
Commissioner of the Revenue
1 Harrison Street, S.E., 1st Floor
P.O. Box 8000
Leesburg, VA 20177-9804

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
BMS

RETURN SERVICE REQUESTED

ELEGANT ENTERPRISE WIDE SOLUT
24035 WHITTEN FARM CT
ALDIE VA 20105-2767
•••••

Certifications

ISO 9001:2015

51021006

9001:2015

ISO 9001:2015



Scan this code with your smart phone to verify the certificate.

Certificate of Registration

This is to certify that the Quality Management System of
ELEGANT ENTERPRISE-WIDE SOLUTIONS, INC.
24035, WHITTEN FARM CT ALDIE, VIRGINIA, 20105-2767
has been independently assessed by PQC and found to comply with the
requirements of
(Quality Management System)
ISO 9001:2015
For the following scope:
**REQUIREMENTS, DESIGN, CODING, TESTING, SOFTWARE APPLICATION &
PRODUCTS, IMPLEMENTATION & INTEGRATION, SOFTWARE
APPLICATION MAINTENANCE & SUPPORT MANAGEMENT CONSULTING, CYBER
SECURITY, IT STRATEGIC STAFFING, IT SERVICES DELIVERY, PMO, IV & V FOR
FEDERAL, STATE AND LOCAL GOVERNMENT AGENCIES.**

Certification Calendar:

Client Id: 41783	
Certificate No: INQ/VA-43186/0823	
Initial Registered Date: 12.08.2023	Issuance Date: 12.08.2023
Date of Expiry: 11.08.2026	
1 st Surv. Due: 11.08.2024	2 nd Surv. Due: 11.08.2025



Authorized Signatory

PARAMOUNT QUALITY CERTIFICATIONS
27, Old Gloucester Street, London, WC1N 3AX, United Kingdom. Email:- info@pqcert.in
Validity of this certificate is subject to successful completion of surveillance audit on or before of due date.
(In case surveillance audit is not allowed to be conducted, this certificate shall be suspended/withdrawal.)
Certification Verification: Please check this validity of the certificate at:- <https://pqcert.in/certified-clients/> or www.pqcert.in at Certified Client
This Certificate remains the property of PQC & shall be returned immediately upon request.

www.pqcert.in

ISO 20000:2018

ISO 20000:2018

PARAMOUNT QUALITY CERTIFICATIONS

Scan this code with your smart phone to verify the certificate

Certificate of Registration

This is to certify that the Information Technology Management System of
ELEGANT ENTERPRISE-WIDE SOLUTIONS, INC.

24035, WHITTEN FARM CT ALDIE, VIRGINIA, 20105-2767

has been independently assessed by PQC and found to comply with the requirements of

**INFORMATION TECHNOLOGY SERVICE MANAGEMENT)
ISO 20000-1:2018**

For the following scope:

REQUIREMENTS, DESIGN, CODING, TESTING, SOFTWARE APPLICATION & PRODUCTS, IMPLEMENTATION & INTEGRATION, SOFTWARE APPLICATION MAINTENANCE & SUPPORT MANAGEMENT CONSULTING, CYBER SECURITY, IT STRATEGIC STAFFING, IT SERVICES DELIVERY, PMO, IV & V FOR FEDERAL, STATE AND LOCAL GOVERNMENT AGENCIES.

Certification Calendar:

Client Id: 41783

Certificate No: INIT/VA-43185/0823

Initial Registered Date: 12.08.2023 Issuance Date: 12.08.2023

Date of Expiry: 11.08.2026

1st Surv. Due: 11.08.2024 2nd Surv. Due: 11.08.2026

ACCREDITED Management System Certification

ISO 20000:2018

CERTIFIED

Authorized Signatory

PARAMOUNT QUALITY CERTIFICATIONS

27, Old Gloucester Street, London, WC1N 3AX, United Kingdom. Email:- info@pqcert.in

Validity of this certificate is subject to successful completion of surveillance audit on or before of due date.
(In case surveillance audit is not allowed to be conducted, this certificate shall be suspended/withdrawal.)

Certification Verification: Please check this validity of the certificate at:- <https://pqcert.in/certified-clients/> or www.pqcert.in at Certified Client

This Certificate remains the property of PQC & shall be returned immediately upon request.

ISO 27001:2022

ISO 27001:2022



Scan this code with your smart phone to verify the certificate

Certificate of Registration

This is to certify that the product/s manufactured by:
ELEGANT ENTERPRISE-WIDE SOLUTIONS, INC.
24035, WHITTEN FARM CT ALDIE, VIRGINIA, 20105-2767
has been assessed by RQC and found to comply with the requirements of
(INFORMATION SECURITY MANAGEMENT SYSTEM)
ISO 27001:2022

For the following Scope:
REQUIREMENTS, DESIGN, CODING, TESTING, SOFTWARE APPLICATION & PRODUCTS, IMPLEMENTATION & INTEGRATION, SOFTWARE APPLICATION MAINTENANCE & SUPPORT MANAGEMENT CONSULTING, CYBER SECURITY, IT STRATEGIC STAFFING, IT SERVICES DELIVERY, PMO, IV & V FOR FEDERAL, STATE AND LOCAL GOVERNMENT AGENCIES.

Certification Calendar:
Client Id: 41783
Certificate No: INIS/VA-43187/0823
Registered on: 12.08.2023 Issued on: 12.08.2023
Expires on: 11.08.2026
1st Surveillance on/before: 11.08.2024
2nd Surveillance on/before: 11.08.2025



Authorized Signatory

PARAMOUNT QUALITY CERTIFICATIONS
27, Old Gloucester Street, London, WC1N 3AX, United Kingdom. Email:- info@pqcert.in
Validity of this certificate is subject to successful completion of surveillance audit on or before of due date.
(In case surveillance audit is not allowed to be conducted, this certificate shall be suspended/withdrawal.)
Certification Verification: Please check this validity of the certificate at:- <https://pqcert.in/certified-clients/> or www.pqcert.in at Certified Client
This Certificate remains the property of PQC & shall be returned immediately upon request.

Resources to hold current certification for target technologies

Elegant Solutions recognizes the necessity for resources assigned to the Lottery project to maintain current certifications pertinent to target technologies, including cybersecurity and vendor-specific certifications like Cisco and Microsoft, among others. We affirm our commitment to ensuring compliance with these certification requirements as specified in the project guidelines.

Our consultants possess a diverse range of certifications relevant to their respective roles, ensuring expertise and proficiency in their fields. With certifications such as CISSP, PMP, CCNA, and CAP, among others, Elegant Solutions guarantees the availability of certified professionals equipped with the necessary skills and knowledge to meet our clients' needs effectively and efficiently. The certifications listed below represent the comprehensive expertise of our team members across various domains.

Role	Relevant Certifications
Business Analyst	CBAP, ECBA, IIBA-AAC
Data Analyst	CAP, Microsoft Certified: Data Analyst Associate, Oracle Certified Professional: Oracle Database Administrator
Database Administrator	Oracle Certified Professional: Oracle Database Administrator, Microsoft Certified: Azure Database Administrator Associate, AWS Certified Database - Specialty
Help Desk Support	CompTIA A+, Microsoft Certified: Modern Desktop Administrator Associate, HDI-CSA
IT Service Continuity Analyst	CBCP, CISSP, ITIL 4 Foundation
Network Engineer	CCNA, CompTIA Network+, JNCIA-Junos
Project Manager	PMP, CSM, PRINCE2 Practitioner
Quality Assurance Analyst	ISTQB Certified Tester, CSQA, CAT
Security Analyst	CISSP, CompTIA Security+, CEH
Software Developer/Engineer	Microsoft Certified: Azure Developer Associate, Oracle Certified Professional: Java SE Programmer, WS Certified Developer - Associate
Systems Administrator	Microsoft Certified: Azure Administrator Associate, CompTIA Server+, LPIC
Technical Writer	STC Certification, Adobe Certified Expert: Adobe Technical Communication Suite, MadCap Flare Certification

2. MANDATORY CONTRACT TERMS AND DELIVERABLES

Multiple-Award Contract

Elegant Solutions understands the multiple-award contract, prioritizing prequalification to engage reputable vendors.

Classifications

Elegant Solutions affirms its readiness to bid on all categories as necessitated by the Agency's requirements.

Professional Compatibility and Compliance

Elegant Solutions acknowledges the flexible nature of the IT staffing requirements outlined by the Lottery, ranging from hourly to annual needs, and extending to weekends and holidays as necessary. We understand and accept that assignments may span specified periods, subject to written agreement with the Agency. Elegant Solutions is committed to providing IT professionals compatible with the diverse needs of the Lottery, ensuring seamless support across various timeframes. Elegant Solutions acknowledges the imperative for prequalified vendors to furnish qualified IT professionals aligning with the precise needs of the Lottery. We understand the paramount importance of compliance with all Lottery policies and procedures, as well as adherence to Federal and State statutory and regulatory requirements. Moreover, Elegant Solutions recognizes the necessity of upholding standards set forth by applicable accreditation and licensure bodies, ensuring the delivery of services that meet the highest industry benchmarks.

Elegant Solutions acknowledges the pivotal role outlined for the positions or classifications mentioned above in providing technical expertise to fulfill the contracted staffing needs of the Lottery. We understand that these services encompass the development of new computer systems, as well as modifications and enhancements to existing systems for the Agency. Additionally, we recognize the responsibility to mentor, provide technical training and support, and facilitate "shadowing" opportunities for State employees, among other tasks as defined by the Lottery in its Delivery Order for the services. We are committed to meeting these expectations with proficiency and dedication, contributing effectively to the division's IT efforts.

Background Checks

Requirement	Elegant Solutions Commitment
Background check through Vendor	Elegant Solutions acknowledges the requirement to conduct background checks on all candidates proposed for any classification, affirming our commitment to ensuring the integrity and suitability of our staff members for the roles they undertake.
Resume of proposed candidate as proof of experience, with references	Elegant Solutions will diligently provide resumes of proposed candidates, meticulously detailing their relevant experience and professional references, demonstrating their qualifications for the positions sought.
Other documents, as requested	Elegant Solutions understands and accepts the possibility of additional document requests as necessary, and we pledge to promptly provide any supplementary materials required by the Lottery to facilitate a thorough evaluation of our candidates.
The Lottery's mandatory background check of vendor staff for each proposed classification	Elegant Solutions acknowledges the Lottery's requirement to conduct a separate mandatory background check on our staff members proposed for placement. We commit to cooperating fully with this process and to providing all necessary information for the completion of these checks within the stipulated timeframe.
The vendor must provide Lottery with the names and fingerprint information for background check on each vendor staff proposed for placement within 48 hours of scheduled shift	Elegant Solutions acknowledges the importance of timely compliance with the background check process. We commit to providing the requisite names and fingerprint information for our staff members within the specified 48-hour window to facilitate the smooth commencement of work.
The Vendor and the Lottery must agree to any deviation	Elegant Solutions recognizes the necessity for clear communication and agreement regarding any deviations from the background check process.

from this requirement in writing	We commit to adhering to this protocol and ensuring that any deviations are documented in writing with mutual consent between Elegant Solutions and the Lottery.
----------------------------------	--

Background Screening: Elegant Solutions has worked with numerous government and public agencies for numerous years and understands the importance of security requirements about working for them. We perform thorough background investigations on all new employee candidates before assignment with our clients. During our background check a social security number check, motor vehicle search, a criminal history search, national criminal database search, credit history check, credit history check, search, and nationwide search are mandated. Elegant Solutions works with a 3rd party vendor that provides criminal history background checks, drug screening, and alcohol checks that help organizations efficiently implement, manage, and control employment screening programs

Elegant Solutions conducts thorough background checks, including criminal histories, credit history, and more based on client needs, to ensure quality hires and avoid costly mistakes. We also perform drug screenings, reference checks, and pre-employment assessments at a cost-effective rate, ensuring the suitability of candidates for client positions. After the candidate is selected, we follow the below process to obtain additional and pertinent information about the candidate:

- **Drug screening process:** Drug testing is conducted when required by contract or desired by the client. Elegant Solutions utilizes a nationwide outside agency for this service. The company has met performance standards set by the U.S. Department of Health and Human Services. (HHS-certified), (previously referred to as National Institute on Drug Abuse "NIDA-certified"). The drug testing performed is a DOD urine analysis that will screen for the drugs like Marijuana, Cocaine, Opiates (Morphine, Codeine, and Heroin), Amphetamines –(Methamphetamine, MDA/ MDMA (Ecstasy)), Barbiturates (Amobarbital, Butalbital, Pentobarbital, Secobarbital), PCP, LSD. In addition to the onboarding drug test, we perform random drug testing. We do not charge an additional fee for random drug testing compared to the onboarding test. We will perform a random drug test quarterly by randomly selecting the temporary personnel. The turnaround time for background checks and drug screens is normally 24 hours. (Depending on the client's results the testing time may be extended.) This testing is to ensure that the ideal candidate is selected for the assignment.
- **Criminal background investigation process:** The selected candidates are screened using efficient and detailed employee hiring verification services. We ensure that the process is prompt, accurate, reliable, and cost-effective and that they will provide the information needed to verify qualifications and background information.
- **Reference Check process:** Before submitting a candidate, we screen the references that they provide to ensure that their skill set, experience, and education are an ideal match for the requested position. We check all references and verify the information provided to us by the candidates, such as; length of employment, reason for leaving, skill level, comprehension of the job requirements, and performance.
- **I-9 verification process:** After the candidate is selected for placement, we will perform a series of background checks and drug screenings. We conduct reference checks, pre-employment background checks, and drug screens at a cost-effective rate before onboarding ever' employee at client sites. Reference checks are also performed to confirm the candidates' ability to perform adequately concerning the position. All I-9 forms will be extensively reviewed and verified by our Account Managers before onboarding the candidate.
- **eVerify:** Elegant Solutions adheres to the Department of Homeland Security's eVerification process. We conduct verification of the candidate's employment eligibility to work in the US.



- **Staff Monitoring:** Elegant Solutions' exclusive procedure for evaluating performance and monitoring of assigned personnel after work begins and the priority given to the replacement of non-performing personnel.

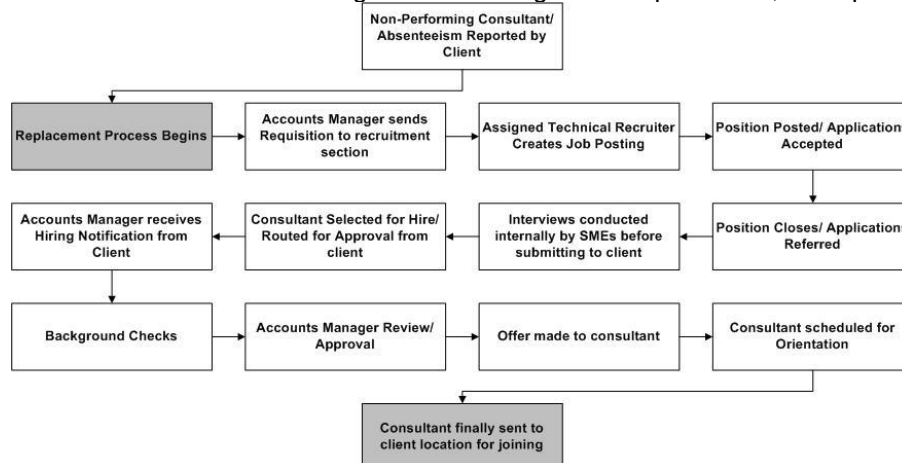
Minimum Experience Requirements

Elegant Solutions will ensure that our staff members meet or exceed the minimum experience requirements for the associated classification and target technology

Candidate Performance

Requirement	Elegant Solutions Commitment
The Agency will notify the awarded vendor if a Vendor's employee fails to consistently perform the contracted duties.	Elegant Solutions acknowledges the Agency's protocol to inform us if any of our employees fail to consistently fulfill their contractual obligations. We are committed to promptly addressing any concerns and taking necessary actions to ensure the continued delivery of high-quality services.
The Agency may, as part of this solicitation, request the Vendor replace the candidate; if so, and the Vendor will have 2 weeks (10 business days) to provide another proposed candidate with the qualifications for a replacement.	Elegant Solutions understands that the Agency retains the right to request a replacement candidate as part of the solicitation process. In such cases, we assure compliance by promptly furnishing another proposed candidate within the stipulated timeframe, possessing the requisite qualifications for the role.
The Lottery reserves the right, and at its sole discretion, with no appeal or protest to remove any proposed candidate from the vendor's candidate pool.	Elegant Solutions acknowledges the Lottery's prerogative to remove any proposed candidate from our candidate pool at its sole discretion, without recourse for appeal or protest. We respect this decision-making authority and will cooperate accordingly to maintain transparency and uphold the integrity of the selection process.
If a vendor provides a candidate under false documentation that will give Lottery grounds for cancellation of the Delivery Order and the vendor shall be removed from the prequalified vendor pool.	Elegant Solutions recognizes the gravity of providing candidates with false documentation. We understand that such actions may warrant the cancellation of the Delivery Order by the Lottery and the removal of the vendor from the prequalified vendor pool. We are committed to upholding honesty and integrity in all aspects of our operations to maintain the trust and confidence of our clients.

Performance Issues: Upon receiving notification from a client about a non-performing consultant, Elegant Solution's concerned Account Manager will be active and look into this matter. He/ She will discuss with the consultant to understand the reason for non-performance. These may be resolved by giving project-related training. Our SMEs will be available all the time to discuss the problems with our consultants to clear their doubts. In case, the consultant is still not able to give their best, we will provide replacement within days so that project timelines of our client may not suffer. Our Personnel Replacement process is a fully automated system that takes care of locating and contacting suitable personnel, as depicted below:



Absence Monitoring and Replacement Policies: Elegant Solutions uses our in-depth relationships with our clients to ensure consultants are properly managed, no matter where they are located, so that issues do not arise. The elegant Solutions Personnel Replacement process fully automates the function of replacing an absent/ non-performing consultant with another equally or better-experienced and skilled consultant. Our process to provide a substitute in case of Absence Notification:

1. Our consultants will be using the Employee Absence Notification system to register an absence.
2. Personnel Replacement automatically determines a list of suitable replacement staff.
3. The system automatically contacts the most appropriate employee or contractor from the list and provides information about the shift and location.
4. The selected employee may then accept the shift or indicate why they cannot accept it.
5. Administrators and supervisors using the Personnel Replacement system can verify and change absence information, review voice messages from the absence, and access full reporting and export procedures, which allows absence information to be shared with other software products.

Upon receiving an absence notification, Personnel Replacement will automatically:

- Update the Absence Database to reflect the employee's absence
- Call the most suitable set of replacement or contract workers in preferential order (based on your business rules)
- Record the replacement information in the Absence Database
- Provide manual override through our on-demand secure portal for authorization of over-time
- Provide on-demand reports for tracking paid leave accruals

Work Location and Work Hours

Requirement	Elegant Solutions Commitment
Work Arrangement	Elegant Solutions understands that work may occur onsite, remotely, or in a hybrid manner, with onsite work primarily located at the Lottery headquarters in Charleston, WV. Additionally, we acknowledge that any associated expenses, including travel, per diem, parking, and living costs, are the responsibility of the Worker or Vendor.
Standard Work Hours	Elegant Solutions acknowledges the standard work hours set by the Agency as Monday through Friday, 8am to 5pm EDT, excluding State and Federal holidays. We recognize that any deviations from these hours require approval from the designated Agency manager.
Non-standard Work Hours	Elegant Solutions understands that work outside normal business hours, such as weekends, evenings, and holidays, may be necessary to fulfill contractual obligations.
Overtime Compensation	Elegant Solutions acknowledges that any work exceeding 40 hours will be compensated at the quoted hourly rate for the respective classification. We understand that coordination and pre-approval by the Agency manager are necessary for overtime work, and we accept that vendor overtime rates will not be covered by the Agency.


Non-Disclosure Agreement (NDA) or Confidentiality Agreement

Elegant Solutions acknowledges the requirement for all parties involved, including the Vendor, Lottery, and proposed candidates, to sign a mutual Non-Disclosure Agreement (NDA) prior to the award. We understand the importance of safeguarding the confidentiality of the information exchanged during the course of our engagement. Therefore, we are committed to adhering to the terms outlined in the attached Lottery NDA (Exhibit — B) to ensure the protection of sensitive information and maintain the trust and integrity of our partnership with the Lottery.

Previous Employees

Elegant Solutions acknowledges the Lottery's policy prohibiting any previous employee dismissed by any state agency for disciplinary or performance reasons from returning to work through any Staffing Agency. We understand and respect the Lottery's commitment to maintaining high standards of professionalism and performance, and we are committed to complying with this directive in all our staffing endeavors for the Lottery.

3. ADDENDA ACKNOWLEDGEMENT (IF APPLICABLE) [RFP 8 INSTRUCTIONS TO VENDOR SUBMITTING BIDS]

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof
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Proc Folder:	1354530	Reason for Modification: Addendum No 1 is issued to modify the bid opening date.	
Doc Description:	Addendum No 1 - Prequalification Agreements IT Temp Staffing		
Proc Type:	Central Master Agreement		
Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-22	2024-05-07 13:30	CRFQ 0705 LOT2400000011	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : Elegant Enterprise-Wide Solutions, Inc.

Address : 24035 Whiteen Farm CT

Street :

City : Aldie

State : VA Country : USA Zip : 20105

Principal Contact : Vikas Arora

Vendor Contact Phone: 703-909-1289 Extension:

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

	36-4468087	May 07, 2024
Vendor Signature X	FEIN#	DATE

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

SOLICITATION NUMBER: CRFQ LOT2400000011
Addendum Number: 1

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

Applicable Addendum Category:

- ☒ | Modify bid opening date and time
- ☐ | Modify specifications of product or service being sought
- ☐ | Attachment of vendor questions and responses
- ☐ | Attachment of pre-bid sign-in sheet
- ☐ | Correction of error
- ☐ | Other

Description of Modification to Solicitation:

Addendum No 1 is issued for the following reasons:

- 1) To modify the bid opening date from 04/25/2024 to 05/07/2024.
- no other changes--

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

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ LOT24*011

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

Elegant Enterprise-Wide Solutions, Inc.

Company



Authorized Signature

May 07, 2024

Date

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

Revised 6/8/2012

4. EXCEPTIONS AND CLARIFICATIONS [RFP 11- INSTRUCTIONS TO VENDOR SUBMITTING BIDS]

Elegant Solutions affirms that our bid submission adheres strictly to the specifications outlined in the Solicitation document. We confirm that no exceptions, clarifications, or modifications are proposed in our bid.

5. SMALL, WOMEN OWNED, OR MINORITY-OWNED BUSINESSES [RFP 16 INSTRUCTIONS TO VENDOR SUBMITTING BIDS]

Not Applicable

6. VENDOR NON-CONFLICT [RFP 34 - INSTRUCTIONS TO VENDOR SUBMITTING BIDS]

Elegant Solutions confirms that neither our company nor any of its representatives hold any interest, direct or indirect, that would compromise the performance of services outlined in the agreement.

7. DESIGNATED CONTACT

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

(Printed Name and Title) Vikas Arora

(Address) 24035 Whitten Farm CT Aldie, Virginia, 20105-2767

(Phone Number) / (Fax Number) 703-909-1289 / 703-722-6628

(email address) govt@elegantsolutions.us

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

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

Elegant Enterprise-Wide Solutions, Inc.

(Company) Vikas Arora

(Signature of Authorized Representative)

Vikas Arora, President

Apr 25, 2024

(Printed Name and Title of Authorized Representative) (Date)

703-909-1289 703-722-6628

(Phone Number) (Fax Number)

govt@elegantsolutions.us

(Email Address)

Revised 8/24/2023

8. APPENDIX A - SAMPLE RESUMES

Business Analyst

Name	Mansi Sanan
Summary of Experience	<ul style="list-style-type: none"> • Around 10 years of professional experience as a Business Analyst in Insurance Industry, with excellent understanding, analyzing, and documenting Business Requirements, Functional Specifications, Business Process Flow, Business Process Mapping, and Modeling. • Experience in working with Government Clients: <ul style="list-style-type: none"> ➤ Arizona State Retirement System ➤ Office of the New York State Comptroller • Experienced working on Defined Contribution plans, 401(k), 403(b), Roth IRA with strong Experience in retirement plans and the business rules associated. • Expertise in Software Development Life Cycle (SDLC), Use Cases, Business Process Modeling Notation (BPMN), Object-oriented Analysis and Design, Rational Unified Process (RUP) and Rational tools used during all four phases of RUP: Inception, Elaboration, Construction, and Transition. • Experience Data Analysis with solid understanding of Business Requirements Gathering, Business Intelligence, Data warehousing, Data Mapping, Data Validation, Data Integrity, Master Data Management (MDM), Reporting, Data Governance, Data Stewardship and Data Modeling. • Senior level SQL query skills (Oracle and TSQL) in analyzing and validating SSIS ETL database data warehouse processes. • Experience in preparation of Deliverables, Business Requirement Documents (BRD), detailed Functional Specifications and Non-Functional Specifications, developing Use Cases and Test Cases • Extensive experiences in using various Informatica Designer Tools like Source Analyzer, Transformation Developer, Mapping Designer, Maplet Designer and Warehouse Designer. • Expertise in creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams, Sequence Diagrams, as well as Data Flow Diagrams, Entity Relationship Diagrams, and Flow Charts using MS Visio and Rational Rose. • Experience in working with QA Teams in defining the Test Plans and Test Cases and conducting User Acceptance Testing. • Proficiency in business requirement gathering techniques, conducting JAD and RAD sessions and meetings. • Excellent oral and written communication skills, interpersonal skills, and analytical skills.
Education	<ul style="list-style-type: none"> • Bachelors in Computer Science
Work History	
Nov 2021 – Present	<p>Merrill Edge, Los Angeles, CA Lead Business Analyst</p> <ul style="list-style-type: none"> • Interview business area experts asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business and technical people. • Create input/output data requirements as well as authoring business rules of Defined Contribution (401-K / 403-B) • Analyze Risks, documented Risk Logs and created Requirement Traceability Matrix (RTM) as a roadmap for the 'TO BE' system. • Design, Develop, Implement, and support Business Intelligence Application using Business Object Enterprise and SAP Business Warehouse. • Lead Business Intelligence reports development efforts by working closely with MicroStrategy, Teradata, QA and ETL teams. • Perform GAP Analysis of business rules, business and system process flows, user administration, and requirements.

	<ul style="list-style-type: none"> Design a module to rollover member refunds to qualified retirement plans such as 401(k), 403(b), IRA, Roth IRA, etc. Document Design and Unit Test plans for Informatica mappings, design, and validation rules. Introduce and successfully demonstrate Object Oriented Analysis and Design (OOAD) techniques which included Domain Modeling. Utilize business analysis methodologies to evaluate and document business processes Conduct stakeholder elicitation sessions, analyze business processes and document requirements to assess scope and impact Capture and elaborate stakeholder requests, vision and business cases; using these artifacts to develop use case models, supplementary specifications, software development plans, analysis models, design models, implementation models, test scripts and training documents Facilitate Acceptance Testing of the entire Pension Plan implementation by the Actuaries. Guide teams and refined Agile techniques throughout journey and evolution of delivery cycles, establishing documentation framework to support Agile methodology implementation Responsible to understand, analyze, document and get agreement on business, functional and non-functional requirements. Author progress and completion report which were then submitted to project management on a weekly basis in MS project. Work with stakeholders, subject-matter experts (SMEs), and end-users to understand, analyze, communicate, and validate requirements via joint Application design (JAD) and Joint Application Review sessions Been a part of Architecture and modeling team and have used SOA (Service Oriented Architecture). Perform Data Analysis and Data validation by writing SQL queries using SQL assistant on Teradata. Interact and negotiate with Vendors to complete the tasks related to data conversion. Involve in the Test Plan document preparation as well as responsible for creating UML modeling plans, use cases, process flows, Wire Frames and business requirements documentation using Visio, CaliberRM and Star Team. Develop and design the test cases for different modules of finance referring to the test plan document and analyzing the test rules. Identified, prioritized, and designed various test scenarios. Use Quality Center/Test Director for requirement management, test planning, scheduling, executing test cases, managing, and tracking defects. Extensive success in translating business requirements and user expectations into detailed specifications employing Unified Modeling Language (UML) in an SOA environment. Track the defects in legacy reports as per account managers and end users. Compared the results and tracked the differences in excel. Customize the test scripts using check points, synchronization, and parameterization of data. Automation of test scripts was done using QTP for test re-usability of different online transaction modules. Involve in converting User requirements into business requirements, functional and technical requirements using Rational Requisite Pro and also created business process models from the requirement specs. <p>Environment: Windows, Oracle, PL/SQL, SQL Server, SQL queries, HPALM, MS-Project, MS-Office Suite, MS Visio, MS Visual Source Safe.</p>
Feb 2020 – Oct 2021	<p>Arizona State Retirement System, Phoenix, AZ / Sr. Business/Data Analyst</p> <ul style="list-style-type: none"> Gathered requirements from business users and analyzed them using Rational RequisitePro. Prepared and analyzed AS IS and TO BE in the existing architecture and performed Gap Analysis.

- Worked on Data Analysis, Data Profile, Data Quality, Design, Development, Implementation and Testing of Business Intelligence applications using ETL methodology.
- Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams, Object-oriented Design (OOD) using Rational Rose according to the UML methodology. Managed the retirement of IWT strategy and execution project.
- Part of the team is working to consolidate their employee's retirement benefits package. Tested validity and integrity of the calculation engines for Deferred Annuities, Past Services Pension adjustments.
- Used SQL queries for organizing and abstracting data from MS access databases, created reports, forms on MS Access. Reviewed procurement documentation to ensure compliance with company standards and policies
- Developed use cases/diagrams, conceptual model, behavior diagrams (sequence, collaboration, state chart, Activity), using MS Visio.
- Responsible for analyzing, documenting and redesigning ETL (extract, Transform and Load) process for retirement and pension data warehouse databases
- Gathered and documented Business Requirement Documents (BRD) and Functional Requirement Specifications (FRS) using interviews, document analysis, requirement workshops, business process descriptions, business analysis and work flow analysis
- Analyzed and Managed software change (production, small enhancements, projects) from inception through production, using Agile Methodology system
- Responsible for maintaining consistent test methodology and resolving questions during the test process as well as Analysis of test and perform ambiguity review of the business requirements and functional specifications documents
- Led cross-functional teams in delivering high-impact projects within specified scope, budget, and timeline
- Supported strategy and execution of testing and provided training on the new functionality as well as documentation including procedures and user guides for the entire business process improvement
- Used detailed knowledge of application features and functions to assess scope and impact of business needs throughout analysis and through the completion of all enhancement's specifications
- Planned and conducted requirements elicitation meetings with the client and stakeholders to gather functional and non-functional requirements
- Responsible for producing and managing business, system, and implementation requirements through all phases of the Software Development Life Cycle (SDLC)
- Sketched diagrams of proposed and existing systems using Visio.
- Worked on Data modeling and mapping ER diagrams and hands on experience with ERWin data modeler. Implemented the entire RUP Methodology of application development with its various workflows, artifacts, and activities.
- Created Artifacts and defined Milestones and iteration plan for Inception and Elaboration phases. Acted as a liaison between business users and system development team during development process.
- Implemented a suitable Change Management process and supported the existing banking solution upgrade by coordinating multiple projects.
- Designed the process flow diagrams for flow of information and report creation process. Extensively used tools such as Rational Rose, Rational Requisite Pro, UML, MS Visio, MS Project, MS Office, MS Access
- Prepared test Data sets and performed data testing using the PL/SQL scripts. Also used MS excel for data mining, data cleansing, data mapping, and data dictionary and data analysis.
- Conducted interviews with clients for the purpose of gathering product requirements and understanding the client workflow. Used MS Project to manage schedules, deadlines and resources and collaborate on the project.

	<ul style="list-style-type: none"> Gained thorough understanding of Cash Management, Liquidity Positions and Liquidity Ratios. Used Informatica ETL to load data from flat files, which includes fixed length as well as delimited files and Sql Server to the Data mart on Oracle database. Worked with the Quality Assurance team to create Test Plan and Test Cases and conduct unit, integration, and system testing. Tracked changes using Rational ClearQuest. Assisted QA lead in developing quality procedures and ensuring that appropriate documentation is in place. Worked effectively with Project Manager in handling the whole project. Conducted User Acceptance Testing (UAT). Participated in developing Training Materials for the new technology and User Training. <p>Environment: RUP, MS Office, A2i, MS Project, SQL, HPALM, UML, Clear Quest, Clear Case.</p>
Jul 2017 – Jan 2020	<p>The Vanguard Group, Malvern, PA / Sr. Business Analyst</p> <ul style="list-style-type: none"> Designed & developed the payroll outsourcing module for a 401(k)/403(b) plan sponsor application for a major mutual fund company. Implemented full project lifecycle phases including Requirements Gatherings, Design and Analysis, Construction, Integration, Quality Assurance, and Installation. Implemented the concept of Simple Object Access Protocol (SOAP), Schemas and Extensible Markup Language (XML) while auditing. Implemented and Used SWIFT messaging system to test the flow of messages from and into the new system and was also involved in ETL process. Worked for Defined Contributions and Policy Admin System, which takes care of 401K, 403B, 457, IRA and Annuity Processing through SME. Responsible for applying object-oriented analysis and design (OOAD) principles to create domain models using UML. Reviewed requirements and understand technical recommendations and constraints, and develop comprehensive and accurate functional specifications, Data Mapping, and process flows. Worked in mainframe environment and used SQL to query various reporting databases. Facilitated effectual scope analysis followed by cost estimation. Developed functional designs, conceptual wireframes and performs gap analysis on current state processes Performed requirements analysis and business process improvement, including work/process flow analysis, functional analysis, and documentation Implemented agile methodology to improve team productivity Partnered with the business to develop and transition plans, including ongoing success measures, to sustain change Responsible for gathering business requirements from end users as well as wrote functional specifications and communicating those needs to reporting designers Designed / development of test cases based on functional requirements Worked with other BAs to make an Object-Oriented Model of the application and create Use Cases. Designed Source to Target mappings from Flat files, excel files, xml sources and Oracle using Informatica Power Center. Developed Use Case Diagrams, Activity Diagrams, Class Diagrams, and Object-Oriented Design (OOD) using Rational Rose according to the UML methodology to define business processes. Performed Gap Analysis by identifying existing technologies and documenting the enhancements to meet the end state requirements. Developed Use Cases, Activity Diagrams, and Sequence Diagrams as well as utilized MS Project to manage project timelines. Extensively used Excel to create Functional Specification Documents & Templates.

	<ul style="list-style-type: none"> Collected and Documented Business Processes and participated in building a Business Process Model. Worked with the development and testing teams to accomplish timely release objectives. Prepared project related Presentations and provided Reports to Higher Management. Worked with the Quality Assurance led to develop detailed Test Plan and Test Cases. Facilitated User Acceptance Testing (UAT) with the stakeholders and the business users. The errors that were discovered were fixed and then verified via Regression Testing. Participated in development of Training Materials for the new technology and organizing User Training. Provided superior client interaction to make sure all needs were met. <p>Environment: Windows, UNIX, SDLC, Rational Tools Suite (Rose, RequisitePro, ClearQuest, ClearCase), UML, SQL, MS Project, MS Office.</p>
Nov 2015 - Jun 2017	<p>Office of the New York State Comptroller, NY Business Data Analyst</p> <p>A Survivor Benefit received Application was developed for The New York State and Local Retirement System (NYSLRS) Division, about the status of their benefits, benefit processing, maintenance of beneficiary details, automated sending of beneficiary packets and disbursements of the processed benefit amounts. It was an opportunity to work with a great team of professionals, analyzing the business, coordinating, and synchronizing the cycles, conducting UAT, training and taking the application through to implementation.</p> <ul style="list-style-type: none"> Gathered requirements from business users and analyzed them using Rational RequisitePro. Prepared and analyzed AS IS and TO BE in the existing architecture and performed Gap Analysis. Tested validity and integrity of the calculation engines for Deferred Annuities, Past Services Pension adjustments. Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams, and Object-oriented Design (OOD) using Rational Rose according to the UML methodology. Managed the retirement of IWT strategy and execution project. Was a Part of the team is working to consolidate their employee's retirement benefits package. Used SQL queries for organizing and abstracting data from MS access databases, created reports, forms on Ms Access. Developed use cases/diagrams, conceptual model, behavior diagrams (sequence, collaboration, state chart, Activity), using MS Visio. Documented functional and non-functional requirements using traceability matrices and requirement registers as inputs to produce functional requirement documents (FRD), system design documents (SDD), technical design documents (TDD), cross-functional flow charts, RACI models, test scripts and training documents Worked with cross-functional team of scrum masters, business analysts and developers in the planning, execution, and completion of critical migration and software integration projects using Jira and Excel Developed new report conceptual designs, functional designs, and layout requirements based on input gathered from business process designs and reporting requirements analysis in addition to feedback from the user population Conducted Joint Application Development (JAD) sessions to allow different stakeholders to communicate with each other, resolve problems at an early stage. Applied agile methodology to create and validate functional test plans, ensuring accurate and efficient automation implementation

	<ul style="list-style-type: none"> Analyzed the Data Entity Relationships and worked on Functional Requirements Document (FRD). Identified, documented, and communicated business needs in collaboration with Technology Agile delivery teams to ensure accurate translation of business requirements into effective technical solutions Developed and implemented transition plans, including stakeholder communication, risk assessment, and mitigation strategies Responsible for designing and implementing workflow automation, approval processes, and data validation rules to enhance data accuracy and process efficiency Responsible to define, document, and manage requirements and scope analysis through the approval of the documents that convey management needs and ensure quality assurance Mitigated risks and managed all aspects of project management and business analysis in project deliveries Sketched diagrams of proposed and existing systems using Visio. Proficient in Data modeling and mapping ER diagrams and hands on experience with ERWin data modeler Implemented the entire RUP Methodology of application development with its various workflows, artifacts, and activities. Created Artifacts and defined Milestones and iteration plan for Inception and Elaboration phases. Acted as a liaison between business users and system development team during development process. Implemented a suitable Change Management process and supported the existing banking solution upgrade by coordinating multiple projects. Involved in Business Intelligence reports development efforts by working closely with MicroStrategy, Teradata, and ETL teams. Used Informatica ETL to load data from flat files, which includes fixed length as well as delimited files and Sql Server to the Data mart on Oracle database. Designed the process flow diagrams for flow of information and report creation process. Prepared test Data sets and performed data testing using the PL/SQL scripts. Also used MS excel for data mining, data cleansing, data mapping, and data dictionary and data analysis. Used MS Project to manage schedules, deadlines and resources and collaborate on the project. Conducted interviews with clients for the purpose of gathering product requirements and understanding the client workflow. Gained thorough understanding of Cash Management, Liquidity Positions and Liquidity Ratios. Worked with the Quality Assurance team to create Test Plan and Test Cases and conduct unit, integration, and system testing. Tracked changes using Rational ClearQuest as well as assisted QA lead in developing quality procedures and ensuring that appropriate documentation is in place. Conducted User Acceptance Testing (UAT). Participated in developing Training Materials for the new technology and User Training. Worked effectively with Project Manager in handling the whole project. <p>Environment: RUP, MS Office, A2i, MS Project, SQL, UML, Clear Quest, Clear Case.</p>
Jul 2014 – Nov 2015	<p>UHG, NY / Business Analyst</p> <ul style="list-style-type: none"> Responsible for managing relationship for a group of client accounts & mainframe administration of daily participant level transactions, valuation & statement processing of 401(k) plans.

- Interacted with Business Owners, Users, and Stakeholders to identify Business System Needs, evaluated solutions for business problems, and prepared Business Requirements Document (BRD).
 - Represented the business requirements in various alternative views such as analysis models, process flow diagrams and user stories. Implemented Web Services (SOAP, UDDI and WSDL) to integrate different applications.
 - Used UML to produce AS IS and TO BE models.
 - Gained deep understanding of US GAAP and IRS regulations.
 - Conducted Gap Analysis to define the impact of the new requirements on the existing GUI and further prepared Business Impact Analysis Reports.
 - Extensively used tools such as Rational Rose, Rational Requisite Pro, UML, MS Visio, MS Project, MS Office, MS Access. Designed Use Case Diagrams, Activity Diagrams, and Data Flow Diagrams to define the Business Process.
 - Worked on multiple short-term projects in between and co-led teams.
 - Conducted Joint Application Development (JAD) sessions to allow different stakeholders to communicate with each other, resolve problems at an early stage.
 - Coordinated with the test team to check the Weekly Status and Report it to the Project Manager. Analyzed the Data Entity Relationships and worked on Functional Requirements Document (FRD).
 - Responsible for Interacting with the Developers to explain the proposed changes and ensure understanding of the system requirements to handle these changes.
 - Developed and maintained Service Oriented Architecture (SOA) governance process costing models and metrics ensuring architecture compliance.
 - Generated reports using Crystal Reports.
- Environment:** SDLC, UML, User Count Tool, Rational Tools Suite, WMB, MS Project, MS Office, Windows, UNIX, SQL, Caliber, CMM, MS-Project, MS-Office.

Data Analyst

Name	Maram Kumara Swamy
Summary of Experience	<ul style="list-style-type: none"> • More than 18 years of consulting experience in Oracle Technologies. • Expertise in PL/SQL and SQL programming using advanced features, performance tuning, and performance tuning tools such as explain plan and TKPROF. • Experience in working with Government Clients: <ul style="list-style-type: none"> ➤ Dallas ISD, Dallas, TX ➤ FDA, DC ➤ Loudon County Government and Schools, Sterling, VA • Strong PL SQL skills while working with RICEW components. Experience in designing Star Schema/snowflake schema methodologies. • Good experience in developing reports (XML, BI Publisher, XML Busting, and Report 10g) and forms development. Experience in Fast Formula for diverse tasks, and skilled in developing user hook processes and implementing busting email reports. • Hands-on experience in working on OBIEE rpd, Answers & Dashboards, and Security Implementation in OBIEE 11g. Experience in designing, creating, and managing Facts, Dimensions, Data Marts, Data Warehousing, and Business Intelligence. Understanding of relational database design. Strong understanding of relational databases (including tables, views, indexes, table spaces, etc.) • Proficient in utilizing OOP principles to design and implement modular and reusable PL/SQL code. Able to simplify intricate programming concepts by organizing them into clear and concise units, a valuable skill in PL/SQL development. • Expertise in applying relational data concepts to create effective and practical solutions, enhancing data-driven outcomes." • Strong expertise in Oracle PL/SQL, including Packages, Functions, Procedures, and triggers. Proficient in utilizing Materialized Views, DBLinks, and Oracle Jobs for efficient database management. • Excellent knowledge of BI Publisher, Java syntax, SQL Server Reporting Services (SSRS), XML syntax, and parsing, with additional expertise in providing court-related concepts and business activities. • Expertise in OBIA customizations of type-1, type-2, and type-3, Incremental and full load mechanisms. Extensively working experience in Performance tuning strategies by tuning rpd to generate efficient queries. • Experience in HRMS and knowledge in Procure to Pay (P2P) business flows. Experience in Noetix Workbench and Noetix views extension. • Extensively worked on Oracle Discoverer (Desktop, Administrator, Plus, Viewer), which includes report developments, discoverer administration, configuring discoverer, and End User Layer (EUL). • Good Knowledge of Middleware Technologies (Oracle SOA). Experience in working on Oracle BI Administration Tool, Presentation Services, Answers, & Interactive Dashboards and Security Implementation in OBIEE 11g • Expertise in effectively managing multiple concurrent priorities within an agile, self-motivated work environment. Proficient in developing asynchronous event-driven applications for responsive and efficient software systems. • Strong analytical capabilities to assess, document, and enhance data models, contributing to effective decision-making and data-driven strategies. • Understanding of the process flows and data model of the following Oracle modules including Core HR, Oracle Time and Labor, Payroll, Oracle Advance Benefits, SSHR, Absence Management, and financial modules • Proficiency in communication, analytical, problem solving, and documenting skills for evaluating and enhancing existing and new data models.
Education & Certification	<ul style="list-style-type: none"> • Bachelor in Computer Science and Engineering from Jawaharlal Nehru Technological University in 2003, Hyderabad, INDIA • Oracle PL/SQL Certification
Technical	<ul style="list-style-type: none"> • Databases: Oracle versions 12c, 10g and 9i

Skills	<ul style="list-style-type: none"> • ERP: Oracle Applications Suite R12, 11i • Languages: SQL, PL/SQL, UNIX Shell Scripting, JavaScript • Tools: SQL Developer, TOAD, SQL*Plus, SQL*Loader, Putty, PVCS Version Manager, APEX 19.1, OBIEE 11g, 10.x (Admin Tool, Webcat/Presentation Services, Dashboards, WebLogic Console, EM), PL/SQL Developer, TOAD, SQL developer, J Developer, XML Publisher, BI Publisher, Forms 10g, Reports 10g, Discoverer, Workflow, JIRA, Remedy, SVN, Oracle SQL Loader
Work History	
May 2017 – Present	<p>Dallas ISD, Dallas, TX Oracle PL/SQL Developer</p> <ul style="list-style-type: none"> • Involve in the full application development life cycle (Planning, Requirements Gathering, Design, Development, Testing, and Deployment). • Involvement in developments including developing code, modifying code, reviewing code, and providing coding advice. • Resolving critical system defects. Create PL/SQL Stored Procedures, Functions, Packages, Triggers, and Tables to satisfy business criteria. • Extensively use Cursors, Ref-Cursors, Collections, Records, Dynamic SQL, Table Functions, Autonomous Transactions, and Oracle Supplied Packages. • Use Bulk Processing Techniques such as BULK COLLECT and FORALL with SAVE EXCEPTIONS to increase performance by reducing the number of context switches between SQL and PL/SQL engines to minimize execution time. • Manage data stored in Tables and Views using Indexes, Constraints, Sequences, and Triggers. Implement PL/SQL Best Practices and Robust Exception Handling Techniques to provide high-quality and bulletproof code. • Implementing the Extraction, Transformation, and Loading (ETL) process utilizing Informatica to enhance data handling and integration. • Developing and maintaining Oracle PL/SQL components like Packages, Functions, Procedures, and triggers. Managing database efficiency through Materialized Views, DBLinks, and Oracle Jobs as part of regular responsibilities. • Utilizing relational database concepts to craft impactful and pragmatic solutions, amplifying results driven by data insights. • Creating and developing asynchronous event-driven applications to build responsive and high-performing software solutions. • Applying reverse engineering and refactoring techniques to optimize the efficiency and maintainability of PL/SQL code. Identify bottlenecks using EXPLAIN PLAN, TKPROF, and AUTOTRACE to optimize application to enhance its performance. • Utilizing strong analytical skills to assess, document, and optimize both existing and new data models. Perform debugging of the PL/SQL codes using the DBMS_OUTPUT and DBMS_UTILITY features. • Create Oracle Directories and use UTL_FILE features to read and write text files. • Create SQL Loader control files for moving data from flat files to staging area tables. • Create Users' Privileges and manage User Roles and Grants. Create and modify batch jobs using Multi-Threading Techniques by separating the process into multiple execution threads to improve application performance. • Make use of DB LINKS for accessing data across different databases. Support TRS interfaces; create fast formulas to calculate Surcharges, TRS eligible earnings, etc. • Create fast formulas for supplemental pay for substitutes and coaches. Create prepaid interfaces for Wells Fargo Bank. • Create an outbound interface for voluntary benefits and reconciled the deducted amount with the premium and reported any discrepancies • Handle escrow amount deduction and report to carriers for hourly employees in the summer break. Create user hooks for validation absences and district functionality for applying different leave types • Design, debug, code, and maintain Oracle APEX applications 19i. Rebuild the PEIMS application from D2K to Oracle Apex 19.1 • Convert forms programming units into PL/SQL procedure and invoke the in Apex 19.1. Redesign PEIMS database suitable for Apex application.

	<ul style="list-style-type: none"> • Use Dynamic actions to perform current navigation and a few backend activities. Perform reconciliation against PEIMS data with APEX application data before submitting data to the government. • Create user hooks for the employee purge process. Create busting alerts for sending emails to approvers and their supervisors with unapproved timecards. • Create an interface for sending data from the biometric clock to OTL. Involve in requirement gathering, and understanding the existing system's configurations, and setups. • Work on creating documentation for the users in testing various scenarios related to HR and Payroll setups. Work on parallel testing with the legacy system and reconciliation reports. • Worked on the defects and re-tested the system after various solutions and patches from Oracle. Adopt new tools like OTBI and BI Publisher reports. • Use data loaders to load data into the HCM cloud. Work on Data extractions HCM cloud. Work with Oracle on the issue related to Life events Evaluation. • Working with Oracle on new hire life event issue as the life event was triggering multiple times if any update or correction is done on the HR record. Use relational database including SQL server programming skills (stored procedures, queries) • Work with high standards following agile development practices
Nov 2016 – May 2017	<p>FDA, DC / Oracle PL/SQL Consultant</p> <ul style="list-style-type: none"> • Created indexes on the tables which led to faster retrieval of data that enhanced the database's overall performance by 45% • Implemented new enhancements to applications by constructing scripts to create new tables, views, and queries which resulted in a 22% increase in performance • Reduced context switching between SQL and PL/SQL engines allowing for the utilization of Bulk collections easing data retrieval and bettering the performance by 30% • Created shell scripts to schedule cron jobs for scheduling scripts. Integrated PL/SQL Ref-Cursors with both Microsoft Access and .NET applications to generate desired business outputs. • Involved in Complex multi-layer & conditional approval processes designed in PCS with email notification, escalation, and expiration features. Invoice requests submitted via this VBCS app need to go through this complex approval route. • Worked on DBMS_SCHEDULER and IBM Tivoli Workload Scheduler to automate, monitor, and submit jobs. • Deployed business rules into PL/SQL code for data analysis, transformation, and cleansing.
Feb 2016 – Nov 2016	<p>Select Comfort, Minneapolis, MN / HRMS Techno Functional</p> <ul style="list-style-type: none"> • Created three-star schemas for Core HR, OTL, and OIC for getting real-time data for BI Operational reports from EBS. • Created outbound interfaces for transferring pay file data into ADP. Created de-normalized, aggregate custom tables for easy access to BI reports. • Developed complex interface for new user creation add required responsibilities and revoke responsibilities. • Created data model for historical data and point-of-date star schema by joining core HRMS, OTL, and OIC data for ex-employees, contractors, and Active employees • Developed interface to transfer data from Kronos Timecard data to Oracle Time labor. Created report for rehires, Active and Termination records for various business requirements • Helped BI Team with any HR report issues from the EBS source. Created benefit census report for viewing OAB information along with payroll balances and HR data. • Created BI Publisher report for showing comments for each timecard by the supervisor for any revision of timecard by payroll before transferring time to BEE • Fine-tuned different programs written by other development team members with EXPLAIN PLAN, TKPROF, etc.

	<ul style="list-style-type: none"> Developed a new custom process to show Timecard generation for the Exempt Employees for the current, future, and past weeks Developed a new custom process to show Timecard generation for designated Holidays. Developed a New custom process to show Timecard generation for the Leaves in Absence Management Developed outbound interface for data dump reports for HR data. Developed outbound reports for OAB for insurance benefits data. Developed complex reports in the HR module for audit tracking reports. Created many forms of personalization. Created many alerts and called processes within the alerts. Created reports for missing timecards for various elements Created CR for installing payroll quarterly and yearly patches. Involved in Complex SQL Queries, Dynamic SQL, Analytical functions, Oracle Object, etc. Involved in SQL Query tuning and provided tuning recommendations to Database jobs, PL/SQL code, time/CPU consuming queries Worked with Oracle and PL/SQL, as this is a core coding position <p>Environment: EBS R12.2.3, Core HRMS, OTL, OAB, OIC</p>
Nov 2014 – Jan 2016	<p>Loudon County Government and Schools, Sterling, VA Oracle HRMS Techno Functional</p> <ul style="list-style-type: none"> Developed the development of RICE components. Developed P-Card outbound Interface for employee expenses with shell scripting to split the source file, place part of the file at different locations, and invoke another program to send emails to business users. Customized the Repository by adding some extra columns to Existing Facts and Dimensions. Modified Noetix views in NoetixWorkbench and perform all view operation options. Created a package for Generating Noetix views and staged package with customizations. Extended Noetix views and created reports from Noetix views real-time data. Worked on performance issues with Noetix views on OBIEE reports. Prepared the development and test environment for ODI with topology definition, database, and repository build. Extensively used ODI designer to create and manipulate source data stores, target data stores, packages, interfaces, procedures, variables Created ODI Packages and Scenarios to execute all the Interfaces, procedures, and shell scripts together and in the desired order. Created the Yellow Interface to run the Customized SQL on the source side and for usage of aggregate function. Single handedly managed Oracle database and query performance management using Tuning SQL Patches and SQL tuning routines for identified and resolving tuning ODI 11G was used to load the Oracle EBS data into OBAW using Source Dependent Extracts (SDEs) & Source Independent Loads (SILOs), PLP, and Custom Folders. Used ODI, Developed, and maintained various Packages, Interfaces, Variables, and Models, which populated Data into Target Star Schema on Oracle Instances. Created new BI Publisher reports for Audit reports for Employee change details, Assignment change details, Pay methods, and salary change details. Developed outbound Pay-slip Interface to extract earnings, deductions, and balances for all assignments for Employees and Ex-Employees. Created a new report for data dump for employee, dependent and ex-employee benefits. Created a new report for audit report for element changes. Creating and maintaining various DFFs, workflows, and alerts. Gather technical requirements and detailed interface and conversion specifications, including data mapping Created alerts from EBS and OBIEE events. Developed several forms of personalization for the core HR module. Gathered technical requirements and detailed interface and conversion specifications, including data mapping. Worked in the development of conversions from Cyborg to Oracle HCM. Involved in the Development of a GAP analysis document for BIApps

	<ul style="list-style-type: none"> Developed data extraction while testing the conversion data in ERP. Managed security privileges for each subject area and dashboard according to user requirements. Support, development and tuning for PL/SQL packages, procedures, functions, materialized views, data partitioning, purging and archiving <p>Environment: EBS R 12.2.3, Core HRMS, OTL, PAYROLL, OAB, OLM, OCW, ODI 11g, Noetix, Workbench, BIApps 11.1.1.7.</p>
Aug 2013- Nov 2014	<p>Victoria University of Wellington, Wellington, NZ Oracle HRMS Technical Consultant</p> <ul style="list-style-type: none"> Developed code masking scripts and masked HR, Customers and suppliers' confidential data in 11i before migrating to R12 and sharing data with the offshore team Executed code-masking scripts before sharing data with the offshore team. Analyzed Hindsite tool report which provides the complete list of custom objects, the impact of each object being migrated from 11.5.10 to R12 Participated in requirement analysis and prepared the code guideline standards. Prepared and performed unit test cases and participated in peer-to-peer test reviews for all the source code. Prepared Deployment script for migrated code to R12. Established Onsite-Offshore coordination with the university team Prepared technical specification documents concerning upgrading requirements. Prepared unit test documents for impacted custom objects Documented all the impacted code for each custom object. Prepared Source to Target mapping document. Designed the data Extraction, Transformation, and Loading process (ETL) using Informatica. Developed packages, procedures, functions, triggers, and indexes using SQL and PL/SQL. Designed and developed an ETL process to load incremental data daily. Performed migration activities to migrate ETL code between different environments. Tuned ETL code and PLSQL package to load huge volumes of data from legacy systems.
Sep 2012 – Aug 2013	<p>University of Melbourne, Australia Oracle Apps Technical Consultant</p> <ul style="list-style-type: none"> Built Technical Specifications, Enhancements, Interfaces, and Conversions. Developed new reports with report builder, BI Publishers, and XML Busting Developed Absence types validation rules. Created new absence types and invoked them via user hooks Worked with business users to validate business rules for absence type Analyzed the user requirements and customization of reports. Contributed to high-level and detailed database designs. Documented changes to the code and functionality. Performed deployment to production and post-deployment checks Created partitioned tables and partitioned indexes to improve the performance of the applications. Created functional and technical documents for RICE components Developed and debugged many Dashboards / Reports using different Analytics Views (Pivot Table, Chart, View Selector, and Column Selector), Dynamic / Interactive Dashboards with drill-down capabilities, guided navigation, charts, and tabular using global and local Filters. Worked extensively with Physical Layer, Business Layer, and Presentation Layer. Created different types of Customized Reports Drilldown, Aggregation to meet client requirements Involved in PL/SQL development in Oracle using advanced features such as arrays, types, objects, and XML programming. Carried out performance tuning of SQL and PL/SQL using TKPROF, explain plan and indexes. Developed customer-facing reports with BI Publisher like AR Cash Receipt Voucher, Payables Invoice Voucher Report, Payment Voucher Report, GL Journal Voucher, General Ledger Statement Report, Account Analysis Report, Supplier Account Analysis Report, Customer Statement Report, Sales Register Report, etc. <p>Environment: EBS R 12, Core HRMS, OTL, PAYROLL, OAB, OLM</p>

<p>Jan 2008 – Sep 2012</p>	<p>IBM India Pvt. Ltd/ Nintendo of America OBIEE and Oracle Apps Technical Developer</p> <p>Nintendo is the world's largest video game company by revenue</p> <ul style="list-style-type: none"> Analyzed the specifications provided by the clients. Prepared MD.120, MD.070, and TE.040 documents for all the RICE Components. Developed new custom forms and registered with EBS. Developed BI Publisher e-Test report to send employee information data to a third-party system. Performed Unit Testing and Integration Testing and Reviewed code. Designed Oracle Purchase Requisition and iSupplierworkflow structure using Oracle AME. Designed complex Oracle Purchase requisition approval workflow solution using AME to meet business requirements. Led UAT training sessions with business users for Oracle Purchasing, Oracle iProcurement, Oracle AME, and Oracle Sourcing. Developed and maintained all relevant documentation – technical and functional specifications such as MD50, MD70, and BR100 Used a write-back feature to create a UI dashboard for handling OBIEE access management. Created test scripts for the developed objects Conducted training to end users in BI reports. Interacted with users for getting requirements gatherings. Gathered technical requirements and detailed interface and conversion specifications, including data mapping. Set up Multiuser Development Environment (MUDE) in OBIEE. Worked on OAF page customization as per client requirement. Interaction with the Functional Specification owner on various functional issues during development. Built Technical Specifications, Enhancements, Interfaces, and Conversions. Generated triggers, procedures, functions, and packages utilizing Oracle, SQL, and PL/SQL. Developed BI Publisher e-Test report to send employee information data to a third-party system.
<p>Feb 2006 – Dec 2007</p>	<p>Ge-Infra Energy (U.S.A) Oracle Apps Technical Developer Organization: Tech Mahindra formally Satyam Computer Services Ltd</p> <ul style="list-style-type: none"> Analyzed the ticket. Studied and analyzed tickets if tickets have been logged under enhancement support. Involved in the development of enhancements in Financial to map TDS to the Credit memo Worked on Form personalization as per client requirements. Responsible for registration forms, reports, the value set definition, alert configuration, etc. Managed the resolution of support service issues, queries, and enhancements. Worked On Helpdesk to Resolve the Support Tickets in Order Management, Inventory, Purchase Order, Shipping Modules. Provided The Solution to Severity One Issue. Developed the Code Modification Testing and Monitoring activities. Investigated possible reasons for errors by studying underlying code and scripting as needed to resolve Supported the Weekend and Month End Processes. Interacted and coordinated the users with time-to-time resolutions. Involved in troubleshooting day-to-day technical issues from the production <p>Environment: EBS 11.5.10, AP, PO, GL, AR, OM, INV, CRM</p>
<p>May 2003 – Sep 2006</p>	<p>QTEL, Doha, Qatar Oracle Apps Technical Developer</p> <ul style="list-style-type: none"> Responsible for the delivery of data conversion with legacy systems. Mapped Data template columns with the legacy system. Designed and developed The Item Master Program. Designed and developed The Bills of Material Program. Designed and developed The GL account & GL Sub Account Program. Designed and developed The Item Category Program. Designed and developed The GL Code Combination Program. Designed and developed The Order Acceptance XML Report. Designed and developed The Order Receipt XML Report. Designed and developed The Standard Purchase Order XML Report. <p>Environment: EBS 11i, Core HRMS, AP, AR, GL SQL, PL/SQL, TOAD, SQL* Plus, UNIX, Windows XP.</p>

Database Administrator

Name	Koteshwar Gungi
Summary of Experience	<ul style="list-style-type: none">Over 12.5 years of Microsoft SQL Server Database Administration, Development, Database and DevOps Engineer experience in SQL Server 2022/ 2019/ 2016/ 2014/ 2012/ 2008 R2/ 2005.Experience in working with Government Client:<ul style="list-style-type: none">➤ State of Massachusetts (Department of Education)Hands on Experience in installing, configuring, managing, monitoring, and troubleshooting SQL Server 2022/2019/2016/2014/2012/2008 R2/2008/2005 with the latest service packs.Hands on Experience in installing, configuring, managing, monitoring, and troubleshooting SQL Server on cloud technologies like Amazon Cloud Services (AWS) and AzureA certified Microsoft SQL Server 2014/2012 Database Admin and Amazon Cloud Services (AWS) Associate Solution architectExpertise in migrating SQL Server databases from on-premises to cloud both AWS and Azure. Good Knowledge of High availability features like Always on High Availability, Replication, Mirroring and Log shipping.Full life cycle database administration and development experience in OLTP and Data Warehousing, on-premises and in-cloud environmentsExperience in performance tuning, client/server connectivity, query optimization, Database Maintenance plans, Database Consistency Checks using DBCC.Strong experience in implementing different types of Replication models like Snapshot, Merge and Transactional.Experience in strong SQL debugging skills, application-level troubleshooting skills, monitoring tools and techniques and good understanding of security practices.Well versed with using tools like SQL Profiler, Database Engine tuning Advisor for tuning MS SQL Server performance.Expert in Detecting and Resolving Locks and Deadlocks using the Trace Flags and Native tools like Profiler and the Activity Monitor. Experience in creating and scheduling Jobs, Alerts, SQL Mail Agent and SSIS Packages.Experience in the complete life cycle of databases which includes the design a database, populating lookup data, creating Stored Procedures as per front end developer's requirement and commercial transitions, writing Triggers, creating user defined functions, and creating views to simplify the complexity of the data structure.Expertise with T-SQL in writing complex queries, user profiles, relational database models, data dictionaries and maintaining data integrity, Distributed Queries, Correlated Sub Queries and used most of the systems function.Hands on experience in PowerBI, SQL Server Integration Services (SSIS) and Reporting Services (SSRS) to manage data warehouse environment.Excellent working Experience in designing, implementing, maintaining, and documenting complex database applications, and data warehouse.Capable of creating Linked Servers between SQL Servers and Oracle Databases as well as experience in production support including weekend and change control support overnights.Proficient in documenting disaster recovery plans and participating in disaster recovery drills along with maintaining the Service Level Agreements (SLA's) according to the client's requirement.Experience in working with Azure, DevOps, GitHub, TFS (Team Foundation server), Easy Vista, Jira, LastPass, Confluence, Jenkins, Box, Active Directory and SharePoint.Experience with the .NET framework including C#, ASP.NET and Web Service.Excellent experience with offshore (outside US) - onshore work management.Self-motivated person with strong Quality Assurance, analytical, problem solving and communication skills.

	<ul style="list-style-type: none"> Experience working in Agile environment, Sprints and Scrums and leading teams during sprint planning and daily scrum meetings. Experienced with ITIL/ ITSM best practices on Change and Incident management. Capable of working under pressure and a good team player who can be flexible and work individually, assisting juniors, developers and Customer facing.
Education & Certification	<ul style="list-style-type: none"> Master of Science in Computers Science from Texas A&M University in 2011 AWS Certified Solutions Architect Associate- Amazon Web Services SQL Server 2012/2014 Certified DBA - Microsoft
Technical Skills	<ul style="list-style-type: none"> Databases: MS SQL Server (2022, 2019, 2016, 2014, 2012, 2008 R2, 2008, 2005) Azure SQL, PostgreSQL 13, MS Access (2015/2012/2007), Oracle11g, Sybase and MySQL. Programming Languages: TSQL, PL/pgSQL, PL/SQL, PowerShell, Python, XML, XHTML, C, C++, Java, ASP/VB.NET, C#. Operating Systems Windows 10/7/XP, Windows Server 2019, 2012, 2008 R2, 2003, Unix and MS-DOS. Database Tools: MS Enterprise Manager, SQL Server Query Analyzer, SQL Server Management Studio, Percona, PgAdmin, PowerBI, SQL Server Business Intelligence (SSIS, SSAS, SSRS), DTS, SQL Server Profiler, SQL Extended Events. Reporting Tools: SQL Server Reporting Services, Cognos, Tableau, Crystal Reports Other Tools and Utilities: MS Visual Studio, MS Office, Quest Litespeed, LastPass, Jira, Jenkins, GitHub, Azure DevOps, Chef, Docker, Terraform, CloudFormation, Git, GitHub, Robocopy, Project Factory, Datadog Box, Informatica Cloud, SharePoint, Confluence UltraVNC Viewer, Idera Diagnostic Manager, Idera ER/Studio, Lumigent Log Explorer, Visual source safe, EDI, Erwin, SQL compare. Microsoft Teams, Slack, RingCentral.
Work History	
Jan 2017-Present	<p>Arcadia Healthcare Solutions (Remote) Sr SQL Server DBA\ Developer</p> <ul style="list-style-type: none"> As a Production support engineer taking part in on-call rotation (24*7) and providing long term solution of mission critical database production issues hosted on Amazon web services and Azure (cloud providers). Install and configure Multiple SQL Server 2019 Instances on AWS EC2 and on Azure VM and Migrate 250+ SQL server Instances including PRD, UAT, QA and DEV from 2012 databases to 2019 by building Jenkins Pipeline and CloudFormation to migrate 1000+ Databases. Install and configure SQL Server 2017 and related features on Linux Servers. Design and implement Backup and Restore strategies from Azure Blob Storage. Develop ETL packages with different data sources (SQL Server, Flat Files, Excel source files, XML files) and load data into target tables by performing different kinds of transformations using SQL Server Integration Services (SSIS) Migrate existing DTS packages to SSIS batch jobs and enhanced packages with monitoring features so that audit information of packages and their execution results were loaded into audit table. Assist with overall plan for network architecture and database deployment Create SSIS packages for different data loading operations for many applications. Develop SSIS Templates which can be used to develop SSIS Packages such a way that they can be dynamically deployed into Development, Test and Production Environments Extensively use SSIS Import/Export Wizard for performing ETL operations Design and implement parameterized and cascading parameterized reports using SSRS. Work on creating multiple SSRS reports in Drill-through mode and Cross Tab Reports Use SSRS to create customized reports, on-demand reports, ad-hoc reports and was also involve in analyzing multi-dimensional reports.

- Use SQL Profiler for troubleshooting, monitoring, and optimization of TSQL code.
- Improve the performance of many queries by reducing the usage of the cursors and other complex joins along with implementation of new indexes.
- Perform Data modeling for an existing Databases using Toad Data Modeler and ERStudio.
- Create Transparent data encryption (TDE) to encrypt all SQL Server Databases across all servers.
- Heavily use query analyzer and SSIS package to extract and test data.
- Develop and document standard operating procedures (SOPs) for SSRS (SQL Server Reporting Service) servers administration, facilitating knowledge transfer and onboarding of new team members.
- Administer and maintain multiple SQL Server Reporting Services (SSRS) servers, ensuring optimal performance, reliability, and availability for business-critical reports.
- Manage security configurations for SSRS, implementing role-based access control and ensuring compliance with data privacy regulations.
- Implement and optimize MDX and DAX queries to extract, transform, and analyze data, enhancing the overall performance of SSAS cubes.
- Create and customize KPIs (Key Performance Indicators) and calculated measures to provide meaningful performance metrics in SSAS cubes.
- Perform query optimization and performance tuning using SQL Profiler, Execution Plan, Performance Monitor and DBCC Commands
- Configure monitoring jobs to monitor CPU usage, Blockings, Login tracking, TempDB utilization on Production servers.
- Implement Microsoft Best Practices across the board based upon Production usage, providing capacity planning, Growth statistics reports to Application teams.
- Work on managing large databases over 30+ TB and spreading data across multiple disks.
- Work on Migration Strategy and participated in POC migrating VMware/On-premises datacenter to AWS and Azure utilizing AWS EC2, Azure Virtual Machine, S3, Blob Storage, RDS, VPC and Direct Connect.
- Responsible for Planning, Designing, Implementation and supporting of Disaster Recovery solutions like Replication, Always On High Availability and Amazon snapshot solutions.
- Use Performance Monitor, Execution Plans and SQL Server Profiler to optimize long running queries and Tune SQL to improve the performance of the queries.
- Develop a set of PowerShell and TSQL scripts to monitor health of SQL Server, Database sizes, Database growth, Backup growth, Job status, Disk Space, SQL service status, CPU usage, RAM usage etc.,
- Develop various set of PowerShell, SSIS and TSQL scripts to pull healthcare data from Source to Target servers like Oracle, Sybase, DB2 and EPIC to SQL Server
- Implement RMAN backup (Full, incremental and cumulative) and recovery, Incomplete recovery and disaster recovery using Data Guard
- Work on AWS and Azure including EC2, Azure Virtual Machine, Azure Managed Disk, Elastic Block store (EBS), CloudWatch, Azure monitor, CloudFormation, S3, ECS, RDS, VPC, Route 53, AWS Schema Conversion Tool (AWS SCT), Blob Storage, RedShift, Data Lake, and Data Warehouse.
- Build CI/CD pipelines using Jenkins and Gitlab to automate deployment of code, including rolling deployments for various features to support provisioning and deployments and integrated least level access for both users and service accounts.
- Implement a CI/CD pipeline using Jenkins and Terraform Enterprise to automate infrastructure deployments, enhancing deployment reliability, and reducing downtime.
- Responsible for helping many different teams integrate with the Cloud. Using services like Jenkins, GitHub, Robocopy, Lambda, S3, Code build, CloudWatch, API Gateway, SNS, SSM, Slack functions, etc.

	<ul style="list-style-type: none"> Maintain change control and release management process for all database objects changes like tables, views, procedures, and triggers. Responsible for migrating SQL servers from on-premises (data center) to AWS and Azure cloud. Complete healthcare trainings like security compliance, HIPPA etc. along with assisting Junior DBA's and Developers for better SQL server performance code. <p>Environment: Microsoft SQL Server 2019/2016/2014/2012, Amazon RDS, MySQL 8.0, PostgreSQL 13, Microsoft Windows Server 2019/2012/2008 R2 Enterprise Edition, T-SQL, PL/pgSQL, Microsoft SQL Server Integration, Microsoft SQL Server Reporting Services, Microsoft Dataverse, Visual Studio, Jenkins, GIT, PowerShell, Amazon Cloud Services, Azure, Azure DevOps, Jira, Box, LastPass, Informatica, confluence, Microsoft Teams, Slack, RingCentral.</p>
Oct 2014 – Dec 2016	<p>State of Massachusetts (Department of Education), Boston, MA / SQL Server Developer / DBA</p> <ul style="list-style-type: none"> Installed and configured SQL Server 2014/2012 and related features on Physical/Virtual servers. Implemented Log shipping approach to minimize the Database Migration Downtime. Created Linked Servers from SQL Server to Oracle for data extraction and reports. Configured alerts for Locks, Fatal errors, Hardware failures etc. across all servers. Working closely with development team for the Application database performance. Creating Automatic data loading Procedures from the host system to master systems. Created scripts for migrating data from ASCII files to database tables. Extensive use of Transact-SQL, stored procedures, triggers scripts for creating database objects. Planned and automated backups. Extensive exposure with Transact-SQL and stored procedures. Assisted development team in creation of objects and debugging. Performed tuning, database maintenance and SQL Server monitoring. Planned and implemented the procedure for Recovery of entire SQL server in case of disaster. Actively involved in creating a Change request, project plan, and schedule management for every individual project. Involved in various projects related to Data Modelling, System/Data Analysis, Design and Development for both OLTP and Data warehousing environments Developed SQL scripts and SSIS packages that facilitate the flow of data between internal and external systems. Created and maintained data flow diagrams and mapping documents along with modifying existing solutions to support changes to business requirements. Actively involved in writing T-SQL Queries, hands on experience with writing DDL, DML commands i.e., Select, Distinct, Delete, DROP, JOINS (Inner, Left, Right, Full, Union), Created database, dropping database, Update, Subqueries, MAX, MIN functions, Stored Procedures, Functions, and Creating Variables. <p>Environment: Microsoft SQL Server 2014/2012/2008 R2, Oracle11g, Microsoft Windows Server 2012/ 2008 R2 Enterprise Edition, Microsoft SQL Server Integration, Microsoft SQL Server Reporting Services, Ed-Fi Data Standard, Educator Preparation Data Model, Visual Studio, Team Foundation Server (TFS) and Share point.</p>
Sep 2013 – Oct 2014	<p>Acushnet Golf, Fairhaven, MA / SQL Server DBA</p> <ul style="list-style-type: none"> Responsible for Administration of around 250+ SQL Server 2012/2008 R2/2008/2005/2000 Virtual/Non-virtual servers. Installed and configured SQL Server 2012/2008 R2 and related features like SSIS, SSRS & SSAS on Physical/Virtual servers. Successfully migrated from SQL Server 2000, 2005, 2008 to SQL Server 2008 R2/2012 on Development, Testing and Production Environment.

	<ul style="list-style-type: none"> Involved in database design, implementation for development, QA, production, Disaster recovery environments. Implemented Disasters Recovery plans to reduce the downtime of the SQL Server using Log shipping, mirroring, and Replication models. Created Maintenance jobs for Daily backups and Monthly backups on SQL Server 2012. Created and scheduled jobs for data refresh from production server to test and development server. Designed, created, tested, and loaded test data into a fully functional, detailed data cube in SSAS Published the databases from old servers to new servers using snapshot replication. Monitored the disk size on the servers and cleaning up unwanted backups on a timely basis. Promoted database objects from test/develop to production. Coordinated and communicated production schedules within development team. Dropped and recreated the indexes on tables for performance improvements. Used Index tuning wizard for Tuning of indexes. Performed Routine Hourly, daily, weekly, and monthly database backups and rebuilding indexes and running of update statistics on PROD databases. Resolved of High CPU spikes by identify long running Queries, Blocking and Deadlocks Monitored Server Performance and Activities via SQL Profiler and the Windows System Monitor tool, Tuning Queries, created necessary indexes. Created Complex SSIS packages for the extracting, transforming, and loading the data from SQL Server 2008/2008 R2, flat files, ORACLE, Excel files. Implemented several SSIS (SQL Server Integration Services) packages for data feed from various servers and environments. Deployed the packages using deployment utilities. Wrote Job and SSIS Packages to transform data from SQL Server to Oracle, Oracle to SQL Server and SQL Server to PeopleSoft. Moved database fixes (Scripts) to Production during off or on hours through Change Management Control. Created data-related documentation (e.g., file descriptions and definitions, entity relationships and attributes etc.). <p>Environment: Microsoft SQL Server 2000/2005/2008/2008R2/2012, Microsoft Windows Server 2008 R2/2008/2003 Enterprise Edition, Microsoft SQL Server Integration, Microsoft SQL Server Reporting Services, Visual Studio 2010/2008/2005, Share point 2010, Cognos, IBM Lotus Notes, Easy Vista, UltraVNC Viewer, Qwest Litespeed.</p>
Jan 2013-Sep 2013	<p>Medventive/McKesson, Waltham, MA / SQL Server Developer\ DBA</p> <ul style="list-style-type: none"> Designed and Documented Migration Project Plan for Setting up new SQL Server 2008 R2 Environment. Responsible for Migrating the SQL Server 2000/2005 databases to the SQL Server 2008 R2. Designed and Implemented database maintenance plans for various database activities. Heavily worked with MS SQL Server installation, configuration, performance tuning, client/server connectivity, building servers, trouble shooting, query optimization, backup/recover and memory configurations and troubleshooting production issues on large databases and maintaining, supporting, monitoring production and test environments. Designed and implemented high availability/ DR solutions such as Log shipping and Database Mirroring. Responsible for providing Daily support, troubleshooting, monitoring, optimization and tuning of server and SQL server environments across entire system using diagnostic manager from Idera.

	<ul style="list-style-type: none"> Monitored the daily backup jobs and fixed the issues in case of the backup failures. Developed automated daily, weekly, and monthly system maintenance tasks such as database backup, replication verification, Mirroring, database integrity verification, indexing and statistics updates. Worked in Fixing/Training/Dev Environments with Replication and Multi-Instance Environments. Extensively worked in Database Mirroring, Database Snapshot, and Isolation Levels. Worked on Deploying and troubleshooting SSIS packages. Involved in periodic Manual code deployment of both Database and web servers were handled effectively. Periodically Updated Service packs for all Environments including Production. Responsible for Staging and implementing code change to the production databases through Change Request process. Actively participated in Problem/Incident/Change management and weekly DBA meetings. <p>Environment: SQL Server 2005/2008/2008 R2 Enterprise Edition, Microsoft Windows 2008 R2/2008/2003 Servers, Microsoft SQL Server Integration Services, Microsoft SQL Server Reporting Services, SharePoint 2007, TFS.</p>
Feb 2012 – Dec 2012	<p>Med Solutions/ EviCore HealthCare, Franklin, TN SQL Server DBA/Developer</p> <ul style="list-style-type: none"> Responsible for Installation of SQL server 2008/2008 R2, Instances, Testing and analyzing effects of Server Upgrades. Implemented different Development and Test Server instances for the Application Development Team and to co-ordinate Development and Testing Environments and keep them updated. Performed migration of data over various MS SQL Server 2005 instances in Production, Testing and Development Environment on request of different application team. Involved in implementing Database Mirroring for disaster recovery in SQL Server 2008. Developed Backup strategies for Database Recovery along with optimization and Performance tuning using SQL Profiler, Performance Monitor. Extensively used Filtered indexes to improve query performance, lower storage, and maintenance costs. Created tables, Views, Stored Procedures, indexes, and constraints. Used Transact SQL to create queries and stored procedures to produce reports for end-users. Analyzed various aspects of Stored Procedures and performed tuned as needed to increase productivity and reusability of code. Designed and implemented several complex reports as well as created Triggers, Stored procedures for implementing the business logic. Created stored procedures for module integrity and application. Involved in Optimization of Stored procedures, Slow running Queries and indexes. Performed Database maintenance activities like Backups, Restoring and indexing. Ensured high availability of the database exploiting the concepts of mirroring, replication, Log shipping etc. Checked the general Health of the servers for identifying Bottlenecks along with analyzing, Identifying and Resolving performance issues of the server. Responsible for Analyzing potential problems e.g., response delay, locking, server down time etc. for optimization of performance. Analyzed transactional logs using Lumigent Log Explorer for potential data issues, DMLs and DDLs. Used PowerShell 2.0 to automate remote installation, services control and modify Configuration files onto test servers for Test Environment. Used SQL Server Scripter to generate SQL Data scripts and quickly exporting data.

	<ul style="list-style-type: none">Reviewed third party tools to help automate routine tasks such as monitoring, blocking and consolidate status of scheduled jobs. <p>Environment: SQL Server 2000/2005/2008/2008 R2, Microsoft Windows 2008 R2/2008/2003 Servers, SQL Server Integration Services, SQL Server Reporting Services, SQL Server Analysis Services, SQL Profiler, UNIX, MS Access 2007/2003, Visual Studio 2008, 2005, Jira, Lumigent Log Explorer.</p>
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Help Desk Support

Name	Daniel Anderson
Summary of Experience	<ul style="list-style-type: none"> • Ability to install, configure, maintain, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels. • Experienced with application support analyst (software and hardware) with expertise supporting medical device and telecommunications applications. • Skilled with remote access tools to include PCAnywhere, GoToMeeting, Cisco VPN client, Telnet, SSL, Team Viewer, and Remote Desktop. • Extensive experience on both Linux and Windows platforms. • Excellent problem solver with ability to quickly master new software and hardware and apply full range of capabilities.
Education & Certification	<ul style="list-style-type: none"> • Bachelor of Science - Information Technology/Software Engineering from University of Phoenix, San Diego, CA • Udemy Self Study Course "Master Software Testing" • MCSE (Microsoft Certified Systems Engineer) • A+ Certified • N+ Certified
Technical Skills	<ul style="list-style-type: none"> • Windows XP 07 08; DHCP Protocols; SQL (coding skills); Linux; Firewall Architecture; Outlook; Domains; PC Repair and Assembly; Seagate Backup; Trusts; Raid 5 hardware & UPS; Packet Trace Analysis Configurations& Ticketing; Cisco; LAN/WAN Topologies; Wins & Windows; Salesforce, Agile, Oracle, People Soft, Alden Community& Clarify ticket software experience; WinSCP; PuTTY; SSH; Telnet; Java Script; Java; HTML / CSS; .NET • Review of software requirements and design specifications. • Create software verification plans, test protocols, and software risk analyses, for software used in commercial products. • Validate Design, develop, execute, and maintain automated and manual tests. • Execute software verification plans and test protocols. • Record and track issues in the bug tracking system. • Analyze failures and collaborate with Software Engineers to ensure root cause is investigated. • Create requirements traceability matrices which demonstrate test coverage of all features. • Write test reports documenting detailed results of validation, and report test progress to management. • Follow internal software development, cybersecurity, and validation procedures that comply with medical and security regulations. • the configuration, functionality, and user interface of software and tools.
Work History	
Mar 2018 – Present	<p><i>Dexcom Inc., San Diego, CA Network & Applications</i></p> <ul style="list-style-type: none"> • Take calls on patient inquiries, product/service concerns, and technical issues relating to Dexcom product. Access and update patient accounts through computer-based systems. Monitor current procedures to ensure compliance with set standards. Provide technical support to patients and healthcare providers. • Serve as first point-of-contact for patients and medical professionals on all technical and service levels. Aid with patient support issues. Coordinate with Quality Assurance to ensure customer satisfaction. • Take calls on patient inquiries and complaints. Respond to patient phone calls and emails with troubleshooting tips and specific instructions. Review and discuss data with patients. May require some training of patients over the phone. • Promote and maintain high-quality technical support standards within the Technical Support department. Resolve hardware and software issues. • Use and maintain software and databases appropriately. Document and analyze patient and

	<ul style="list-style-type: none"> product information sends replacements and samples and perform patient follow-up per department standards. Participate in new product training (as required when new products are launched). Comply with all elements of the Quality System, regulatory requirements, and patient confidentiality and privacy as outlined for the position Use and maintain software and databases appropriately. Document and analyze patient and product information, send replacements and samples, and perform patient follow-up per department standards. Resolve hardware and software issues. Monitor current procedures to ensure compliance with set standards. Access and update patient accounts through computer-based systems.
Oct 2015 – Mar 2018	<p>Dexcom Inc., San Diego, CA Technical Support Representative</p> <ul style="list-style-type: none"> Took calls on patient inquiries, product/service concerns, and technical issues relating to Dexcom product. Accessed and updated patient accounts through computer-based systems. Monitor current procedures to ensure compliance with set standards. Provided technical support to patients and healthcare providers. Served as first point-of-contact for patients and medical professionals on all technical and service levels. Aided with patient support issues. Coordinate with Quality Assurance to ensure customer satisfaction. Took calls on patient inquiries and complaints. Responded to patient phone calls and emails with troubleshooting tips and specific instructions. Reviewed and discussed data with patients. Might require some training of patients over the phone. Promoted and maintained high-quality technical support standards within the Technical Support department. Resolved hardware and software issues. Used and maintained software and databases appropriately. Documented and analyzed patient and product information sends replacements and samples and perform patient follow-up per department standards. Participated in new product training (as required when new products are launched). Complied with all elements of the Quality System, regulatory requirements, and patient confidentiality and privacy as outlined for the position.
Jun 2014 – Sep 2015	<p>CPU Medical Management Systems, San Diego, CA Software/ Hardware Support</p> <ul style="list-style-type: none"> Provided technical software support and assistance over the phone to customers and CPU Service personnel in the installation/utilization of computer software, hardware and business applications, and/or in diagnosing problems with these products in a timely and accurate manner to assure customer satisfaction. Installed, configured, maintained, and corrected end-user workstations and related hardware and software in order to deliver required desktop service levels. Implemented performance upgrades to systems as required. Received and responded to incoming calls, e-mails and Helpdesk system tickets regarding desktop, network, phone, or business software issues. Assisted in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring enterprise systems, data center, and computing environment. Assisted with maintaining an inventory of IT assets. Performed Network Security functions such as creating/deleting network logons, adding/removing users, printer queues, and password resets. Assisted with preventative maintenance tasks, such as OS/Firmware upgrades. Assisted with network operations, backups and changing tapes when needed. Ensured compliance with existing policies and procedures pertaining to Sarbanes-Oxley, FDA and HIPAA regulations. Supported VPN and Citrix remote access Assisted in developing long-term strategies and capacity planning for meeting future desktop hardware needs. Used remote access tool to include, PCAnywhere, GoToMeeting, Cisco VPN client, Telnet, SSL, Team Viewer, Remote Desktop, etc.

	<ul style="list-style-type: none"> Used various applications for troubleshooting to include WinMerge, WinSCP, PuTTY, task manager for OS issues, dos commands for network issues, and event viewer for issues with the operating systems. Provided superior customer service to our user community.
May 2008 – May 2014	<p>Arris Corp, San Diego, CA / Technical (Uplink) Support Analyst</p> <ul style="list-style-type: none"> Served as support Level II specialist for hardware/software systems used for encoding and compressing television program material for satellite broadcast and distribution. Supported program clients to include HBO, ESPN, Viacom, Starz! Discovery, and Showtime TV; broadcasters to include CBS, ABC, Fox, and PBS;Teleco clients to include AT&T, Bell Canada, and Verizon and satellite providers such as DIRECTV. Assisted Level I and II support organizations and end users with on-site and remote diagnostic procedures to isolate equipment malfunctions and determine corrective action required to restore equipment to proper operation. Assisted Field Engineers, Deployment Services and other stakeholders with deployment activities. Participated in product core teams regarding customer priorities, applications, product issues, and support requirements for product development. Demonstrated ability to identify and troubleshoot system-level problems in the signal flow through complex distribution systems such as capture, compression, multiplexing, ad insertion, modulation and monitoring through to the end user. Gained complex technical expertise in satellite distribution, digital cable, telecommunications, video systems, MPEG encoding, data network routing and switching digital video routing, grooming, and transmission, Telco and broadcaster applications.
Jun 2004 – May 2008	<p>CareFusion (Formerly Cardinal Health), San Diego, CA / Support Specialist for CC4/CC2</p> <ul style="list-style-type: none"> Answered, evaluated, and prioritized incoming telephone, voicemail, e-mail and in-person requests for assistance from users and field technicians who were experiencing technical and functional issues with hardware, software, networking and customer service (irate customers). Collected information from customers regarding issues and led users through diagnostic procedures to determine and solve problems. Mentored junior level peers on technical issues. Analyzed and evaluated incident reports and made recommendations to help reduce incident rates. Demonstrated excellent working knowledge of databases, including SQL commands, and general database structure. Gained excellent knowledge of remote access tools; such as, modems, RAS, VPN and PCAnywhere. In-depth knowledge of Win 98/ME/2000/NT/XP and DOS command prompts. Obtained working knowledge of SQL.
Aug 2003 – Jun 2004	<p>JUVIO, San Diego, CA / Technical Support</p> <ul style="list-style-type: none"> Provided technical support, troubleshooting and problem resolution via phone, e-mail, and remote access. Executed up to 35 inquiries per day for problems ranging from operating systems to hardware/software configuration; successfully resolved 75% of calls received and escalated more complex issues to Level II Technicians.

IT Service Continuity Analyst

Name		Ryan Williams
Summary of Experience	of	<ul style="list-style-type: none"> Collaborates with physical security, risk management, business continuity, and the secure operations center (SOC) during joint operations such as incident response (real / test), disaster recovery and business continuity (real / test) scenarios. Hosted formal and informal workshops with business stakeholders and engineering SMEs to glean information to update documents such as BIA surveys, disaster recovery plans, and risk assessments. Familiar with several Risk management tools such as Fusion, Archer, ServiceNow, Jira, and Confluence. Familiar with NIST SP 800-34 to support contingency. Familiar with FISMA, HSPD-20/NSPD-51, FCD-1 and FCD-2 and the National Continuity Policy Implementation Plan (NCPIP) to support federal agencies such as FEMA, FAA, and FSA mandates. Recovered information systems operations at an alternate location (typically acceptable for only long-term disruptions or those physically impacting the facility); and implementing of appropriate contingency planning controls based on the information system's security impact level. Assisted in requirements gathering to determine the estimation of recovery time objectives (RTOs), recovery point objectives (RPOs), and recovery of the critical path. Helped define the maximum allowable downtime, as well as the acceptable level of losses, associated with business functions' processes and applications. Conducted and analyses disaster simulations for the prompt restoration of services and conducted security audits when required.
Education & Certification	&	<ul style="list-style-type: none"> Bachelor of Science, University of North Texas, Major: Emergency Management and Planning 5/2011 Master of Security Management, University of Houston, Major: Enterprise Security, 08/2020 Certified Business Continuity Planner (CBCP) Information Technology Infrastructure Library (ITIL) Certified Scrum Master (CSM) Certified Cyber Resilience Professional (CCRP) Emergency Management Institute / FEMA Certificate: IS 001. Emergency Program Manager an Orientation to the Position Certificate: IS 100.a, Introduction to the Incident Command System (ICS). Certificate: IS 700.a, National Incident Management System (NIMS). Internship: City of Dallas Office of Emergency Management, 09-10 to 4-11.
Work History		
Aug 2020 Present	-	Northrup Grumman, Irving, TX - Resilience Manager <ul style="list-style-type: none"> Implemented and maintained an actionable Business Continuity Management Framework. Document the results of all tests and drills and identifies any suggested augmentations to the continuity and recovery action strategies. Lead a team that maintains compliance with all standards, regulations, and requirements. Successfully completed over 250 Business Impact Analyses (BIAs) and 430 Business Recovery Plans (BRPs), including initiation, tracking, and audit of plan review and approval process. Enhanced resiliency of Business Continuity Plans by implementing initiatives to simplify procedures and mitigate risks in the execution of critical end-to-end processes. Partner with entity and functional leads to implement and maintain disaster recovery plans and metrics to ensure the security and integrity of company technology and data and identify program improvements. Familiar with Risk management tools such as Fusion, Archer, Infinite Blue Provide continuous improvement leadership and support to drive KPI's for safety, quality, production, efficiency, and service.

	<ul style="list-style-type: none"> • Develop standard operating procedures for IT systems to ensure compliance with corporate governance. • Audits – Be point on and manage all internal and external audits including client and external security audits. Respond to client and prospect security questionnaires. • Manage and maintain all security documentation and exhibits. • Framework – Bring all security documentation up to date with current standards and frameworks
Oct 2017 - Aug 2020	Freddie Mac Via IBM, Dallas, TX - Disaster Recovery Project Manager <ul style="list-style-type: none"> • Drafted the Business Resilience Coordinator (BRC) quarterly newsletter which highlighted the latest developments and achievements within the Operational Resilience unit. This allowed for situational awareness within each business unit companywide. • Coordinated the development, reviews, and updates of incident response plans and procedures. • Plans and coordinates tabletop exercises, live testing, and other information assessments to help ensure that DR capabilities are in a continuous state of readiness. Provided overall coordination during an actual incident event to ensure compliance with process and timely resolution. • Worked with business units and product teams to assist in completing application Business Impact Analysis and end-to-end Technical Disaster Recovery Plans. • Coordinate ITO resources that will be required to maintain an operational Enterprise-wide DR program and plans for the restoration of mission-critical business applications. • Oversaw the planning, coordination, and scheduling of business continuity exercises to validate plans. • Monitors the information technology change management process and DR technology maintenance processes to help ensure that DR capabilities are in a continuous state of readiness. • Plans and coordinates tabletop exercises and live testing of fail-over / return-to-normal capabilities. • Analyze organizational risk within the disaster recovery program and recommend mitigation strategies. • Ensured that all documentation requirements were met including Risk assessments, Emergency Action Plans and Business Continuity plans.
Nov 2016 – Apr 2017	United States Department of Agriculture, Dallas, TX - Disaster Recovery Analyst <ul style="list-style-type: none"> • Oversee and review the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems such as mainframe and midrange servers. IAAS, PAAS, and SAAS were the services to customers. • Facilitate the preparation of an organization-wide business resumption plan and updated MIR3 call tree database. • Assist in the coordination and establishment of disaster recovery programs and business resumption planning across mainframe and client server platforms. Coordinate and monitor simulation testing across all platforms. • Preparing and giving disaster recovery and emergency response presentations for customers such FAA, FEMA, and FSA. • Conducting business impact assessments (BIA), analyzing results of BIAs, and coordinating with technical teams to develop recovery solutions based on BIA results. • Other duties include meeting with application to help them define a BIA profile, which helps Sprint identify which applications are critical. Business Continuity plan were developed using Word for those applications identified from the BIA as being critical. • Ensured that Business Resilience data and processes were aligned and integrated with other facets of the BCM department, including Disaster Recovery, Vendor Risk

	Management, and Crisis Analysis and Response and Compliance which allowed for enhanced coordination within the division.
Jun 2016 – Nov 2016	Health Management Systems, Irving, TX - Business Continuity Analyst <ul style="list-style-type: none"> Plans and oversees enterprise-wide testing events ranging from minor to major complexity and participation, including but not limited to tests of the emergency notification system, secure remote access capacity testing, and tests involving multiple business units. Maintains relationships with business unit leaders to establish goals and objectives for the business continuity plan (BCP) and Disaster Recovery programs and initiatives. Discovers, analyses, and certifies the alignment of business recovery requirements with IT recovery capabilities to ensure plans are sound; identifies gaps and facilitates corrective action; establishes practical and achievable Recovery Time and Recovery Point Objectives (RTO/RPO) as required contractually and by the business. Ensure Disaster Recovery solutions align with business expectations as required by the RTO and RPO identified in the Business Impact Analysis. Work closely with Application Owners and Solutions Directors during planning events to understand Disaster Recovery needs for all new projects and how those projects impact the Disaster Recovery Plan. Adhere to department policies and procedures for documenting business continuity plans, Business Impact Analysis, Risk Assessment, and Crisis Management procedures. Supports planning for critical systems recovery prioritization through logical process mapping and business concurrence; ensures IT Recovery Plan follows the designated critical path.
Nov 2015 – May 2016	Citibank via Accenture, Irving, TX - Software Release Manager <ul style="list-style-type: none"> Responsibilities include production and release processes and procedures, coordinating with project management teams and Information Technology (IT) teams to ensure that all procedures have been followed and approvals obtained related to release. Responsible for working with IT to implement release and approve content being published. Secondary responsibilities include project management, implementing new website functionality, client communications, management of production vendor relationships and gaining cooperation as needed from other Citi Retail Services organizations. Maintains knowledge of Account Online and Online Services website structures and pages to be proactive in ensuring that all pages are up to date based on current marketing programs and needs of the Business. Responsible for working with end users, developers, project managers and testers in an Agile short iteration environment to ensure requirements and functional designs are translated and implemented correctly and meet the customer needs.
Feb 2013 to Jun 2015	Alcatel, Lucent Plano, TX - Incident Detection Analyst <ul style="list-style-type: none"> Worked on escalation and reporting procedures, managing security alerts within enterprise SIEM systems and performing network monitoring in a Cyber Security Operations environment. BI-Weekly reporting of metrics based upon (KCI) Key Capacity Indicators and (KPI) Key Performance Indicators Escalate high or critical severity level incidents to Incident Investigators Consume threat intelligence and disseminate findings to relevant parties. Conduct hunting activities based on internal and external threat intelligence. Submit network change tickets in Remedy and SunGard (LDPRS) for backup testing, gathering performance data and other disaster recovery related changes and requests.

Jul 2012 to Nov 2012	Alcatel, Lucent Plano, TX - Business Resiliency Engineer <ul style="list-style-type: none">• Build and maintain Disaster Recovery related information to include procedures, training materials, and policies.• Assisted Disaster Recovery lead in developing requirements and standards across multiple business units and sites.• Updated detailed information supporting the Disaster Recovery Procedures (e.g., contact lists, personnel assignments, hardware and software specifications, network diagrams, vital records management and inventory lists, offsite back-up schedules, etc.• Assist in confirming all systems and applications are properly categorized through the Business Continuity process and establishing that proper and respective Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) meet compliance and are applied and achieved.• Ensuring that all technical components of the Disaster Recovery Plans are successfully tested at least annually, or whenever significant changes are made to those components a verification test was coordinated.• Responsibilities also included writing and hosting mop reviews for OEM and customer project managers.
Nov 2011 to Jul 2012	Ericsson, Plano, TX - Project Manager <ul style="list-style-type: none">• Ericsson OEM Led for Project Plans, Schedule Maintenance, and issue Resolution.• Coordinated and hosted Business Impact Analysis (BIA) workshops to determine critical business processes, identify acceptable RTOs, and establish the resources required for the successful resumption of business operations in the event of a disaster.• Maintained 3G and 4G core tracker stored on Share Point and used for weekly reporting on any updates to the business continuity living document.• Track and drive resolution to any OEM specific issues that impact deployment of MME and S/PGW timelines.• Identify and bring visibility to any OEM issue that requires national PMO awareness and engagement.• Coordinate Sprint NDE project dependencies and deliverables to the OEM's, this includes multi-vendor projects.

Network Engineer

Name	Tupurani Chiranjeevi Rangachary
Summary of Experience	<ul style="list-style-type: none"> • Very Passionate Sr Network Engineer having worked in projects that include Data Center refresh, Campus Redevelopment, Firewall and F5 Installations, with over 8 years of experience in routing, switching, Network Security-Next Gen Firewalls, Load Balancers, Wireless and VOIP systems design, administration, and troubleshooting. • Specialized in L1/L2 troubleshooting within large-scale environments, excelling in Network Design, Datacenter and Spine Leaf Architecture, and leading migration projects to alternate vendor equipment. • Expertise in Layer 2 Switching, Layer 3 routing, network security, including perimeter and VPN firewalls, load balancing with F5, and managing wireless LAN Controllers. • Proficient in the installation and maintenance of a range of Cisco and Nexus switches in enterprise and data center settings. • Experienced AP designing using Planner mode in Air magnet, Ekahau and Cisco Prime planner. • Strong experience of routing protocols like ENHANCED INTERIOR GATEWAY ROUTING PROTOCOL (EIGRP), OSPF, RIP, BORDER GATEWAY PROTOCOL (BGP) and IP addressing, • Experienced in Troubleshooting for connectivity and hardware problems on Cisco Networks. • Hands on experience in L2/L3 protocols like VLAN, STP, ISL, MPLS, DMVPN and Trunking protocols. • Good knowledge in WAN Technologies, ACL, NAT/ PAT, Ether Channel, IPSec and VPNs. • Enhanced level of knowledge with PPP, ATM, T1 /T3 Frame-Relay. • Experienced in Cisco and Aruba wireless solutions. Importing floor plans, Aps and heatmaps in Cisco prime and Aruba Airwave • Experience with Cisco UCS, Virtual Infra on VMware, Installation, Upgrades and Patching. • Experience with Cisco Prime applications and Cisco Controllers along with hand-on implementation in Identity Service Engine (ISE). • Great experience in Cisco wireless LAN controller and Access points • Expertise in implementation and troubleshooting of protocols such as HSRP, VRRP, GLBP, ACL. • Extensive knowledge in different networking protocols DHCP, DNS, FTP, VOIP (SIP, H.323, MGCP) • Skilled in configuring and troubleshooting Juniper EX Switches across various series and well-versed in VSS, VIRTUAL PORT CHANNEL (VPC), and VDC technologies, as well as redundancy protocols like HSRP, VRRP, and GLBP. • Experienced with comprehensive Cisco and Juniper router series, and high-level knowledge in routing protocols such as OSPF, ENHANCED INTERIOR GATEWAY ROUTING PROTOCOL (EIGRP), RIP, and BORDER GATEWAY PROTOCOL (BGP), including MPLS implementations. • Proficient with F5 profile management, SSL offloading, iRules, and iApps, with experience in migrating from ACE to F5 load balancers. • In-depth experience with MPLS technologies, including Layer 3 VPN, Traffic Engineering, and QoS, and managed next-gen firewall features like APP ID and ThreatID on Palo Alto and Checkpoint firewalls. • Excellent analytical, organizational, oral and written communication skills with the ability to work independently and in a team environment.
Education & Certification	<ul style="list-style-type: none"> • Bachelor of Engineering in Hyderabad • Cisco Certified Network Associate • CCNP (Routing & Switching)

	<ul style="list-style-type: none"> PCNSE – Palo Alto Certified Network Security Engineer
Technical Skills	<ul style="list-style-type: none"> Networking Technologies: LAN/WAN Architecture, TCP/IP, VPN, VLAN, VTP, NAT, PAT, STP, RSTP, PVST, MSTP, SD-WAN, SD Access, Fabric Path. Networking Hardware: Cisco Switches, Cisco Routers, ASA/Pix/Palo Alto/Fortinet/Juniper firewalls. Routing Protocols: OSPF, ISIS, ENHANCED INTERIOR GATEWAY ROUTING PROTOCOL (EIGRP), RIP, MPLS, IS-IS, BORDER GATEWAY PROTOCOL (BGP), Multicasting Security Technologies: PAP, CHAP, Cisco PIX, Blue Coat, Palo Alto, ASA, Fortinet, Checkpoint, TrustSec/ISE Network Monitoring: SolarWinds, Wireshark, HRping, Whatsupgold, Infoblox Operating Systems Windows 7, Vista, XP, 2000, LINUX, Cisco IOS, IOS XR, IOS-XE, NX-OS Routers: 1800, 2611, 2800, 3600, 3845, 3900, 4300, 4400, 4500, ASR 1000X, 7206VXR, Juniper M & T Series. Load Balancers: F5 Networks (BIG-IP), NetScaler (Citrix) Capacity & performance: Cascade Riverbed (Flow Monitor), WAN Killer Switches: CISCO 2960,3750,3850, CAT 9300, CAT9400, CAT 9500,4500,6500,6800,9000 Nexus 7k,5k,2k Programming Languages: C, C++, Perl, Power Shell, Python Simulation Tools: GNS3, VMware, OPNET IT GURU, OPNET Modeler, Cadence Firewalls: Juniper Net Screen (5200), Juniper SRX (240, 650, 3600, 5800), Pix (525, 535), ASA (5520,5550,5580), McAfee Web Gateway, Checkpoint, Palo Alto firewalls (7k, 5k, 2k) AAA Architecture: TACACS+, RADIUS, Cisco ACS Features & Services: IOS and Features, HSRP, GLBP, VRRP, IPAM IRDP, NAT, SNMP, SYSLOG, NTP, DHCP, CDP, DNS, TFTP and FTP Management, Open Stack, IVR's, HLD and LLD documents, Dell equal logics Wireless and Radius Technologies: Canopy Wireless Devices, CISCO 1200 series APs, Aruba wireless and APs, Cisco Meraki, Linksys Wireless/Wi-Fi Routers, Prime Infrastructure, Air Magnet, AirWatch and WLC's (8510, 5508, 5706), Cisco Aironet's (2600, 3600, 3700), ISE, MSE, Aruba 225, Aruba 3000 controller & Airwave, ISE, Clear Pass 6.0,6.2,6.5, 802.11a, b, c, g, n, ac WAN and Cloud: Frame-Relay, riverbed, MPLS, T1-T3 lines, VMware vSphere, Azure, Cisco Meraki
Work History	
Dec 2021 – Present	<p>Arcelor Mittal, East Chicago, IN Sr. Network Engineer</p> <ul style="list-style-type: none"> Design, Maintain and troubleshoot issues in Datacenter Network in all areas which include switching, routing, Firewalls and Load balancer. Project includes several migrations from Cisco routers to Juniper, ACE to F5, ASA to PA firewalls etc. Design of DMZ designed by Spine Leaf Architecture. Managed configuration, monitoring, and troubleshooting within TCP/IP network environments, overseeing 500+ network and security devices, including Cisco routers and switches, etron routers, Nexus switches, Juniper and Palo Alto firewalls, F5 BigIP load balancers, Blue Coat proxies, and Riverbed WAN/MAN optimizers. Specialize in Palo Alto firewall design and installation, configuring features like application and URL filtering, SSL decryption, and maintaining VPNs, contributing to successful PA-5000 series deployments in data center perimeter security roles. Lead network upgrades for IPV6 installation, configured IPV6 pools, and conducted tunneling tests to ensure seamless transition and implementation. Execute regression testing for Layer 2 switching, Layer 3 routing, and application protocols, and carried out thorough SIP testing for IP telephony with Asterisk servers. Manage the migration of ASA firewalls to Palo Alto's next-gen firewalls, transferring IPSEC tunnels, ACLs, NAT rules, and policies using migration tools.

	<ul style="list-style-type: none"> Enforce network security policies and user authentication protocols using Aruba ClearPass, and performed IOS upgrades across various Cisco Catalyst and router series. Work on Cisco ASR 9K, Nexus 7k and 9K, designing and configuring OSPF, ENHANCED INTERIOR GATEWAY ROUTING PROTOCOL (EIGRP), and BORDER GATEWAY PROTOCOL (BGP) protocols for core and distribution layers, and facilitated OTV Layer 2 connections between data centers on Nexus. Install and manage Aruba and Ruckus wireless controllers and access points, ensuring robust wireless infrastructure and addressing connectivity issues. Configure and troubleshoot network traffic engineering using BORDER GATEWAY PROTOCOL (BGP)/OSPF and large-scale network operations and maintenance procedures. Responsible for configuring and troubleshooting Layer 2 technologies like HSRP, VRRP, MST, STP, VSS and VIRTUAL PORT CHANNEL (VPC) Deploy wireless network and monitored wireless devices using Cisco Prime Infrastructure Analyze networks and troubleshoot network bugs to successfully mitigate large scale issues. Configure routers, switches, firewalls, and load balancers, as well as upgrade software on routers, switches, firewalls, and load balancers on a large-scale network Review and audit firewall policies using tools like Tufin and Splunk, ensuring optimal rule efficiency and security compliance. Administer IPAM systems for extensive WAN/LAN networks, managed Solarwinds IPAM, Infoblox DNS and DHCP servers, and provided expert-level security solutions for perimeter firewall security and IPS. Strategize cloud computing transitions and successfully migrated application servers from on-prem data centers to Azure Cloud. Utilize Solarwinds for network performance monitoring, and managed DHCP and DNS services with Windows and Infoblox servers. Implement and support VoIP environments with Avaya and Cisco, ensuring QoS for call quality, and configured IPv6 addressing for internal networks. Troubleshoot network issues utilizing tools like Wireshark and TCP dump, and maintained network protocols such as VLANs, STP variants, and HSRP/GLBP for redundancy. Maintain a multi-vendor network environment, including Cisco ASA, Juniper JUNOS, Fortinet firewalls, and Palo Alto PA-200, and implemented security solutions using Palo Alto PA-5000/3000, Cisco ASA, and Checkpoint firewalls. Work on Cisco IOS/NXOS platform for all core data centers including Catalyst 2960x 3750, 3850, 4500, 6500, and N5K, N7K, and Router 7200, 7600, ASR-1K and 2k Series Conduct high-level network troubleshooting and diagnostics, including packet capture analysis with Wireshark, and regularly updated infrastructure with the latest technology. Design and implement network security measures and participated in projects like Okta cleanup for planning and user provisioning. Configure Meraki devices for SD-WAN implementation, troubleshooted with Riverbed steelhead appliances for network latency issues, and managed servers and infrastructure additions to DMZ environments based on application platform requirements. Assist in network design standard creation, developed network documentation, and maintained network test/dev environments.
Jan 2021 – Nov 2021	Hasbro, Renton, WA Sr Network Engineer <ul style="list-style-type: none"> Worked in Enterprise and Data center environment on switching, routing, firewalls (Site to Site VPN tunnels) and VOIP. Worked on Different VOIP systems on

	<p>network. Worked on Cisco Wireless. Worked on Load balancers in Data center for internal and external applications.</p> <ul style="list-style-type: none">• Was an Integral member of a network delivery team, performing code upgrades, managing access lists, and automating device configurations across various data centers using an internal tool called Autopilot.• Executed migration and implementation of Palo Alto Next-Generation Firewalls, transitioning from Cisco PIX and ASA to PA-5000 series firewalls, enhancing perimeter security.• Led IPV6 installation projects, including compiling network information, establishing IPV6 address pools, and conducting tunneling test beds.• Conducted regression testing for Layer 2 switching, Layer 3 routing, and application protocols, including testing for VRF affected IP applications and SIP functionality with IP phones.• Managed migrations from ASA firewalls to Palo Alto next-gen firewalls, ensuring seamless transfer of tunnels, ACLs, NAT rules, and policies.• Migrated Cisco ACS to ISE platform along with supporting and implementing ISE and enforces policies for controlling guests' access into the company network• Coordinated with Application Teams to develop application validations involving F5 LTM and GTM components.• Installed and configured Fortinet appliances, and managed a variety of networking hardware such as Cisco routers and switches, including Nexus 7k and ASR 9k, and Fortinet and Checkpoint firewalls.• Contributed to cloud platform development for legacy applications using Azure technologies and managed network security through Infoblox and Zscaler.• Conducted site surveys and implemented new remote office setups, including the replacement of EOL Cisco switches and etron routers, and server moves to modern infrastructure.• Gained comprehensive experience with Cisco Unified Communications technologies, including CUCM, CME, CUC, UCCX, UCCE, and voice gateways.• Maintained backend development using Python and Flask Web Framework and managed device configurations and maintenance for Juniper, Cisco, and Ciena equipment.• Implemented IPv6 addressing for Cisco ISR routers and switches during system upgrades and deployed Cisco ASA 5540 firewalls for server internet access.• Managed OKTA policies, applications, and integrations, and installed Microsoft Proxy Server 2.0 and Infoblox DNS/DHCP/IPAM systems.• Involved in designing and deploying greenfield SDA site architecture and fabric components based on DNA solution• Performed network assessment of existing architecture and identify and propose new network design• Prepared design documents such as HLD, LLD, Migration plane,• Migrated network from old network infrastructure (Cisco Catalyst series like 3700,3800,4500,6500 to new infrastructure (Catalyst 9k series,9300, 9500 and 9600)• Created a Fabric site which has its own set of control plane nodes, border nodes, and edge nodes.• Was responsible for configuring Network Settings, IP Pools, Policy and Group Based Access List, Provision Devices to Site and Host On-boarding• Extensively worked on Cisco ACI, NxOS and IOS, other SDN products Tiered Domains, QoS, data center network design, cloud infrastructure design and management, OSPF, BORDER GATEWAY PROTOCOL (BGP), VLAN Trunking• Enforced security on Wireless LAN using PEAP and EAP-FAST and assigned RADIUS and TACACS+ for new production environment deployments.• Conducted layer 2 issue audits with automated scripts and collaborated with data center teams globally for troubleshooting and maintenance.
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	<ul style="list-style-type: none">Designed and implemented advanced network features on Cisco Nexus switches and assisted in migration efforts from NetScalers to F5 load balancers.Provided documentation for device changes, collaborated with alerts teams for change management, and supported offshore teams in India with upgrades and troubleshooting.
Oct 2018– Dec 2020	<p>UBS Bank, Princeton, NJ Network/Security Engineer</p> <ul style="list-style-type: none">Involved in Installation of PA firewalls. Worked on Tier 3 Issues. Managed IP subnets, Monitoring. Worked on service now tickets on Network issues in data center and Enterprise. Upgradation of IOS for various equipment on a timely basis.Was responsible for Implementing security Solutions using PaloAlto PA-5000/3000, Cisco 5580/5540/5520, Checkpoint firewalls R70, R75, R77.20 Gaia and Provider-1/MDM.Worked on Configuring High Availability using Cluster XL on Checkpoint as well as VRRP and monitor the Sync status for tasteful replication of traffic between active and standby member.Assisted in the migration from DMVPN to Cisco Meraki SDWAN.Incorporated Cisco Nexus 9000 NXOS to ACI fabric to work in concert with existing Nexus 7000s and ASRs for MPLSExtensively worked on Enterprise and Public Safety Wireless LAN/WAN (802.11, Mesh).Researched, designed, and replaced Checkpoint firewall architecture with new next generation Palo Alto PA3000 and PA5000 appliances serving as firewalls and URL and application inspection.Was responsible for configuring rules and Maintaining Palo Alto Firewalls & Analysis of firewall logs using Panorama.Successfully installed Palo Alto PA-3000/PA-5000 firewalls to protect Data Center and provided L3 support for routers/switches/firewalls.Replaced Cisco AnyConnect VPN and Bluecoat proxy with Zscaler and worked on implementing Zscaler in Production.Deployed Hub and Spoke topology in Azure, managed BORDER GATEWAY PROTOCOL (BGP) routing policies, and maintained Aruba controller and access point configurations.Responsible for upgrading and renewing digital certificates on all Cisco devices including F5, ISE, ASA and Palo Alto firewallsManaged Bluecoat and McAfee Web Gateway proxies for secure web access and SSL decryption, and ensured network stack compliance with IPv6.Administered Palo Alto firewalls, including PA 200, 500, 3020, VM series, and Panorama M100 series, maintaining security across large network environments.Configured and maintained Cisco and Aruba wireless LAN controllers, provisioning APs, and managing wireless networks for performance and reliability.Worked on Configuration of Cloud APP control Policies, URL filtering Policies, SSL Decryption, Advanced Malware threat, DLP policies on Zscaler Internet Access.Configured and maintained IPSEC and SSL VPNs onFirewalls and implemented Zone Based Firewall and Security Rules on the Palo Alto Firewall. Exposure to wildfire is a feature of Palo Alto.Worked on Routers: Cisco (IOS and IOS-XR), Juniper MX Series routers and Nokia (Alcatel 7750, 7950).Administered Cisco AMP endpoint security infrastructure and monitored endpoints for threats.Designed and implemented primarily on Cisco WSA proxy.Worked on Configuration and Maintenance of Cisco ASA 5580-20, ASA 5540, ASA 5520, ASA 5510 series firewalls.Installed and configured high availability Big IP F5 LTM and GTM load balancers like 6600, 6800 to provide uninterrupted service to customer applications and monitoring the availability.

	<ul style="list-style-type: none">Involved in configuring F5 Load Balancers: Adding virtual IPs, nodes, pools, and health monitoring.F5 BigIP iRules programming and troubleshooting. Worked on F5 solutions/support for migration work of applications and websites from Cisco CSS Load Balancers to the F5 BigIP Load Balancers.Was responsible for configuring SNAT, High Availability on F5 BIG-IP appliances SSL termination and initiation, Digital certificatesConfigured and Monitored Cisco Sourcefire IPS for alerts.Monitored Intrusion Detection Systems (IDS) console for active alerts and determine priority of response.
Sep 2017 – Aug 2018	<p>Cisco, Bangalore India Network Engineer</p> <ul style="list-style-type: none">Worked in a NOC team on Layer1/2/3 issues in the network. Worked on various cisco switches and routers. Worked on Firewall rules, VPN tunnels. Includes Cabling and racking.Worked on Cisco routers 2600, 2800, 3700, 7200 and Cisco switches 3550, 4500, 2900, 4900.Key contributions included troubleshooting of complex LAN/WAN infrastructure that include.Configured firewall logging, DMZs, related security policies and monitoring.Created private VLANs & preventing VLAN hopping attacks and mitigating spoofing with snooping & IP source guard.Installed and configured Cisco PIX 535 series firewall and configured remote access IPSEC VPN on Cisco PIX Firewall.Enabled STP enhancements to speed up the network convergence that include Port-fast, Uplink-fast, and backbone-fast.Was responsible for Configuring SITE-TO-SITE VPN on Cisco routers between headquarters and branch locations.Implemented the security architecture for highly complex transport and application architectures addressing well. known vulnerabilities and using access control lists that would serve as their primary security on their core & failover firewalls.Configured F5 LTM for enterprise applications, ensuring high availability, and implemented modules like APM and ASM for advanced security and authentication.Facilitated firewall migrations, notably from Checkpoint to Palo Alto, and deployed virtual appliances in cloud environments.Developed secure network lifecycles for Cisco Nexus products and Application Centric Infrastructure (ACI) and managed diverse firewall policies and configurations across Cisco ASA, Palo Alto, and Checkpoint platforms.Established Express route and VPN connections to Microsoft Azure Cloud, and managed Aruba wireless controllers in large network infrastructures.Analyzed and resolved problems with Cisco Internet Operating system (IOS), Cisco NXOS, ASA firewalls, data packet routing, switching, proxy services, and engineering for IP data networks, VPNs, and IPSECWorked on Installation & configuration of Cisco VPN concentrator 3060 for VPN tunnel with Cisco VPN hardware & software client and PIX firewall. Involved in troubleshooting of DNS, DHCP and other IP conflict problems.Used various scanning and sniffing tools like Wire-shark.Worked with security issues like applying ACL's, configuring NAT and VPN.Was a Part of Network Operation Center NOC offshore support team from India supporting HP Data Center 24x7. L2 supports Cisco PIX and ASA Firewalls.Performed daily maintenance, troubleshooting, configuration, and installation of all network components.Assisted in troubleshooting LAN connectivity and hardware issues in the network of 100 hosts.Maintained redundancy on Cisco 2600, 2800 and 3600 routers with HSRP.Created groups, users, and policies in Active Directory.

	<ul style="list-style-type: none">• Troubleshoot and supported Cisco Core, Distribution and Access layer routers and switches.• Built IPsec based Site-to-Site VPN tunnels between various client locations.• Worked on Maintenance and troubleshooting of connectivity problems using Ping, Trace route.• Managed the IP address space using subnets and variable length subnet masks (VLSM).• Provided Point-to-Point, Frame Relay, T3, ATM, WAN troubleshooting. Troubleshooting Active Directory, DNS, and DHCP issues• Extensively worked on LAN cabling in compliance with CAT5 standards along with documenting and Log analyzing the Cisco PIX series firewall.• Configured BORDER GATEWAY PROTOCOL (BGP) for CE to PE route advertisement inside the lab environment.
Jan 2015 – Aug 2017	<p>Genpact, Hyderabad, India Network Engineer</p> <ul style="list-style-type: none">• Was responsible for PIX 7.x/8.x & ASA 8.x Firewall migration and in place hardware upgrades and Troubleshooting, IOS Security Configurations, IPsec VPN Implementation and Troubleshooting, DMZ Implementation and Troubleshooting.• Configured static NAT, dynamic NAT, inside Global Address Overloading, TCP overload distribution, Overlapping Address Translation.• As part of Security and network operations team, was involved in the LAN/WAN level 3 support (diagnose and troubleshoot layer 1, 2, 3 problems)• Worked on VLAN implementation, Spanning Tree Implementation and support using PVST, R-PVST and MSTP to avoid loops in the network. Trunking and port channels creation.• Was responsible for Firewall upgrades as well as Troubleshooting, Security Configurations, IPsec VPN Implementation and Troubleshooting, DMZ Implementation and Troubleshooting.• Performed IOS Upgrades from 7.x to 8.x as well as backup and recovery of configurations.• Worked in an enterprise network environment with dynamic routing using OSPF and BORDER GATEWAY PROTOCOL (BGP) for external connectivity.• Configured Switches with proper spanning tree controls and BORDER GATEWAY PROTOCOL (BGP) routing using community and as path prepending attributes.• Installed Windows Server 2003, configure IP addresses, network printers, and configure Client Access for PCs.• Worked on Physical cabling, IP addressing, Wide Area Network configurations (Frame-relay).• Deployed a Syslog server to allow proactive network monitoring.• Implemented VLANS between different departments and connected them using trunk by keeping one Vlan under server mode and rest falling under client modes.• Configured Client VPN technologies including Cisco's VPN client via IPSEC.• Was responsible for Switching related tasks included implementing VLANS and configuring ISL trunk on Fast-Ethernet channel between switches.

Project Manager

Name	Jaganathan Vimalanathan
Summary of Experience	<ul style="list-style-type: none">• 20+ years of Professional IT industry experience and 14+ years as Project Manager, Solution Architect, Programmer/Developer, and Scrum Master.• Accountable for projects that spread across AWS, Client Server, Web technologies and Mainframe.• The industry recognized Project Management Professional (PMP) certification which evaluates and certifies the concepts, methodologies and practices for project management practices will help him in performing project management duties.• Proven ability to deliver within time and within budget, outstanding project/program management skills. Ability to manage budgets of cross-functional teams consisting of systems engineers, interface analysts, implementation consultants, data analysts, database management and solutions architects• Proven track record of successfully leading cross-functional teams to mitigate cyber threats and enhance organizational Cyber resilience.• Strong ability to project status to VP on a bi-weekly basis, both from the team perspective and overall project status perspective highlighting any potential issues, including schedule, resource, cost, project risks, and risk mitigation plans• Well versed with Software Development methodologies like Agile, Scrum, Kanban and its best practices as well as the use of MS Office Suite like MS Project, MS Word, Excel, PowerPoint, and Visio for Project Management purposes• Expert at using project management methodologies and tools, resource management practices and change management techniques• Experienced in managing all phases of project development and implementation by ensuring that business deliverables were completely satisfied, on time and within budget. Highly skilled in overall coordination, status reporting and stability of project-oriented work efforts• Highly capable of facilitating project scope management process, project planning and monitoring, requirement analysis and design using techniques like business case, use business capability models, estimation, risk management and analysis, process analysis, and data models and documentation of project management artefacts• Well versed with coordinating communication with all areas of the enterprise that impacts the scope, budget, risk and resources of the work effort being managed• Able to handle overall responsibility to deliver technical solutions to business problems within scope, budget, schedule and quality constraints while providing leadership to the team as well as drove process improvements and operational stability• Proficient in partnering with senior management of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise• Proficient in managing projects on both Agile and Waterfall methodologies• Certified Scrum Master (CSM) which validated his knowledge on the Agile methodology particular Scrum.• AWS Solution Architect Associate Certification certified by Amazon Web Services (AWS) which evaluated the skills and deep understanding as solution architect and designing in AWS environment.• Proficient in Confluence, SharePoint, JIRA, Clarity PPM and MS Project for effective project management and documentation.• Excellent analytical, communication, organization, interpersonal and problem-solving skills with the ability to work individually as well as in a fast-paced team-oriented environment
Education & Certification	<ul style="list-style-type: none">• Bachelors of Engineering, Regional Engineering College (REC) - Jaipur• Project Management Professional (PMP) by PMI -• Certified Scrum Master (CSM) by Scrum Alliance• AWS Solution Architect Associate by Amazon Web Services (AWS) – Expired

	<ul style="list-style-type: none"> • ITIL V3
Work History	
Jun 2022-Present	<p>CitiBank, Dallas, TX / Senior Project Manager</p> <ul style="list-style-type: none"> • As a PMP (Project Management Professional) certified project manager, accountable for projects from the planning stage, documenting user requirements, develop a detailed MS project plan with WBS, create functional and technical design documents, execution, UAT, cut over and implementation. • Responsible for project management activities which include people management, schedule management, risk management, metrics, and quality procedure adherence. • Accountable for the migration and maintenance of applications hosted in AWS. • Manage team of 20+ resources across various time zones and regions involving DevOps and application development teams • Lead and manage a DevOps team responsible for implementing and maintaining continuous integration, delivery, and deployment pipelines for software development projects. • Partner with Product, Engineering and QA leads to determine required product, create scope, business/use cases and identify success measures/KPIs, metrics, risks, dependencies and created corrective action plans (CAP). Accountable for delivery schedule. • Conduct product's detail design sessions and documentations with technical team and provide functional requirements. • Responsible for escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and resources to meet the needs of customers • Manage and execute scum team, Scrum backlog in collaboration with the Product Owners and the team members • Facilitate Scrum Ceremonies- refinements/planning, estimating and maintain the artifacts • Work with Product Owner to manage and order the product backlog as well as with the development teams to groom user stories and making sure the understanding is achieved. • Own and manage sprint demos to interact with internal and external stakeholders to gather feedback and work towards an overall product goal. • Work as a JIRA admin to create, manage and clone user stories in JIRA. Created burnt down charts and Velocity metric to showcase sprint progress • Create RACI metric to facilitate communication and escalation metric also created RAD logs to track the status. • Track performance metrics and value delivered using dashboards and leverage data to drive continuous improvements, ensure pro-active alignment with business needs • Identify, recommend, and implement delivery best practices based on expert knowledge of Agile methodologies (Scrum, Kanban, SAFe, hybrid etc.) • Provide mentorship, coaching and development for team members and leads as appropriate. • Model and inclusive, roll- up- your- sleeves work ethic by showing a willingness to participate in daily workloads when needed to make deadlines • Accountable for providing the Product Sponsor and stakeholders with a routine status of the progress, actively communicating, and resolving impediments and risks, and ensuring that product leadership alignment is a priority. • Perform Gap analysis in BPMN tool and identifies opportunities to automate or streamline current processes • Display solid fiscal responsibility by managing and adhering to budgets and always seeking out operating efficiencies and economies • Manage multiple teams in Citibank - search engine enhancements and messaging applications migration to AWS.

	<ul style="list-style-type: none"> • Work with Cyber Security Office (CSO) and system owners to address audit and regulatory related issues related to IAM policies and AWS infrastructures. • Manage the security aspects of the user stories like the vulnerability analysis with security team. • Address the cyber security vulnerabilities reported in Brinqa tool related to AWS infrastructures, policies, etc. • Facilitate, attend, scribe, and distribute meeting minutes, ensuring effective communication within project teams. • Utilize Microsoft Project to develop comprehensive project plans, including defining tasks, dependencies, durations, and resource assignments. • Involve in creating Gantt charts, critical path analysis, and resource leveling to optimize project schedules and ensure alignment with project objectives and timelines. • Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated on project progress. • Focus on key planning events: product planning, release/feature planning, iteration planning, sprint review, and stand-ups. • Report to the Steering Committee on project progress and key milestones.
Feb 2015 – Jun 2022	<p>Capgemini Americas Inc./ Warner Brother Entertainment Inc (WBEI), Los Angeles, CA / Project Manager</p> <ul style="list-style-type: none"> • Was responsible for migration of the 50+ client's Application infrastructure, networks, application data and interfaces from on-premise datacenter to AWS Oregon region. • Led and managed end-to-end application development projects, ensuring adherence to project timelines, budgets, and quality standards. • Led strategic planning initiatives to develop and implement incident management frameworks. • Facilitated cross-functional collaboration among IT security, legal, and senior management teams to optimize incident response efforts. • Partnered with Business Owners to monitor Metrics and Build a Continuous Improvement Plan based on cost benefit analysis. • Established and implemented project management processes and methodologies to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations • Was responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review • Assessed the requirements of the project and recommended suitable IT components • Analyzed different options and recommended the most suitable solution for the project economically feasible • Supervised IT staff, consultants, vendors, and suppliers as well as partnered with Enterprise Architecture and Business leaders to lead design, interaction and implementation of application • Was responsible for providing follow-up guidance on innovative ethics and compliance program management techniques as well as drafting substantive compliance and ethics presentation material which incorporate existing ethics and compliance community • Worked with key stakeholders to develop a clear understanding of a business need, define the project goals and charter, and ensure alignment with strategic objectives • Developed and maintained project plans, identify resource needs, and manage project schedule • Identified project risks and creating effective mitigation plans as well as project issues and creating effective remediation plans • Lead standup meetings, manage the backlog, lead sprint planning, facilitate retrospectives and advise the product owner on Agile specific duties

	<ul style="list-style-type: none">• Worked on Project planning which with scrum ceremonies including sprint planning, standups, sprint retrospective, sprint demos, story grooming, and release planning. Manages sprint backlogs, story cards and tasks in JIRA.• Delivered value by leading project teams and by driving effective collaboration with team members, stakeholders, other Project Managers and Business Analysts• Conducted comprehensive risk assessments and vulnerability analyses to identify and prioritize cyber threats.• Implemented targeted mitigation strategies to enhance organizational cyber resilience and minimize risk exposure.• Collaborated with stakeholders to define project scope, objectives, and deliverables, and developed comprehensive project plans and schedules.• Oversaw the entire software development lifecycle (SDLC), from requirements gathering and analysis to design, development, testing, deployment, and post-deployment support.• Managed project resources, including internal development teams, external vendors, and contractors, to optimize productivity and efficiency.• Conducted regular project status meetings, provided updates to stakeholders, and facilitated effective communication across project teams.• Identified and resolved project issues, obstacles, and conflicts in a timely manner, fostering a collaborative and supportive work environment.• Monitored project progress, tracked key performance indicators (KPIs), and implemented corrective actions as needed to ensure project goals were met.• Managed project budgets, tracked expenses, and provided accurate financial forecasts and reporting to senior management.• Acted as a liaison between technical teams and business stakeholders, translating business requirements into technical specifications and vice versa.• Involved in creation of to-be architecture diagram in AWS with Architects and involved in getting the architecture approved by the Architecture review board.• Managed the application migration of various technologies like .Net, Power Builder, Java. Activities involved like creation of different environments, configuring the application, validation and performance testing of the application functionality before the cut over activities.• Worked with Devops team on the post build activities related to the AWS accounts and access.• Created a similar setup for prod environment, UAT approval, cut over activities and go-live support.• Worked with the Data Base Administrator (DBA) team in the migration of the application data from on-premises to AWS EC2 DB server for all environments, access to the application teams and validate the performance post data migration.
Feb 2009 – Jan 2015	<p>Capgemini Americas Inc./ Warner Brother Entertainment Inc (WBEI), Los Angeles, CA / Project Manager/Scrum Master</p> <ul style="list-style-type: none">• Was responsible to oversee Service Delivery and management of the 20+ client applications.• Was responsible for achieving company goals in delivering high quality of service adhering to all Service Level agreements (SLAs) while maintaining a good contribution margin and minimizing overhead costs to break a win-win deal for both the company and the client.• Coordinated with Onshore/Offshore team to ensure projects are delivered on time.• Was responsible for senior management reporting on the status, issues and risks on weekly basis.• Managed the successful migration of Theatrical/Television data from Legacy Mainframe (VSAM and Flat Files) to SQL DB which had a cost saving of \$5 Million per year.• Evaluated project risk using qualitative (Delphi technique, decision tree analysis) and quantitative risk analysis methodologies to determine the impact.

	<ul style="list-style-type: none">• Conducted due diligence reporting and risk analyses and recommend appropriate risk-based actions concerning all client relationships. Responsible for implementing risk responses and monitor project risks.• Articulated and translated business needs into technical terms, prepared detailed work breakdown structure (WBS) and instilled shared responsibilities for achieving project milestones.• Worked with Data analyst to create Source to Target mapping document, provide functional requirements to developers, coordinate code review, test plan strategy, UAT and release management.• Utilized MS Project to create Project Plan, allocate resources for tasks, tracking progress, managing and budgeting• Resolved data migration defects through weekly IT and business meetings.• Worked on Executives, stakeholders and vendor collaboration across business and IT organizations in Agile and Waterfall environment• Led Steering Committee to manage Directors developing procedures for governance, intake, and training• Attended and participated in stakeholder meetings, and documented and reported project status reports and milestones• Developed project charters, program roadmaps, executive status reports, process flowcharts, risk and issues RAID logs, timelines, etc• Involved in project gating process where projects are estimated for cost, duration, and business benefit.• Organized cost control measures by oversee acquisition of resources and materials as needed before and during projects by talking with customers, team members, managers, and in-house accountants and negotiating price and payment agreements with vendors• Worked with client functional and technical implementation teams, scoped the technical work, selected resources, and developed the Staffing, Master Data conversion, Regression testing, and Integration plans• Managed the upgrade and roll out of SAP GUI 7.60 and Win shuttle 12.1 to 3000 SAP users across different platforms like Desktop, Citrix and VDI's.
Aug 2004 – Jan 2009	Capgemini India Private Ltd, Bangalore, India Team Leader/Software Developer <ul style="list-style-type: none">• Provided Support, Maintenance and Enhancement of client Mainframe systems on 24/7 basis. Enhancements to the LCIS (Legacy Customer Information System) which was the core system for client business and billing. Addressed the issues raised by business users.

Quality Assurance Analyst

Name	Anna Ninburg
Summary of Experience	<ul style="list-style-type: none">• Results-driven QA Specialist with over 15 years of technical and business experience in financial and public services. Equipped with a computer engineering degree and advanced proficiency in diverse testing and monitoring tools. Possess a robust skill set to ensure the highest standards of quality assurance.• Expertise spans the software development life cycle, encompassing automated testing, test management tools, and manual SQL Queries. Skilled in operating seamlessly across Windows and Unix platforms with a proven track record in developing and executing comprehensive test cases that contribute to the delivery of high-quality code.• With a keen understanding of business requirements, excel in capturing and analyzing complex technical specifications. Experience extends to various CMS platforms with the ability to successfully navigate a range of projects within both financial and non-profit sectors. Strong knowledge of software testing methodologies and techniques• Well versed with all phases of Software Testing Life Cycle (STLC) such as Requirement gathering, Test Planning, Test Estimations, Test Case Creation, Test Environment Setup, Test Execution, Defect Reporting and Tracking and Software Development Life Cycle (SDLC) models such as Waterfall, V-Model and Agile (SCRUM) methodologies• Highly experienced in Web based testing including GUI Testing, Smoke, Regression Testing, Integration Testing, System Testing, Performance Testing, Stress Testing, Functional Testing and Unit Testing.• Hands on with executions, verifications, and validations to find high priority, severity defects. Excellent logical and analytical abilities for understanding and developing system workflows, computing, and verifying Software Metrics and well suited for communicating with both technical and non-technical professionals.• Extensively knowledge of creating automated tests using Selenium WebDriver for Continuous regression testing and reducing manual testing using Selenium, TestNG and Maven.• Skilled in constructing complicated and straightforward SQL queries using various joins, aggregate functions, sub-queries, and other clauses for Back-end testing/Database testing and testing database interfaces. Expert at performing UAT testing using both manual and automated scripts.• Highly successful at logging defect, prioritizing defect, verification, and track defect on till closure on HP ALM (Application Lifecycle Management), Jira MTM, and other defect tools. Proficient in Designing Test plans, Test cases, Test Scripts and Test Procedures.• Experienced in using Testing tools such as Quick Test Pro/Test Director/Quality Center/ALM / Test Complete/ Selenium WebDriver, SOAP UI for Web services testing.• Clear understanding of Software Development Lifecycle (SDLC) like Waterfall, V and Agile Methodologies Experience in Software Testing, Functional Testing, Regression Testing, Integration Testing, Internal verification and validation, Sanity Testing, Smoke Testing, Web Services Testing, Mobile Device Testing, Backend Testing (API), End-to-End System Testing and User Acceptance Testing.• Proficient in different phases of Software development Life cycle including Strategic Systems Planning Designing, Programming, Testing, Documentation, and Presentation to clients and preparing customer specifications as part of software technical requirements and Customer support. Strong analytical, written and verbal communication as well as interpersonal skills with the ability to communicate effectively with all group/type of audiences.
Education	<ul style="list-style-type: none">• Bachelor of Arts (BA) in Computer Science and Information Systems from Pace University, New York, NY.
Work History	
Jul 2005-Aug 2023	<p><i>The Metropolitan Museum of Art, New York, NY Senior QA Specialist</i></p> <ul style="list-style-type: none">• Led QA efforts for multiple re-platforming, website migrations to Sitecore and Sanity content management system (CMS) and continues QA support for website enhancements and redesigns.

- Performed Functional, Integration, Negative, User Acceptance, Regression, API, and GUI testing for web-based applications. Developed comprehensive test strategies, test plans, and test cases to assure the quality of MET Museum applications.
- Managed the complete test cycle of software development from requirements testing to user acceptance and release testing. Participated in software quality assessment and collaborate with third-party vendors on various testing activities, e.g. ensuring adherence to appropriate testing techniques
- Participated in design, development, and implementation of software quality testing tools with detailed business requirements documents. Analyzed the requirements and interacted with client counterpart to understand the requirements and the BRD
- Maintained test documents in HP ALM for both test planning and test execution. Performed unit testing, module integration testing, web testing, performance testing, regression testing, back-end testing, automation testing, report testing, functional testing, usability testing, performance testing and UAT (User acceptance testing)
- Designed and executed IT software tests, evaluate results to ensure compliance with applicable regulations. Worked on all phases of Software Testing Life Cycle (STLC), Software Development Life Cycle (SDLC), Bug life Cycle and Methods like Waterfall and Agile
- Performed API testing to fetch data in XML format to ensure that all required business rules are being enforced according to the specification. Created epics, user stories TDD/BDD techniques, acceptance criteria and test cases in JIRA
- Developed and executed exploratory and automated tests to ensure product quality. Worked on Agile Methodology using Jira and Confluence. Interacted and collaborated effectively with various teams, including QA, application development, design, internal and external stakeholders, ensuring seamless work processes are achieved.
- Assisted application development teams with use of automation testing tools. Handled data profiling, source analysis and data quality analysis. Responsible for optimizing the Mappings and implementing the complex business rules by creating re-usable transformations like Maplets
- Worked on testing newly initiated projects for mobile apps such as audio-guide, and Met app. Participated in testing ASP.NET Core Web API for collection redesign enhancement project using Postman. Created and executed test plans, test cases, test matrix for Museum online shop.
- Developed Test Cases for the Back-end testing, integrating SQL queries to be used in running test cases. Worked with Chrome development tool to investigate and debug application elements in more detail and test how pages look and perform in different devices.
- Responsible to perform data quality checks, and collaborating with cross-functional teams to identify gaps in data. Was accountable for the entire project scope, the project team and resources, the project budget & success or failure of the project along with performing impact analysis and create Technical Specifications.
- Performed data entry in content management system (CMS) and verification on the front end. Participated in status meetings to report issues. Communicated with developers and project managers through all phases of testing prioritize bug resolution using Jira.
- Decreased test execution timelines 45% through design, development, and maintenance of automated regression test suite in Selenium. Worked with software developers, project managers and clients to validate and ensure all software releases are of high quality.
- Participated in software deployment process for the new releases. Communicated qualitative findings from test results to the development team. Provided regular status updates of testing to the project manager and to the team. Reported and kept track of defects, changes, and features.
- Served as procurement ambassador for 5+ years; prepared, tracked, maintained, and updated purchase orders for digital department using Workday, saving department thousands of dollars in procurement costs.

Jan 2001 – Feb 2005	<p>CITI Bank, New York / Quality Assurance Analyst</p> <ul style="list-style-type: none">• Served as key member of geographically dispersed team. Authored and executed in-depth tests cases for projects entailing development of desktop and web-based applications. Documented test plans and cases aligned with business requirements, use cases, and stories. Managed test data and test accounts for development and testing of financial software applications.• Supported end-to-end testing, manual and automated, for corporate credit card payments, ensuring adherence to business, technical, and functional requirements throughout SDLC.• Worked with technology project managers, UAT professionals and users to design and implement test scripts/plans for web-based and desktop applications testing strategy/approach.• Performed Software quality assurance testing manual and automation using WinRunner. Conducted a variety of quality control user acceptance tests. Analyzed testing strategy to ensure that applications meet or exceed specified standards and end-user requirements.• Implemented and enforced the arm (Engineering Quality Risk Management) process to uphold project quality standards and ensure adherence to delivery estimates.• Performed back-end testing to ensure that the user data was updated in database using SQL queries inside automation scripts. Developed and maintained test cases using QA Complete. These cases serve as foundation for the regression test suite.• Assisted in the development of an End-to-End Integration environment which contains all core business applications and databases.• Was responsible for automating the regression and integration test suite(s) using Selenium with Java. Used QA methodologies and QA validations to ensure quality control.• Involved in preparation of Requirement Traceability Matrix (RTM), Software Metrics, Defect Report, and Test tracking Report and Weekly Status Reports. Led and coordinated QA efforts with offshore teams in Minsk and India.• Performed parameterization of the automated test scripts in Selenium WebDriver to check how the application performs against multiple sets of data. Gathered and analyzed user/business requirements, developed System test plans and verified bug fixes to update bug status. Managed requirements gathering of major Enterprise Data initiatives. This included evaluation of current processes and workflows for various business functions, documentation of findings, and recommendations of improvements.• Created Quality Assurance plans and audited projects according to internal standards and industry guidelines. Triggered various improvement initiatives within the SQA (Software Quality Assurance) team as well as the project teams.• Involved in carrying out functional/regression testing, database migration testing and also monitoring performance testing activities. Responsible to engage automation testing, performance testing, quality gates procedure and software quality assessment.• Collaborated with the Tech leads and Product team to determine the road map of future development. Extensively worked on Software Testing, Functional Testing, System Testing, integration testing, User Acceptance Testing (UAT), Compatibility Testing, Recovery Testing, Performance testing, functionality testing and regression testing• Implemented Page Object Model to improve automation test maintenance & avoid code duplication. Performed Performance Testing using Load Runner and JMeter for Web Applications and Client/Server environment.• Identified and communicated test failures/defects, including results of impact analysis, to software developers. Designed and conducted tests before product launches to ensure software runs smoothly and meets client requirements.• Created and executed test scripts according to application requirements documentation, logs defects. Retested software corrections to ensure problems are resolved.
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Security Analyst

Name	Baswanth Chigurupati
Summary of Experience	<ul style="list-style-type: none"> Accumulated 9+ years of IT industry experience with a strong specialization in Information Security. Proficiently conducted application security assessments, vulnerability evaluations, and employed various security testing tools. Possess in-depth expertise with OWASP Top 10 and SANS Top 25 vulnerabilities, testing procedures; continuously research latest threats to stay updated. Experience in Vulnerability management using Tenable Security center and Qualys Guard. Exceptional penetration testing skills leveraging tools like Burp Suite, SQLMap, Metasploit, Nmap, and other open-source technologies to find security flaws. Accomplished Red and Blue Team activities, spanning Social Engineering, Penetration testing, Risk Assessments, and Vulnerability Discovery. Expert at identifying vulnerabilities such as SQL, XSS, XXE Injection, Insecure direct object reference (IDOR), Security Misconfiguration, Sensitive data exposure, Functional level access control, CSRF, and Unvalidated redirects. Skilled in developing and executing customized penetration testing methodologies simulating real-world attacks to uncover risks across infrastructure, applications, APIs, and source code. Proficient at directing Penetration Tests for clients, generating insightful ad-hoc reports for management through presentations and Excel spreadsheets. Comprehensive grasp of cybersecurity concepts encompassing threat intelligence, network security, and endpoint security. Demonstrated proficiency with SentinelOne Singularity XDR, enhancing threat detection capabilities. Capable of deploying and optimizing SentinelOne Singularity XDR agents across 20,000+ endpoints enabling advanced EDR capabilities. Well versed at developing custom queries, dashboards, and scripts in SentinelOne, Splunk, and Carbon Black to enable faster threat hunting. Able to respond to high severity security incidents through containment, eradication, recovery, and implementing preventative controls to stop future occurrences. Skilled in managing Wazuh as an administrator for monitoring security events and endpoint security. Able to leveraged tools like Wazuh and Taegis for intrusion detection, log analysis, threat intelligence, vulnerability detection, and compliance monitoring. Experience responding to 150+ security incidents leveraging FireEye Helix, Carbon Black, and Splunk for detection, containment, and analysis. Extensive experience with security technologies including IDS/IPS, EDR, AV, firewalls, web proxies, SIEMs, DLP, encryption and other controls. Hands on experience creating malware analysis and dissection reports using IDA Pro, Cuckoo Sandbox, and Hybrid Analysis. Capable of successfully architecting and implementing security measures within Cloud Platforms such as Docker, Kubernetes, and AWS. Well versed with performing extensive AWS security assessments encompassing Identity and Access Management (IAM), VPCs, EC2, S3, CloudTrail, CloudWatch, secrets management, and infrastructure as code (IaC). Expert at performing source code reviews of infrastructure as code templates and CI/CD pipelines to identify insecure use of AWS services. In-depth comprehension of network architectures, operating systems, application software, and cybersecurity tools. Skilled at conducting audits on diverse firewalls including CISCO and Palo Alto, ensuring robust security configurations. Thorough grasp of network protocols, encompassing TCP, UDP, HTTP, HTTPS, and TLS.

Certifications	<ul style="list-style-type: none"> • OSCP (Ongoing), Certified Ethical Hacker (C EH) V11, Certified Network Security Specialist (CNSS)
Technical Skills	<ul style="list-style-type: none"> • Skills: Incident Response, Threat Hunting, Web application and Network Security, Penetration Testing, Malware Analysis, Computer Forensics, OWASP Top 10 Vulnerabilities, SANS 25, Vulnerability Assessment, SAST, DAST, NIST 800-53 Rev.4, CIS Benchmarks, GDPR, HIPPA, MITRE ATT&CK, MITRE Defend, Containerized platform testing, Cloud Configuration audit on Operating Systems, Databases and Docker Containers, Planning IT (Daimler Application Assets Management Platform), Agile/Scrum and Waterfall Methodologies, TCP/IP, Active Directory, Python, C, Bash, Java, PowerShell, AWS: IAM, EC2, IoT Core, Kali Linux, Windows, macOS • Tools: Sentinel One Singularity XDR, Taegis XDR, Splunk, Wazuh, Tenable Security center, Cisco, Palo Alto firewalls, Checkmarx, HP Fortify, Qualys Guard, JFrog, McAfee web application Firewall, Carbon Black, Fire Eye Helix, Jira, and Confluence Platforms, Xray, Nmap, Metasploit, Nessus, Burp Suite, Gobuster, Hydra, John the Ripper, Hashcat, SQLmap, Wireshark, OWASP ZAP, Autopsy, FTK Imager, ELK Stack, Kibana
Work History	
Oct 2022 – Present	<p>Mercedes Benz , USA / Application Security Specialist</p> <ul style="list-style-type: none"> • Execute security assessments for over 50 business applications, focusing on application security testing. • Guide and monitor the implementation of annual organizational goals and guidelines within the realm of application development. • Utilize Qualys Guard for vulnerability management, conducting monthly scans across all organizational asset groups. • Ensure timely distribution of reported vulnerabilities to respective system owners and monitored closure within the remediation timeline. • Utilize application security proxy tools OWASP ZAP, Burp Suite Professional, Nmap and other open-source tools. • Perform automated Dynamic Application Security Testing (DAST) and Static Application Security Testing (SAST) • Capture the current application architecture, leaded the overall application review process, identified application vulnerabilities, proposed architectural changes, design, coordinated, and implemented these changes at procedural and technological levels. • Perform grey box, black box testing of the web applications. • Serve as an Information Security Analyst, orchestrating OWASP Top 10 based Vulnerability Assessments across diverse internet-facing web applications and services. • Conduct end-to-end application security assessments encompassing threat modeling, Dynamic Application Security Testing (DAST) and Static Application Security Testing (SAST), Penetration Testing, and remediation guidance on varied applications developed in Java, ASP.Net, Perl, and Python. • Simulate attacker exploits based on vulnerabilities revealed during dynamic analysis phases. • Identify issues in the web applications in various categories like Cryptography, Exception Management • Perform Mobile penetration testing and using Open-source tools and validate results by eliminating false positives. • Organize Kick off meetings with the application teams to understand the application security requirements, application flow, functionality, architecture and the technology. • Analyze the enterprise's information security environment and recommending security measures to safeguard applications and information assets using threat modelling, OWASP, CWE

	<ul style="list-style-type: none"> Identify and verify the existence of both network and web application vulnerabilities. Recommend remediation and mitigation strategies of security issues in web applications to customers. Develop, review and update Information Security System Policies, System Security Plans, and Security baselines in accordance with NIST. Involve in testing of Platform Applications API's configuring through Postman and Burpsuite. Conduct Vulnerability Assessment on various applications using Static Application Security Testing (Veracode) and Dynamic Application Security Testing (App scan) tools. Conduct internal security testing for Mobile & Web applications, as well as Micro Services (APIs), employing tools such as Burp Suite, Postman, and Netsparker. Actively participate in Penetration Testing (DAST) of MBUSA internal applications exploiting sensitive information. Conduct source code reviews for ASP.net and Java-based applications, identifying false positives and vulnerabilities. Lead configuration audits on Docker containers and performed security testing on containerized applications within the Kubernetes cluster on the AWS platform. <p>Environment: Java, AJAX, Asp, IBM DB2, Informix, Windows, Linux, and WebSphere.</p>
Aug 2021 – Oct 2022	<p>State Farm, USA Security Analyst</p> <ul style="list-style-type: none"> Responded to over 150 security incidents leveraging tools like FireEye Helix, Carbon Black Response, and Splunk. Performed initial triage of incidents utilizing FireEye endpoint detection capabilities and threat intelligence. Contained incidents by isolating affected systems using Carbon Black live response and quarantine features. Conducted root cause analysis leveraging Carbon Black event stream data and real-time queries. Used automated security tools to find SQL injection, XSS, privilege escalations, session & Cookie Management issues, error handling and password related etc. Automated the centralized detection of security vulnerabilities with scripts for Vulnerability assessment tools like Qualys guard and Splunk. Developed metrics, dashboards, reports and advanced filters to provide end-users and business leadership with meaningful Operational/performance metrics and status reports. Involved in all aspects of security for several projects including the creation of security requirements, updates to security policies, creation of security documentation, SDLC security lifecycle integration, security escalations, and management of requirements for third-party vendors. Created technical documentation and provided training for proper computer security procedures, including system hardening, in a secure environment. Categorized information systems, select appropriate security controls based on system categorization, tailor security controls, assess security controls, draft POA&Ms, and develop ATO packages using NIST Risk Management Framework cycle. Participated in implementation and architectural design memos, e-mails, and formal project reports. Performed both SAST (Static Application Security Testing and DAST (Dynamic Application Security Testing) Responsible for performing Dynamic scans using HP Web inspect for finding the security vulnerabilities (Configured Web Inspect Scans for vulnerabilities and manual Pen-Tests). Performed Manual Penetration tests (Light) for the applications which are Internet Facing, PCI and SPI using Burp Proxy

	<ul style="list-style-type: none">• Assisted in the design, preparation, editing, and testing of computer programs and regularly drafted associated technical documentation for program reference and maintenance purposes.• Performed penetration testing for web applications and all SourceFire IPS/NGFW appliances and open-source snort.• Performed Static and Dynamic application security testing and report issues to concerned application teams.• Provided information security and cyber security analysis and best practice recommendations for hardware, operating systems, networks, software, databases, staffing, data center, and physical office space security.• Worked with Qualys Guard vulnerability management tool in a fast-paced environment like Agile Methodology.• Developed custom Splunk dashboards and correlation searches to identify indicators of compromise.• Documented incident details in ServiceNow security incident response module for tracking and reporting.• Created malware analysis and dissection reports using IDA Pro, Cuckoo Sandbox, and Hybrid Analysis.• Developed Python and PowerShell scripts to automate evidence collection and analysis tasks.• Reconstructed attack narratives and timelines using Splunk event sequencing capabilities.
May 2015 – Dec 2020	Unified Softtech Information Security Analyst <ul style="list-style-type: none">• Monitored, analyzed, and triage security events and incidents within the organization's network, focusing on IOC detection and analysis.• Conducted thorough investigations of alerts triggered by potential IOCs, utilizing network traffic patterns, IP addresses, and malware signatures to determine the severity and scope of incidents.• Performed incident response on complex incidents, examining system logs, network traffic captures to identify compromised systems and understand attack vectors.• Managed Wazuh for security monitoring solution for threat detection, integrity monitoring, incident response, Log Management, End Point Protection, and compliance monitoring.• Installed Wazuh agents on Containers for vulnerability detection.• Worked closely with the DevOps team to ensure Wazuh is always running and up to date.• Configured the Wazuh to be in compliant with NIST 800-53 Rev 4, GDPR and HIPAA.• Mapped the identified vulnerabilities with the families in NIST 800-54 rev4 framework and ISO-27001 Controls (Customized to Organization).• Server testing involved reviewing patch levels of all installed Operating System and third-party software, along with manual configuration checks performed for the Operating System, web servers, and databases based on the Centre for Internet Security (CIS) benchmarks.• Conducted a configuration audit on docker containers and performed security testing on the containerized application in the Kubernetes cluster in AWS platform.• Performed vulnerability assessments on Web Applications, Servers, Web Servers, Databases, Web Services, Network Devices, iOS Applications.• Vulnerability report for each assessment performed included detailed description of the weaknesses, associated technical controls, vulnerable endpoints and parameters identified, risk level and CVSS risk rating, supporting artifacts including steps to replicate and screenshots, and recommended remediation to be applied.• Performed over 75 network, web application, mobile application, and social engineering penetration tests annually to identify security vulnerabilities.

- Executed penetration tests for clients across technology, retail, healthcare, and financial sectors.
- Compromised external facing systems and pivoted internally throughout client environments to demonstrate risk and business impact.
- Disclosed all identified vulnerabilities in line with responsible disclosure principles and verified client's remediation efforts.
- Identified the critical, High, Medium, Low vulnerabilities in the applications based on OWASP Top 10 and SANS 25 and prioritizing them based on the criticality.
- Performed Risk assessment on the application by identifying the issues and prioritizing the issues based on risk level.
- Provided remediation to the developers based on the issues identified.
- Performed source code reviews of internal and external facing applications in languages like Java, C#, PHP, Python and JavaScript.
- Performed Source code reviews to identify all the false positives & vulnerabilities in ASP.net and Java based applications.
- Presented high-quality deliverables detailing vulnerabilities found, exploits developed, risk ratings, and pragmatic remediation guidance.
- Worked with SentinelOne Singularity XDR to extend protection beyond endpoints to also monitor data from networks, cloud workloads, servers, email, and more.
- Deployed SentinelOne agents across 20000+ endpoints in multiple locations to gain visibility into threats.
- Created custom queries, lists, and live response scripts in SentinelOne to enable threat hunting.
- Tuned detection rules and configured automated response actions like killing processes and quarantining endpoints.
- Investigated and contained advanced threats like ransomware, macro malware using SentinelOne's Storyline feature.
- Integrated Singularity XDR with Active Directory, Sysmon, firewalls, and SIEM for enhanced visibility and response capabilities.
- Developed dynamic threat detection rules leveraging MITRE ATT&CK framework tactics and techniques.
- Performed forensic investigation and root cause analysis using Singularity's live response and data storytelling capabilities.
- Identified malicious PowerShell scripts, registry modifications, and other IOCs through Singularity's Fiber stream processing.
- Leveraged automated scanners like Nmap, Nessus, Nikto, wpscan, and SQLMap to identify misconfigurations, unpatched systems, and common web vulnerabilities.
- Created custom reconnaissance scripts in Python to identify domains, subdomains, cloud assets, and open ports at scale.
- Intercepted and manipulated traffic using Burp Suite to uncover flaws like SQLi, XSS, XXE, SSRF, and business logic issues in web apps.
- Acquainted with various approaches to Grey & Black box security testing.
- Responsible for Security assessment of online applications to identify the vulnerabilities in different categories like Input and data Validation, Authentication, Authorization, Auditing & logging.
- Skilled using Burp Suite, Acunetix Automatic Scanner, NMAP, Dirbuster for web application penetration tests.
- Performed thorough static and dynamic mobile app security assessments on iOS and Android apps.
- Developed custom droppers for Android and jailbroken iPhones to demonstrate effectiveness of client-side protections.
- Conducted social engineering campaigns including phishing, vishing, and on-site efforts to test and improve human detection capabilities.

Software Developer/Engineer

Name	Ramadevi Kucharakanti
Summary of Experience	<ul style="list-style-type: none"> Over 9+ years of professional IT Experience in analysis, design, development, testing and implementation of Client/Server and Web-based N-tier architecture systems using Microsoft Technologies. Experience in programming with .NET Framework using C#, ADO.NET, ASP.NET, PL/SQL, Visual Studio.NET 2015/2013/2012/2010/2008/2005. Highly proficient in designing and developing application systems in local and distributed environments using various Object-Oriented Methodologies. Excellent knowledge and proficient working experience in .Net Framework (2/3/3.5/4/4.5), C.NET, ASP.NET MVC 2.0/3.0/4.0, WCF, Web API Experience in using Microsoft IBM Clear case, Visual SourceSafe, and Team Foundation Server for Version Controlling. Experience in implementing WCF services/Web services, WEB API and experience with UML diagrams. Proficient in writing Technical and Functional test scripts and experienced in test driven development using MS Unit testing for the piecwise testing of the Applications. Excellent working knowledge in Developing Windows Services, Web Services, SOAP, XML, XSD, XPATH, IIS and JavaScript. Experienced with LINQ and Entity Framework 4.0/5.0/5.2 Strong foundation in java script along with Angular Js 1.2/2.0/4 and familiarity with Angular 2.0 Experience in designing User Interface using Third Party Controls (Telerik Controls) to enhance the performance, looks and features of the website. Experience in developing User Interfaces using ASP.NET, MVC3.0/4.0/5.0, AJAX, XML, HTML/DHTML, CSS, Master Pages, jQuery, Themes, and Java Script. Experience in securing web applications using ASP.NET authentication and authorization mechanisms. Experience in MVC (Model View Controller) architecture with ASP.NET framework and Microsoft.Net Design Patterns. Experience in Web Technologies like XML, XSLT, HTML/HTML5, CSS/CSS3, JavaScript, jQuery, Angular JS, JSON and AJAX. Worked in maintenance assignments for the Logistic domain, involving enhancements and production support. Experience in handling various backend data sources like SQL SERVER 2014/2012/2008/2005/2000, MS Access, and Oracle 10g/11g. Expertise in writing Constraints, T-SQL Queries, Indexes, Views, Stored Procedures, Cursors, Triggers, and User Defined Functions. Experience with Data Accessing using Data Adapter, Data Reader and Data Set in ADO.NET and LINQ (Language Integrated Query) Providers for data manipulation Experienced in implementing applications using SOA, LINQ. Experience in utilizing ASP.NET Server Controls, User Controls, Data Grid control, Form Validation controls, Custom controls.
Education	<ul style="list-style-type: none"> Master's, California University of Management and Science, Los Angeles, USA, California. 2016 Bachelor's engineering (Computer Science) from India. 2011
Technical Skills	<ul style="list-style-type: none"> Languages: .Net Framework(3.5, 4.0, 4.5), ASP.NET, MVC3.0/4.0/5, ADO.NET, Entity Framework, LINQ, WCF, Web API, Restful Web Services NET Core2.0/2.2, C#, HTML, ASP.NET Web API Operating Systems: Windows 95/98/2000/NT, XP, Windows 10,11 Databases: SQL Server 2000/2005/2008/2012, Oracle 8i/9i/11g, PL SQL Web servers: Internet Information Server 7.5 (IIS) IDE: VisualStudio.Net(2017,2015,2013,2012,2008,2019,2022), UML, Visio, XRM Toolbox Scripting Languages: JavaScript, Ajax script, PL/SQL

	<ul style="list-style-type: none"> • Version Control Tools: GitLab, Team foundation Server (TFS), GitHub, Test Driven Development (TDD), Object Oriented Development (OOD), SVN, Git, Jira Board, Version One. • .NET Technologies: ASP. Net, COM+, ADO.NET, ADO, XML, WSDL, XML Web Services, Win forms, Windows Services, Azure, Web Form, LINQ, WCF, WPF and Web API • Third Party Tools: Telerik Controls, Kendo UI
Work History	
Jan 2022 – Present	<p>Los Angeles County Office of Education (LACOE) State Client Sr.Net Developer</p> <ul style="list-style-type: none"> • Develop Asp.Net modules using MVC (Model-View-Controller) pattern. Followed Agile Software Development Process to develop the application. Involved in the design and analysis of the project & gathering requirements from the end clients. • Develop the UI (user interface) using ASP.NET, MVC, HTML5, CSS3, Bootstrap, Ajax, JavaScript, jQuery and Telerik controls. • Use Dependency Injection to enable AJAX calls and create custom HTML tags using angular directives. • Use Angular JS for creating the controllers, Factories, Services, Custom Directives and JSON to pass the JavaScript objects from server to web application. • Involved in integration of applications and maintained versions using TFS and GIT. • Create CSS style sheets for designing the layout of the GUI screens. Responsible for creating WPF controls and creating communication framework using WCF. • Design and Develop GUI for all the modules in a separate Business Layer by using ASP.NET and C#.NET. • Implement Service Contract, Operation Contract and Data Contract attributes and developed WCF Web Services. • Develop Web services using C#.Project Data importing/exporting using XML serialization/de-serialization. • Consume Remote Web services using WCF Service Model and call within Silverlight to implement Data Binding with Silver light control. • Create WCF services responsible for communicating and providing user information from server to the client. • Design and implement Restful API layer along with calls to consume an API layer. • Implement Caching and State Management strategies to improve overall performance of the application. • Use Signal R as a middleware to communicate between Web Client and Windows Service. • Implement Data access layer using Entity Framework6.x Database First approach. • Involve in creating the database schema and table structures in various cycles using SQL Server 2019. Developed tables, functions, stored procedures, views for data manipulation; ensuring set up relations includes indexing, constraints, and foreign keys in SQL server. • Responsible for building reports in Power BI from Scratch and created reports template for team use Import data from multiple data sources and create automated reports in Power BI after cleaning and preprocessing the data. • Develop various solution driven views and dashboards by developing different chart types including Pie Charts, Bar Charts, Tree Maps, Circle Views, Line Charts, Area Charts, Scatter Plots in Power BI. • Use various sources to pull data into Power BI such as Azure SQL Database, Azure Analysis Services • Implement row-level security for all the datasets and reports in Power BI workspaces, • Created workspaces in Power BI and handled the security of the workspaces by security groups. • Develop custom calculated measures using DAX in Power BI to satisfy business needs, • Extensively involved in Data Extraction, Transformation, and Loading (ETL) process from source to target systems.

	<ul style="list-style-type: none"> Responsible for creating and changing the visualizations in Power BI reports and Dashboards on client requests. Involved in Unit Testing and Integration Testing of the entire application. <p>Environment: Visual Studio.Net2022, ASP.NET, ASP.NET MVC 4.0/5.2.9, ADO.NET, Entity Framework,WCF, WPF, C#, T-SQL, JavaScript, CSS, HTML 5, XML, SQL SERVER 2012, Telerik Controls, jQuery, Microsoft Visio 2003,Angular JS, TFS, GIT, Dependency Injection.</p>
Aug 2020 – Jan 2022	<p>Microsoft, Los Angeles, CA / Sr.Net Developer</p> <p>MS Approvals: MS Approvals features that one can choose to leverage from: Approvals UI and back-end integration (This is the minimum feature set provided by MS Approvals, which includes showing and allowing users to act on approvals.) Email notifications (Notify approver of new pending approval), Reminder notifications (Remind approver to act on existing pending approvals), Bulk Approvals (select multiple items and approve them all at once.), Editable Fields (few data fields in the approval that can be edited by the user), Actionable Emails – (giving approval functionality in the email itself), History View.</p> <ul style="list-style-type: none"> This project was based on agile methodology using Azure DevOps and I was primarily involved. In the design, development includes coding and support for the applications using C#.Net and ASP.NET MVC 3.0/4.0/5, Web API.Net Core. And MVC framework at the backend and Angular 8 and React at the front end. Developed two Single Page Applications (SPA) from scratch based on client-side JavaScript framework Angular 4/6/8/9. Developed various front-end screens using Angular9 and Restful web services (Web API) using .Net core/MVC at the back end and wrote the service layer for the communication. between them and Unit Test Cases for the unit testing Implemented automation scripts to validate web services of SOAP and REST API calls. Built servers through Azure Resource Manager Templates or Azure Portal. Create Build definition with TFS MS build task. Worked with Microsoft BI tools SSIS and SSRS and experience in building Web Services using WSDL and SOAP Protocol. Extensively worked on Bash for source code check-in and maintenance. Developed various Transactions modules using REST layer using Restful API. Integrated DevOps for continuous integration and development of batch jobs scripts after each deployment in INT UAT, RELEASE, environments. Provided Maintenance and Production support of Legacy apps to ensure smooth functioning of the applications. Worked on React.js for creating interactive UI's using One-way data flow, Virtual DOM, JSX, React Native concept. Utilized React JS framework to develop the Single page application. Created responsive web design using Bootstrap framework and CSS3 media queries. Designed, implemented, and expansion of the organization's enterprise computing. And cloud solutions providing high performance and available enterprise and cloud computing. Services using Load balancers, Virtual Network, Active Directory and Clustering using Microsoft Azure. Developed Service layer using Azure Functions along with writing Methods that return JSON response to the call back method. Sent data to Blob Storage, Service Bus by writing azure functions. Designed and developed Rest service layers for consuming Rest API using JSON. Involved in SOAP/REST concepts and developing and consuming SOAP and RESTFUL web services. Managed application Virtual Network, Active Directory and Clusters using Microsoft Azure. Prepared System Design Documents as per standards of the organizations <p>Environment: C#, ASP.NET, Web-API, MVC, JavaScript, Web Services, Microsoft Azure, ADO .NETnet Framework 3.5/4.0, C#, Visual studio 2019, NodeJS, SSIS,SSRS MVC, Web API, IIS 10 ASPX/Razor view engine, Entity Framework, JSON, Ajax &jQuery, XML, Web</p>

	services, WCF, RESTAPI,LINQ, MS SQL Server2022 , TFS and Agile Methodology, Angular 9. React JS
Jul 2019 – Aug 2020	<p>Nationwide Pet insurance, Los Angeles, CA / .Net core windows Application developer</p> <p>The Nationwide Enterprise application is a newly developed enterprise level customer facing application which displays various insurance plans, gives quotation, policy purchase, payment gateway, financial transactions on each policy, rewards program on multiple policy purchase, discounted insurance coverage for employees who work for major employers like Amazon, Home Depot. Quote Enrollment Center (QEC) The Quote Enrollment Center system is a legacy enterprise level system which provides various insurance products to the customers, purchase insurance and maintain history of previous insurance policy.</p> <ul style="list-style-type: none"> Developed the UI using C#.Net and ASP.NET MVC 3.0/4.0/5, Web API. Used ASP.NET User Controls, Custom Controls and Data Grid Web Control Involved in the requirements analysis, designing, development, testing and maintenance of the Webpages. Was responsible for various workflows like authorization, transaction modules using the Angular components. Worked on different JavaScript frameworks and libraries like Angular 2/6,/7,/8, Node JS and React JS. Was responsible for developing payment, authorization related components using Angular. Developed Benefit focus modules using Angular Components, Services by consuming REST API and JSON. Created middleware component classes across the enterprise and integrated in UI using MVVM pattern. Developed coding using developing UI using Angular material, Bootstrap, Typescript and Services. Developing and consuming various REST APIs using OAuth Token in the Angular modules. Developed micro services using Service Fabric platform to collect data from external sources like Hyperion and SpringCM to update the application database. Developed and Implemented SOAP using WCF in the appropriate scenarios to communicate with other applications. Consumed Web services using WCF and WPF for online transactions using C# and exposed them through HTTP. Was responsible for developing the code for various financial modules using React and Bootstrap. Extensively involved in building Single Page Application (SPA) to consume various RESTS based API. Developed modules for Responsive design using bootstrap grid system for mobile device. Was responsible for developing code for various portal modules related REST APIs using NodeJS. Involved in requirement gathering, creating a design document and requirements. Designed and developed Privacy Preference Options using Angular and Visual Code. Developed various components and service layer using Angular, Typescript. Worked on testing code using Test Cases using Test Driven Development (TDD). Extensively worked on Azure for Devops development and source control, Responsible for developing CI/CD pipeline (DevOps) for various projects to deploy changes for various environments. <p>Environment: C#,Asp.Net,Angular, Bootstrap, NodeJS, ReactJS, Redux, HTML5, CSS, JavaScript, RESTful API, Visual Studio Code, OAuth2, JSON, Git, XML, NUnit, Postman, Cucumber, Scrum, JavaScript, Agile, CI/CD pipeline (DevOps), SQL Server, Splunk, Jenkins, Design patterns, JIRA,Angular 7, ReactJS , Redux, NodeJS, Bootstrap, HTML 5, JavaScript, Single Page Application (SPA), CSS, Typescript, SQL Server, PI/Sql, Oracle11g,Visual Code, CI/CD pipeline (DevOps) , Scrum, Postman, Dockers, REST API, Jenkins, Azure, JSON, OAuth2, Git, Junit, Splunk, JIRA, Agile.</p>

Feb 2019-Jul 2019	<p>EBay , Draper, UT / Sr .Net developer</p> <ul style="list-style-type: none"> Developed the UI using ASP. NET and C#. Used ASP.NET User Controls, Custom Controls and Data Grid Web Control. Developed web pages using HTML, Cascading Style Sheets (CSS), JavaScript and ASP.Net controls. Designed interactive ASP.NET MVC5 views using JQuery, HTML5, CSS3, Angular JS and AJAX to provide excellent user experience. Created WCF service using HTTP and SOAP protocol and maintained existing web services. Worked with SQL Server 2012 including Transact-SQL, stored procedures, functions, views, triggers, indexes, query tuning, SSIS, and RDBMS. Developed RESTFUL Web services, APIs, and other back end components and Used AJAX controls for multi lookup in the forms. Worked with MVC3.5/4.0 architecture application using Razor view engine and Web API. Worked in multiple projects like DSPM, Digital docs using .net platform. Worked with Entity Framework, LINQ and Lambda expressions to query and retrieve selective based information from the collection objects. Designed and implemented ASP.NET MVC Angular JS SPA web solutions with industry best practices and design patterns. Designed web pages using ASP.NET MVC, C#, JavaScript, JQuery, Angular.JS and HTML controls. Improved credit card security by implementing PCI-compliant payment service. Worked with PCI/SOX compliance using custom MVC framework using XSLT and adhering to strict PCI compliance for critical user information. Used Crystal Reports for the reporting part of the application as well as used Angular Js 2/4 framework for building web-apps. Developed desktop in house WinForms software for the warehouse inventory management department using C#, Asp.net WinForms Used Ajax tool kit, Telerik controls and Kendo UI for Web based applications. Developed the Business components in VB.Net along with various Validation controls are used to validate each and every control on a Web form and client-side validations with JavaScript and JQuery. Designed and developed web-based solutions through all the SDLC phases including business requirements gathering, front end web page design and implementation, database implementation, testing, prepare technical and release documentation. Involved in creating & consuming Web services using SOAP, XML, REST, JSON Developed the server-side code using C# and client-side code using Java Script with Visual Studio IDE and Team Foundation Server. Used Angular Js MVC Framework in the development of the web application. Used ng-React angular module to use react components on the view layer; Angular.js to manage the underlying business logic. Designed and developed the required SQL stored procedures, T-SQL, and functions. Involved in test cases preparation and performed unit testing. Worked on TFS Environment for Source Code Control and have created Branches to work on different versions of the project. Developed Data Access Layer Using ADO.NET and accessed Data Using Stored Procedures. Used SQL Server Reporting Services for creating and managing interactive reports. Performed End-to-End Testing and troubleshooting, debugging and integration. <p>Environment:.Net3.5,4.0,C#,MVC4.0,Winforms,nodejs,Visualstudio2012/2010,TFS,CSS,CSS3,Ajax,JQuey JavaScript, Angular JS, JSON,WEBAPI, Entity Framework, Xml, LINQ ,REST, Web service, WCF,SQL Server 2012, T-SQL, NodeJS</p>
Aug 2017 - Feb 2019	<p>Progressive Insurance,Cleveland, OH / Senior Dot net Developer</p> <p>IAQ Insurance (Insurance) Progressive Insurance is one of the leading Insurance Company, engaged in business of selling variety of insurance products including</p>

	<p>Motorcycles, Boat, Motor Homes and Trail Trailer insurance through internet or direct sales representatives. SLIQ (Special Line Internet Quote) is an Internet/Intranet application. Emphasis was laid on creating Quotes converting an existing quote into an application, creating policy coverage, make payments, adding and removing drivers for each vehicle .</p> <ul style="list-style-type: none"> • This application is developed in ASP.NET MVC, C#, JQuery, JavaScript, WCF and Entity framework with SQL Server as Database , involved in developing the UI using HTML, JavaScript, JSON, jQuery, AJAX and Bootstrap. • Graphical User Interface (GUI) was designed using ASP.NET MVC4 and the business logic was coded in C# [MVC Controllers]. • Developed components to fetch the data from the back end using AJAX and JQUERY, Used JavaScript for client-side validations. • Used HTML5 validations and new form element types to implement validation in Angular JS. • Working on OOPS concepts like Polymorphism, Inheritance, Abstraction, etc in C#. • Developed various web services using WCF in C#.NET and consumed by web application and other systems like Ticketing and Billing Systems. • Used various JavaScript and JQuery libraries, AJAX for form validation and other interactive features. • Used ASP.NET MVC4, HTML5 and CSS3 to design the presentation layer of the website. • Worked on Microsoft Azure data storage and Azure Data Factory, Data Lake along with working on all type of data structures of generic collections in VB.NET. • Tested writing stored procedures and functions in SQL Server, involved in writing SQL Queries, Triggers, Views and Stored Procedures. Worked on writing SQL Joins queries for combining data from tables in SQL Server. • Involved in bootstrap java script framework for developing HTML, CSS and Java Script. • Created service contract, operation contract and data contract in WCF. Proficient in several design patterns like MVC, Micro services and MVVM. Worked on bootstrap for creating responsive web design. • Created WCF service using HTTP and SOAP protocol and maintained existing web services. • Worked on controller, ng-controller and ng-model in Angular JS, Developed Http get, posts calls and pass data using Http Post in Angular JS. • Developed WCF Data services and consumed by MVC application as well as designed GUI application with Win forms in .NET Framework. • Created JQuery for implementing the AJAX capabilities, worked on hosting WCF service on IIS. • Involved in accessing and assigning the session using JavaScript. • Developed Win forms customized properties of a .NET application from XML config file. • Worked on design patterns like singleton, Dependency Injection implementation to avoid tight coupling with C# language. • Worked on authentication and authorization in ASP.NET application. • Created SQL queries to perform insert, update or delete operation on SQL Server database. • Worked with QA team on daily basis in fixing the reported bugs/defects. <p>Environment: Visual Studio 2012/2013, ASP.NET MVC 4, C#.NET, .Net Framework 4.5, WCF, WCF, LINQ Web API, Entity Framework, Azure, VB.net, Win forms, Java script/JQuery, Angular JS, JSON, Ajax, HTML, IIS, CSS, Bootstrap, Razor View Engine, XML, XSLT, TFS 2010, SQL Server 2012, JIRA. NodeJS.</p>
Feb 2013 – Aug 2015	<p>Bartronics India Limited, India</p> <p>Project 1: Online Transaction System was developed for online transactions like accessing personal accounts, checking balances, Payment of recurring bills, such as mortgages and loan payments, transfer of funds between accounts of its customers and also between this bank and other institutions, loan rates, other products and services, that correspond with the bank.</p>

Project 2: NE-Department of Labor a governmental agency responsible for overseeing the incarceration of persons convicted of Tax system, collects employers taxes based on their annual rate, employers can contribute a onetime annual payment to reduce their tax rate. Taxes are calculated based on rate, wages reported per quarter and if any credits are provided to employer. The wage system collects employee's quarterly wages from all the employees in the Tax system. Taxes and wages are reported to IRS. The collected employee wage info is used for calculating unemployment, re-employment and training benefits. BPS maintains benefits per employer, individual and benefits claimed. UI application is used for paying employer taxes/contributions by referring Tax data.

- Worked with Visual Studio 2013/2015 .net Framework3.5/4.0 to implement Business Logic.
- Worked on developing new applications using C#.Net and ASP.NET Controls and ASP classic controls, MVC 3.0/4.0, Web API.
- Followed Agile and Scrum Methodology and produced high Quality software.
- Assisted in development of new software solutions in C# domain within .Net development framework.
- Designed and documented REST/HTTP APIs, including JSON data formats and API versioning strategy.
- Used visual studio 2013 to build web applications and to update the existing web applications to the company's standards and used Bootstrap for Responsive Web design.
- Integrated the E-Commerce platform with the payment gateways and accounting system.
- Developed websites using HTML5, CSS3, JavaScript, Bootstrap, jQuery, XML and Ajax.
- Used Razor syntax in creating Asp.Net MVC application by reducing the coding aspect.
- Involved in branding, look and feel of SharePoint sites using SharePoint Designer.
- Used SQL Server 2012 to build stored procedures, tables and functions.
- Developed single page applications (SPA) for fast access, Implemented Ajax Asynchronous and Asynchronous calls.
- Utilized ASP.NET validation controls and JavaScript to perform client-side validation.
- Created Database Objects like Tables, Stored Procedures and Views using SQL Server 2012.
- Worked with Entity Framework to access the data from SQL Server 2012/2008

Environment: .net Framework 3.5/4.0, C#, Visual studio 2013/15, NodeJS, MVC, ASPX/Razor view engine, Entity Framework, C#, Java Script, JSON, Ajax &jQuery, XML, E-commerce, Web services, WCF, LINQ, MS SQL Server 2012/2008, TFS and Agile Methodology, Angular JS., Web services, WCF, LINQ, MS SQL Server 2012/2008, TFS and Agile Methodology, Angular JS, IIS, SQL Server 2000.

System Administrator

Name	Revanth Kasula
Summary of Experience	<ul style="list-style-type: none">• Overall, 10 Years of professional IT experience and 8 Years of experience in ServiceNow platform as both Developer and Administrator.• Proficient working on Front-end development using technologies like HTML, jQuery, CSS, and JavaScript.• Skilled in Upgrading the implementations of ServiceNow version from (Utah to Vancouver) (Tokyo to Utah) (San Diego to Tokyo) (Rome to San Diego) (Paris to Rome) (New York to Paris) (London to New York) (Kingston to London) (Jakarta to Kingston) (Helsinki to Kingston)• Hands-on experience in technical implementation of Incident Management, Problem Management, Change Management and Service Catalog, HRSD, Peoplesoft, CSM.• Capable of creating Knowledge articles & Helpdesk users on ServiceNow platform.• Demonstrated proficiency in ServiceNow development, with a strong focus on Scoped Applications, accumulating over 6 years of hands-on experience in this area.• Experience in Configuring Applications using Service Now tool, used in ITIL Management. Deep functional and technical knowledge of the ServiceNow platform as well as experience-delivering medium to large-scale ServiceNow implementations.• Experience in configuring Incident Management, Problem Management, Change Management, Asset Management, Service Request Management applications.• Expert in Designing, Developing, Maintaining, and Optimizing the Universes using Designer Module Configuration, Web Services, Catalog client Scripting, SOAP, Developing complex workflows.• Experience in designing User Interface (UI) applications and professional web applications using HTML 4.0/5, XHTML, CSS2/CSS3, JAVASCRIPT, JQUERY, AJAX, and JSON AND XML.• Experience in configuring / maintaining / customizing ITSM 7.X/7.6.x/8.1/9.1.• Expertise in ServiceNow support, specializing in integration and addressing issues related to CCPA (California Consumer Privacy Act) through the ServiceNow platform.• Experience in designing, developing, customizing & administering ITSM suite of applications.• Experience in upgrading ITSM suite from 6.0 to 7.x, 7.6.04 to 8.1 and 8.1 to 9.1.• Able to create ESS Portal with knowledge base through a user-friendly website as well as create data sources and loaded the ServiceNow tables with different data formats.• Strong experience on CSS Background, CSS Positioning, CSS Text, CSS Border, CSS Margin, CSS Padding, CSS Table, Pseudo Classes, Pseudo Elements and CSS Behaviors in CSS.• Extensive experience in implementing the AJAX features using JavaScript and jQuery. Proficient in developing web pages quickly and effectively using HTML5, CSS3, Jelly Script, JavaScript and jQuery.• Possessed extensive expertise in Web 2.0 Technologies, including JavaScript, Angular, AJAX, and others, with over 6 years of practical application.• Strong Understanding of PowerShell Scripting along with good knowledge of Grunt, GITS, HTTP and Restful services.• Able to communicate with the external web service using SOAP Messages, REST and JSON.• Experienced in developing software within the healthcare industry, with a strong focus on PI (Personal Information), HIPAA (Health Insurance Portability and Accountability Act), and PHI (Protected Health Information) compliance.• Hands Experience on Governance, Risk and Compliance application (GRC), BCM.

	<ul style="list-style-type: none"> Well versed with Configuration Development and Development of Requirement Integration components (SSO, SCCM, and LDAP). Strong skill set in the ServiceNow suite development including SOAP/REST integration. Web services, Discovery, Workflow, and CMDB. Implemented Discovery from scratch, by installing MID Servers on remote desktops. Experienced in developing software within the healthcare industry, with a strong focus on PI (Personal Information), HIPAA (Health Insurance Portability and Accountability Act), and PHI (Protected Health Information) compliance. Experienced with providing technical support to end-users and stakeholders, addressing queries related to Workday integration with ServiceNow and ensuring a smooth user experience.
Education & Certification	<ul style="list-style-type: none"> Masters in computational science from A & M University-Commerce, Texas - 2017 Bachelors in ECE /05/2014/ JNTUH Certified ServiceNow Application Developer. ITIL V4 Certified System Administrator ServiceNow Micro- Certification- Flow Designer ServiceNow Micro- Certification- Performance Analytics
Technical Skills	<ul style="list-style-type: none"> ServiceNow Applications - Service Catalog, Change Management, Incident Management, ITIL Processes, Service Portal Development, ITSM Process Design, Workflow Administration, Mobile App Development, UI/UX Design, LDAP Integration, ServiceNow Security SecOps, ServiceNow Integrations, CMDB Management, Asset Management, Agile Methodologies, Scrum Methodologies, SAMP, GRC & LSD, Integration Management, ITOM, ITSM Pro, Service Mapping, ServiceNow Discovery, CI Data Certification, Workspace Configuration, SLA Management, Incident Resolution, Service Request Fulfillment, OOB Capability Utilization, Service Graph Connector Implementation, Infrastructure Management, Application Development, Security Incident Request, Vulnerability Management, CSM, Advanced Work Assignment, Debugging and Validation Scripting - JavaScript, Jelly scripting, AngularJS, Shell Script. Client script, JAVA TECHNOLOGIES, VB Script, JSP, AJAX, HTML, CSS, Web-Services Servlets, and JDK Operating Systems & Database - Windows, UNIX, Linux, Sun Solaris. Windows Server 2003, 2008, 2012/2012 R2, XP, All Windows 8, 10, GIT, Bit Bucket OOB Technicalities - UI Macros, Business Scripts, Client Scripts, UI Scripts, UI Actions, Ajax Scripts, UI Policies, Script Includes, Access Control Lists (ACL), SOAP and REST API, SailPoint, Snowflake, Splunk.
Work History	
Aug 2023-Present	<p>Orora Group, CA / Senior ServiceNow Consultant</p> <ul style="list-style-type: none"> Responsible for configuring and administrating various ServiceNow modules, including Incident Management, Problem Management, Change Management, Asset Management, CMDB, ITOM, Integrations, CSM and Service Catalog. Created migration toolkits to ensure strict regulatory compliance. Adhere to department standards for Change and Incident Management, documenting the entire problem-solving process, and ensuring effective resolution. Develop informative visualizations and oversee ITIL-based Change Management processes. Lead cross-functional teams to solve complex technical challenges and provided innovative solutions. Customize forms, UI components, and workflows to elevate user experience and operational efficiency.

- Play a pivotal role in designing and executing end-to-end Knowledge Management and Knowledge-Centered Support (KCS) workflows. Maintained up-to-date knowledge of ServiceNow features and technology.
- Work on creating the workflows for Incident Management, Change Management, Service Requests and SLA's.
- Configure ServiceNow discovery, Service Mapping, and orchestration as well as work on configuring Discovery Schedules and Worked on Discovery and set up mid servers and check for the connectivity.
- Implement robust security measures in the integration process, adhering to data privacy standards and ensuring the confidentiality of sensitive information.
- Automate workflows for HR and IT processes, streamlining the flow of information between Workday and ServiceNow, resulting in increased operational efficiency.
- Integrate with various Cloud environments like Amazon Web Services, Microsoft Azure accounts to the instance through service accounts.
- Create catalog items for cloud platforms and responsible for creating cloud portal.
- Perform integrations and process automation using ServiceNow Orchestration.
- Perform the task of using Discovery to load configuration information to CMDB along with importing many CIs with the help of import set tables
- Create transform maps for importing CMDB data as well as work on Service Catalog and Request, Workflow Design, and Configuration.
- Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
- Create Buttons and context menus both on form and lists using UI actions.
- Work on integrating ServiceNow with external SOAP and REST based web services.
- Develop solutions using JavaScript, Web Services, SOAP, and other web technologies to integrate ServiceNow with internal/ external systems and tools.
- Work with the Configuration Management Database (CMDB) to maintain the customer asset management system.
- Handle the entire Software Development Life Cycle (SDLC) for ServiceNow instances, ensuring seamless ServiceNow upgrade planning and execution through defined release cycles.
- Responsible for managing and optimizing the technical aspects of the ServiceNow platform, including tables, forms, lists, and related structures.
- Utilize various programming languages commonly used in SaaS/PaaS systems, such as glide records, Java, HTML, and Ajax.
- Responsible for educating end-users on SAM policies through timely emails.
- Support the full life cycle of Asset Management for the Security and Exchange Commission Information Technology Department Contract.
- Work on ServiceNow CSM & ITSM Products, with a focus on defining technical solutions aligned with clients' business problems and ServiceNow CSM implementation best practices.
- Develop user-focused enhancements and innovative technical solutions on the ServiceNow platform to enhance business efficiency through automation, routing, and intuitive user interfaces.
- Play a key role as a contributor in addressing backlogs of enhancements and defects, ensuring timely delivery and completion of tasks.
- Spearhead the creation, implementation, and optimization of MID Server integration within the ServiceNow environment. Led the development and clustering of MID Servers to ensure seamless connectivity and performance.
- Establish mapping strategies connecting MID Server clusters to workflow instances in the Integration Hub, streamlining automation and enhancing workflow.
- Involve in configuring, designing, and optimizing Configuration Management Database (CMDB) structures, aligning with organizational needs and best practices.

- Lead comprehensive design sessions to assess and enhance the effectiveness of CMDB, Service Mapping, and Discovery standards.
- Develop and support Service Portal for Project Portfolio Management.
- Develop widgets and fixed widgets in Service Portals to enhance the User Experience.
- Create data fix scripts for data corruption issues and performed Root Cause Analysis.
- Utilize Java Scripting to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action, and Business Rules.
- Define the functional needs for the ITSM system, ServiceNow, and architected the specific implementation.
- Install and configure new products within the ServiceNow platform, ensuring smooth deployment and functionality.
- Develop, implement, and maintain solutions on the ServiceNow platform, adhering to best practices and standards.
- Design and configure automated risk assessment and mitigation workflows in ServiceNow GRC, optimizing risk management processes and enhancing organizational resilience.
- Implement incident categorization, prioritization, and escalation mechanisms in ServiceNow IRM, ensuring rapid incident response and minimizing impact on business operations.
- Develop and maintain comprehensive business impact analysis (BIA) and disaster recovery plans (DRP) in ServiceNow BCM, facilitating swift recovery and minimizing downtime during critical events.
- Develop and implement Governance, Risk, and Compliance (GRC) solutions in ServiceNow, ensuring alignment with regulatory requirements and industry standards.
- Spearhead the design and deployment of Incident Response Management (IRM) processes and workflows within the ServiceNow platform, facilitating timely detection, response, and resolution of security incidents.
- Lead the development and enhancement of Business Continuity Management (BCM) capabilities in ServiceNow, enabling effective planning, testing, and response to business disruptions and continuity events.
- Automate manual tasks and approval processes within the service portfolio lifecycle, reducing cycle times and increasing productivity.
- Leverage ServiceNow Performance Analytics and Reporting capabilities to provide stakeholders with real-time insights into service portfolio performance.
- Conduct user training sessions and workshops to onboard stakeholders and end-users to the ServiceNow SPM platform, providing ongoing support and guidance.
- Stay updated on ServiceNow updates, releases, and new features to continuously enhance the ServiceNow SPM solution, actively participating in community forums and user groups.
- Work closely with ServiceNow representatives and partners, collaborating with vendors to evaluate and select complementary solutions and advocating for industry standards adoption.
- Implement Demand Management processes to capture, evaluate, and prioritize business needs, collaborating closely with stakeholders to translate requirements into actionable items within ServiceNow.
- Configure customized workflows to streamline request intake, integrated Demand Management with other ITSM modules, utilized forecasting techniques, and developed comprehensive dashboards, and provided user training and ongoing support for effective adoption.
- Implement configurations for HR Helpdesk, IRM modules, workflows, custom development, and ITSM, aligning with organizational objectives.

Environment: Service Now (Rome/Tokyo/Utah, Vancouver), Service Portal, SailPoint, ESS, JavaScript, HTML, ITIL, Scrum, CSS, Business Rules, Service Catalogs,

	Integrations, Workflows, Transformation maps, Access Controls Lists, CMS, Case Management, AWA, Service Channels, PPM, SPM, APM, Demand Management.
Dec 2021 – Jul 2023	<i>Dean Health Plan, Madison, WI ServiceNow Developer/Administrator</i> <ul style="list-style-type: none">• Led successful instance upgrades from Utah to Vancouver, Tokyo to Utah, and from Rome to Tokyo, ensuring a smooth upgrade process and assessing instance performance.• Developed and implemented new Business Rules, Script Includes, Client Catalog scripts, and Client Scripts to enhance ServiceNow functionalities.• Monitored and performed ServiceNow admin activities, including homepage configuration, user and group administration, form and list views, reporting, and dashboards.• Developed and optimized the Self-Service portal, including Home Page, Service Catalog, Knowledge base, service ticket creation, and outage alerts for users.• Configured Email Notifications and Alerts to keep users informed about specific activities within the system.• Designed and developed standard Change Management processes and complex workflows for efficient change implementation.• Identified and resolved integration errors, collaborating with cross-functional teams to maintain the integrity of data and troubleshoot any issues that arose during the integration process.• Activated Plugins for different modules and managed migration from DEV, QA, and PROD instances through update sets.• Collaborated with clients to better understand their needs and presented solutions using a structured Software Development Life Cycle (SDLC) approach.• Participated in workshops with ServiceNow partner teams to help companies implement ServiceNow using best practices in ITSM.• Managed cloning activities, raising requests for cloning, and handling post-clone activities.• Collaborated with stakeholders to align enterprise priorities with strategic plans and risk management.• Utilized Access Control Lists (ACLs) and SLAs for various ITIL processes as a member of the GRC team.• Analyzed end-user requirements and collaborated with tech leads and business analysts for ServiceNow system understanding. Created a customized role with all the required access to the entire application for the admin of GRC.• Worked extensively on SCCM, LDAP integrations, and SOAP, JDBC, and ODBC protocols.• Configured Scheduled Data Import for importing data files from remote server locations.• Generated reports and scheduled reports in ServiceNow for IT Management metrics and insights.• Developed complex transform scripts for efficient data transformation.• Designed workflows for Service Catalog items, approvals, and dynamic tasks for efficient self-service portal management.• Contributed to the development of customized solutions, addressing specific organizational needs and optimizing processes.• Integrated ServiceNow with SailPoint, Snowflake, Dynatrace, Zabbix, Splunk, Spectrum, Nutanix instance.• Stayed abreast of industry best practices and emerging trends in ServiceNow development, incorporating relevant insights into projects to drive continuous improvement.• Managed users, roles, groups, and data loading to ServiceNow objects using import sets.• Configured Data Certifications and Audits to maintain data integrity within ServiceNow.

- Worked on installation, configuration, and management of the ServiceNow platform and applications.
- Proficient in leveraging Flow Designer to create and optimize workflows that streamline business processes.
- Utilized the Integration Hub to seamlessly integrate and connect various applications and systems.
- Developed and maintained complex integrations using Integration Hub connectors, ensuring efficient data flow between different platforms.
- Used AppEngine Studio for rapid application development, allowing for quick prototyping and deployment.
- Successfully designed and implemented applications within AppEngine Studio, meeting specific project requirements and business needs.
- Worked on Service Portal customization to create intuitive and user-friendly interfaces for end-users.
- Developed and maintained Service Portals with a focus on enhancing user experience and accessibility.
- Applied client scripting techniques within UI Builder to enhance the functionality and interactivity of user interfaces.
- Utilized data resources effectively in UI Builder to retrieve and display information dynamically.
- Developed and maintained custom components within UI Builder, tailoring interfaces to meet specific project requirements.
- Utilized data resources in UI Builder to efficiently manage and display data on user interfaces.
- Successfully managed compliance initiatives, aligning organizational policies with industry regulations and standards, ensuring adherence to audit requirements.
- Developed and generated comprehensive reports within the ServiceNow platform, providing insights into risk metrics, audit findings, and compliance status to key stakeholders.
- Responsible for processing multiple vendor license invoice reports and recording licenses in SharePoint.
- Involved in ITBM implementations of Project Portfolio Management (PPM), ServiceNow Strategic Portfolio Management (SPM) and Application Portfolio Management (APM)
- Was the Member of New Relic implementation plan within APM vertical.
- Responsible for creating and delivering ITAM solutions for customer requirements on the ServiceNow platform following industry best practices and standards.
- Tracked equipment missing through SCCM Host and updating accordingly on ServiceNow.
- Developed and maintained custom solutions using programming languages like glide records, Java, HTML, and Ajax.
- Negotiated with suppliers to secure products at optimal costs, while ensuring alignment with end-users' needs, negotiating delivery schedules, terms and conditions, and pricing.
- Coordinated the procurement of all materials, products/services, and equipment as per Purchase Requests, ensuring timely acquisition and fulfillment of requirements.
- Processed and completed purchase orders, verifying receipt of purchases and maintaining communication with suppliers to ensure adherence to delivery schedules.
- Managed moderately complex purchase orders, determining prices from available vendors meeting cost and quality guidelines, and maintaining an approved supplier/vendor database.
- Involved in implementing, configuring, and administering the Governance, Risk, and Compliance (GRC) module within ServiceNow.
- Developed and customized GRC workflows to streamline compliance processes and ensure adherence to regulatory requirements.

- Involved in configuring GRC controls, risk assessments, and policy management to enhance governance frameworks. Experienced in working with the Lifecycle Service Design (LSD) module within the ServiceNow platform.
- Implemented and customized LSD workflows to manage the design and planning phases of IT services effectively.
- Utilized LSD module functionalities to optimize service design processes and ensure alignment with business objectives.
- Successfully managed discovery processes encompassing over 100 IP ranges and subnets, implementing credentialing strategies to ensure comprehensive coverage of hardware types.
- Responsible for classifying hardware types and maintaining accurate hardware records within CMDB.
- Played a key role in establishing and maturing team development standards, including UI and form design following ServiceNow best practices, while also defining and implementing workflow build standards.
- Focused on optimizing end-user experience (UX) through thoughtful design and adherence to established standards. Led solutioning and design sessions for integrations with common enterprise solutions, ensuring seamless interoperability and data exchange.
- Implemented, configured, and administered ServiceNow, enabling ITBM PPM processes. These activities would include, but are not limited to adding and modifying workflows, updating ITBM and other system configurations in support of business changes, and the product release cycle.
- Implemented Project portfolio management in ITBM ServiceNow module using demand management, project management, resource management and ideas to effectively manage project lifecycle from initial demand through to resourcing and program management.
- Troubleshoot and resolved API failures, ensuring seamless functionality and data flow.
- Worked on API management, identifying, and rectifying issues to maintain a reliable and stable integration environment.
- Responsible for Diligent ticket resolution, addressing and resolving issues promptly to maintain optimal system performance.
- Configured and customized ServiceNow's Asset Management module to manage IT assets.
- Integrated ServiceNow SPM with other ITSM modules such as Incident Management, Change Management, and Configuration Management.
- Implemented bi-directional integrations with third-party tools and systems to ensure seamless data flow and process automation, utilizing RESTful APIs and web services.
- Streamlined service portfolio management processes using ServiceNow SPM, resulting in improved efficiency and agility through best practices and standardized workflows.
- Automated manual tasks and approval processes within the service portfolio lifecycle, reducing cycle times and increasing productivity.
- Leveraged ServiceNow Performance Analytics and Reporting capabilities to provide stakeholders with real-time insights into service portfolio performance.
- Conducted user training sessions and workshops to onboard stakeholders and end-users to the ServiceNow SPM platform, providing ongoing support and guidance.

Environment: Service Now (Rome/Tokyo/Utah, Vancouver), Service Portal, SailPoint, ESS, JavaScript, HTML, ITIL, Scrum, CSS, Business Rules, Service Catalogs, Integrations, Workflows, Transformation maps, Access Controls Lists, CMS, Case Management, AWA, Service Channels, Queues, AWS, Performance analytics, Demand Management, LSD.

May 2021 – Dec 2021	Horizon Blue Cross Blue shield/TCS, New Jersey ServiceNow HRSD/UI Developer <ul style="list-style-type: none">• Conducted maturity assessments on IT Asset Management (ITAM) and Configuration Management Database (CMDB) customer processes, working on CMDB and asset management involving data migration.• Provided ITAM and Configuration subject matter expertise.• Developed and delivered customized portal web pages in ServiceNow using Bootstrap and AngularJS JavaScript frameworks and created workflows for various modules.• Successfully implemented the ServiceNow HRSD platform and processes leveraging the HRSD framework.• Integrated systems using SOAP, WSDL, REST, and developed applications using AngularJS.• Performed data migration from on-premises environments into AWS, Azure, and GCP, and integrated with LDAP server to obtain users, roles, and groups' information.• Managed the complete end-to-end deployment of Customer Service Management (CSM) module for a Bank's Treasury Payments systems, replacing a legacy CRM module.• Coordinated relationships between business and technical teams to detail user stories for approval in Sprint and Release plans through ServiceNow SDLC.• Performed system administrator activities for various ServiceNow modules, including ITIL, CMDB, ITBM PPM, and others.• Configured MID Server, collected, and maintained accurate Software Licensing information, and interpreted software agreements.• Developed various workflows for Demand Management, Project Management, and Enhancement, Resource, and Ideation management.• Planned and coordinated the execution of Implementation along with Technical/Business validations post every Maintenance/Major release.• Developed solutions using JavaScript, Web Services, REST, and other web technologies to integrate ServiceNow with internal/external systems.• Assisted clients in implementing Managed Service Provider (MSP) instances for ServiceNow and performed domain separation for instances.• Created notifications and configured inbound email actions to create incidents or requests.• Tracked and ensured notice periods are met for changes and cancellations, identified savings opportunities through software re-harvesting and license optimization.• Responded to requests from Software Owners, end users, managers, developers, and team members for specific IT Software Asset Management information.• Integrated ServiceNow with EYESHARE tool for automatic change creation using the Scripted REST API.• Worked on ServiceNow ITOM business development, project delivery/implementation, and building ServiceNow ITOM practice and competency.• Transformed Customer Service operations via ServiceNow CSM and communicated with external web services using SOAP Messages and REST.• Had practical exposure and/or experience with jQuery, JSON, AJAX, and worked on setting up Active Directory, SCCM, LDAP, and Single Sign-On (SSO) integration.• Developed and maintained requirements backlog through User Stories in ServiceNow SDLC module, and configured ServiceNow HRSD suite.• Collaborated with an agile team to deliver solutions across ServiceNow modules and architected solutions for ITAM solutions.
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	<p>Environment: Service Now (Paris, Quebec, Rome), Portal Development, Persona, Widgets, Pages, Event Management, Service Mapping, Orlando, New York, ITIL, HTML, Integrations, Agile, Windows.</p>
<p>Apr 2020 – Apr 2021</p>	<p>Cigna, Bloomfield/TCS, CT ServiceNow ITOM Consultant</p> <ul style="list-style-type: none"> Configured and customized ServiceNow's Event Management module to capture, consolidate, and manage events from various sources. Developed event rules, event correlations, and event transforms to effectively categorize and prioritize events. Implemented event enrichment techniques, including data mapping, parsing, and normalization. Configured event thresholds, notifications, and escalations to ensure timely response and resolution. Designed and implemented event management dashboards and reports for real-time monitoring and analysis. Integrated ServiceNow's Event Management with external monitoring tools, event sources, and event aggregation platforms. Configured event integration connectors (e.g., SNMP, syslog, REST APIs) to collect events from diverse sources. Utilized event correlation and aggregation techniques to reduce noise and accurately identify root causes. Developed custom event integrations using ServiceNow's integration capabilities, including scripting and APIs. Worked on ServiceNow Integrated Risk Management modules, specializing in Risk Assessment, Audit, and Policy & Compliance Management. Successfully implemented and managed the Process, Risk, and Controls inventory within the GRC/IRM framework, ensuring comprehensive coverage aligned with organizational objectives. Spearheaded the development and maintenance of Process, Risk, and Controls inventory within ServiceNow, resulting in improved efficiency and alignment with industry best practices. Collaborated with cross-functional teams to establish and enforce policies, ensuring regulatory compliance and adherence to industry standards. Implemented proactive risk mitigation strategies based on thorough risk assessments, minimizing potential impacts on business operations. Integrated Virtual Agent with knowledge bases and backend systems for enhanced self-service. Customized ServiceNow Agent Workspace to align with support team workflows and improve incident resolution. Led successful implementations of ServiceNow Strategic Portfolio Management (SPM) modules, including Service Catalog, Demand Management, and Project Portfolio Management. Configured and customized ServiceNow SPM to align with organizational processes and requirements, collaborating with stakeholders to gather business needs. Integrated Event Management with Incident and Problem Management processes in ServiceNow. Developed automation workflows and scripts to facilitate incident and problem resolution based on event insights. Integrated ServiceNow with SailPoint, Snowflake, Dynatrace, Zabbix, Splunk, Spectrum, Nutanix instance. Optimized performance of ServiceNow's Event Management module, managing event data volume and retention policies. <p>Environment: ServiceNow (London, Paris, Orlando), Portal Development, Persona, Widgets, Pages, Event Management, Service Mapping, Orlando, New York, ITIL, HTML, Integrations, REST/SOAP integrations, CI/CD, Agile, Windows.</p>

Jan 2019 – Mar 2020	<p>Thomson Reuters, Eagan/TechM, MN ServiceNow Developer/ Analyst</p> <ul style="list-style-type: none"> Effectively participated in daily Scrum meetings and discussions, following agile methodology. Provided strategic direction for the design, development, and support of ITSM processes in alignment with business goals. Implemented and managed enhancements and new requirements on the ITSM ServiceNow platform. Collaborated with departments to identify and prioritize IT service management requirements. Developed and implemented IT service standards and policies to promote efficiency. Implemented a continuous improvement program for IT service management delivery. Orchestrated and automated cloud-based platforms using cloud networking technologies. Managed incident, problem, and change management activities proactively. Implemented, customized, and maintained ITIL modules such as Incident, Change, and CMDB in ServiceNow. Designed email templates and configured Discovery Schedules in ServiceNow. Configured UI Actions, UI Policies, and Access Lists to enhance ServiceNow functionality. Integrated FireEye tool with ServiceNow using email integration and inbound actions scripting. Developed Service catalog items, workflows, and execution plans. Created validation controls and provided access control on the user table in the service portal. Conducted integration work with Java-based web services, BMC Remedy, LDAP server, and other systems. Responsible for integrating ServiceNow with Java based web services for order retrieval, Oracle SOA Webservices Extensively worked on Integrating ServiceNow with BMC remedy Worked on integrating with LDAP server to obtain the users, roles, group's information into ServiceNow. Created the UI pages to use them in catalog items using the UI Scripts. Worked on different kinds of variables and variable sets. Configured multiple forms for Asset module using Configuration Management Database. Involved in configuring the mid servers as per the requirement needs. Worked on ServiceNow Discovery tool to identify IP-enabled configuration items (CIs), map their interdependencies, and populate them in the CMDB. Worked on scheduling the report generation in ServiceNow as per the requirements. Involved in various migrations activities and coordinated various project implementation tasks. <p>Environment: Service Now (Kingston/London/Madrid/New York), Webservices, JavaScript, Angular JS, jQuery, Jelly script, HTML, XML, MS SQL Server, CMDB, Workflows, SCCM, DAP Integration, PowerShell/MID server, Agile</p>
Sep 2016 – Dec 2018	<p>Penn Dot, Harrisburg, PA Jr. ServiceNow Administrator/ Analyst</p> <ul style="list-style-type: none"> Customized and maintained ITIL modules such as Service Catalog, Knowledge Management, Incident Management, Change Management, Problem Management, and CMDB in ServiceNow. Managed ITIL modules (Incident, Change, Problem, Knowledge, and Service Catalog), Asset, and CMDB within ServiceNow. Detail-oriented problem-solving, with a focus on identifying root causes and implementing lasting solutions.

	<ul style="list-style-type: none">• Strong communication skills, ensuring clear and concise updates to teams and stakeholders regarding issue status and resolutions. Created Access Control Rules (ACLs) for data security. Conducted custom scripting for tailored solutions.• Developed and maintained global controls for attachments and cookies.• Built third-party software integrations to enhance system interoperability. Provided expertise in answering "how to" technical and application configuration questions.• Aided in translating business requirements into technical requirements for effective implementation. Facilitated the rollout of new applications and modules to ensure seamless integration.• Managed ServiceNow system upgrades occurring three times per year, ensuring smooth transitions.
Jun 2014 – Jul 2015	ADP, Harrisburg, PA / ITSM Analyst/ Admin <ul style="list-style-type: none">• Proficiently identified and resolved complex technical issues through problem tracking, diagnosis, root-cause analysis, and execution of programming and debugging activities.• Responded promptly to incidents and service tickets, maintaining a high level of responsiveness to address user concerns and ensure timely problem resolution.• Analyzed technical issue trends, provided recommendations for long-term improvements, and demonstrated a proactive approach to issue prevention.• Contributed significantly to the design, implementation, support, and expansion of the ServiceNow platform, ensuring alignment with organizational goals and requirements.• Supported the continuous improvement process by actively participating in form, workflow, reporting, and automation improvements across the ITSM, ITOM, and CMDB suites.• Enhanced, maintained, and supported existing integrations within the ServiceNow platform, ensuring seamless functionality and interoperability.• Provided high-quality support to all users of the ServiceNow platform, addressing queries, issues, and ensuring a smooth user experience. Created and maintained comprehensive documentation to facilitate effective use of the platform.• Administered service management and collaboration systems, tools, and technologies, ensuring adherence to policies, development processes, and guidelines.• Established strong partnerships with infrastructure and application development teams, fostering a collaborative environment for successful CMDB management.• Supported the processing of combined e-procurement Supplier invoices, managing transactions ranging from ten to hundreds of million dollars monthly, ensuring compliance with financial protocols.• Configured and maintained web-based automated procurement and CMDB business functions and procedures, optimizing operational workflows and data management.

Technical Writer

Name	Ahson Saeed Hasan
Summary of Experience	<ul style="list-style-type: none"> Over 10 years of progressive experience in technical writing and other diverse settings. Experience in working with Government Clients: <ul style="list-style-type: none"> Department of Health and Human Service, Department of Homeland Security and Department of Treasury-Departmental Office Expert at technical writing and communicating with high levels of management with the ability to effectively manage projects despite tight deadlines, limited resources, and volatile schedules. Proficient in developing written communication materials for a wide range of internal and external audiences, using a broad range of methods and vehicles (e.g., social media accounts, internet and intranet sites, newsletters, speeches, presentations, white papers, summary papers, technical reports, etc.). An Expert writer and storyteller with the ability of initiating and maintaining effective communication with all internal and external stakeholders and building cooperative, ongoing working relationships to advance an organization's mission. Able to create new technical content and develop a strategy or plan to include the best method or vehicle for communicating the information.
Education & Certifications	<ul style="list-style-type: none"> Master of Business Administration (MBA) Masters in Political Science (MA) Bachelor of Laws (JD) Certified Project Management Professional (PMP) Lean Six Sigma Green Belt (LSSGB) Certified Teaching English as a Foreign Language (TEFL) Professional
Skills	Instructional Design, Data Gathering and Analysis, User Acceptance Testing (UAT), Agile Project Management, Scrum Methodology, SOP Development, Document Version Control
Work History	
Jan 2023-Present	<p>Securities and Exchange Commission Technical Writer</p> <ul style="list-style-type: none"> Gather and prioritize business requirements for IT projects and analyze customer business needs. Responsible for technical writing, instructional design, content editing, presentations, and data gathering as well as re-writing, editing materials, and technical documentation. Coordinate with business owners to understand their latest needs and maintain an updated development backlog. Analyze and interpret the information gathered as well as conduct User Acceptance Tests (UATs) to ensure delivered products meet user requirements. Present and discuss key research findings with experts at numerous conferences as well as key stakeholders and top-level management. Proofread and edit materials prepared by all staff to check and correct spelling, grammar, and style. Read, evaluate, and edit materials submitted for publication and confer with IT staff regarding changes in content, style or organization, or publication. Serve as a liaison between technical teams and business stakeholders for seamless communication. Lead Agile-based projects, facilitating Scrum meetings and status calls. Responsible for writing, editing and formatting deviations, SOPs, Work Instructions, training materials and other support documents. Coordinate timelines, manage deadlines, and track proposal elements to ensure high- quality, timely proposal submissions.

	<ul style="list-style-type: none">• Assemble and synthesize information from the Programs team and external sources into clear and concise proposal language.• Responsible for creating and delivering training materials and class-room training; creating, updating, and maintaining software user manuals, online help, software requirements, and design documents; and creating, updating, and maintaining software QA testing plans and procedures, instructions, operating instructions, policies, processes, and procedures.• Work on development of scopes of work, technical specifications, and related documentation.• Ensure technical specifications and other documents are written accurately.• Collaborate with business stakeholders to develop scopes of work and technical specifications to be included in RFPs.• Write, review, and edit proposal content, ensuring all narrative, numeric and graphic information is accurate and consistent.• Prepare Design Document (Detailed Design Document), Requirement Traceability Matrix (RTM), Business Proposals, Software Requirement Specifications, Use case document, Release Notes, and all other process related documents.• Created/Updated technical documentation and maintain team project information/notes in OneNote.• Utilize advanced technical writing skills to translate complex technical concepts into digestible information.• Maintain program timelines and support through the entire life cycle.
Nov 2019 – Jan 2023	<p>Department of Health and Human Service/ Viberent Health Technical Writer/Communication Specialist</p> <ul style="list-style-type: none">• Understood the full scope of the project and worked on the implementation, monitoring, and delivery of goals.• Helped and prepared presentations for senior-level management and utilized Smartsheet for dashboard view.• Maintained a close eye on the workflows and assisted the Functional Manager to raise red flags, wherever and whenever needed.• Worked on the program priorities based on SDLC/ITIL methodology.• Translated high-level technical concepts into simple and easy to understand “stories” for senior executives.• Maintained a list/ledger of activities to ensure milestones and timelines are met.• Identified the tasks that must be addressed as well as set realistic goals and milestones for the team/individuals.• Created, maintained, and updated security documentation, including policies, procedures, plans, and standards covering NIST SP 800-53 controls, FedRAMP, NIST, and FISMA.• Maintained a comprehensive library of security documentation, gathered, documented, and analyzed business needs and requirements.• Developed technical writing procedures and policies as well as performed research, analysis, editing and publishing.• Responsible for proofreading and editing materials prepared by other staff to check and correct terminologies, technical information, spelling, grammar, formatting and style.• Maintained effective clear, articulate, concise communication and collaboration between all team members, upper management, and company clients through the organization of effective documentation, scheduling, planning and event/travel arrangements.• Applied current research findings to presentation of documentation by staying current with the technical writing industry (page design and layout improvements)• Developed cybersecurity policies, reports, system assessments, and presentations.• Developed, gathered, and disseminated technical information needed for technical documentation.

	<ul style="list-style-type: none"> Analyzed documents to maintain continuity of style of content and manage updates and revisions to technical literature. Performed security assessments (cyber, HR, and physical) as well as effectively organized complex data into clear and understandable written documents such as policies, standard operating procedures, and plans. Implemented the National Institute of Standards (NIST) Cyber Security Framework (CSF). Defined exception process activities to resolve exceptions to support the exception procedures; communicate and deliver complex data in comprehensible ways to gain buy-in and acceptance. Participated in special projects, such as working on and writing about cloud computing tools (AWS, Akamai, Laceworks, File Cloud, Jira, VScan, InsightAppsec, and so on). Helped write SSPs, respond to POA&Ms, work on audit exceptions, and ensure all quality measures are taken to get approval from 3PAO (third-party assessment organization). Gathered and converted data into a written narrative, conducted writing workshops for cybersecurity analysts. Assisted in writing and/or editing technical documents based on input from the Cybersecurity and Compliance Team. Developed drafts for review and approval by technical specialists, SMEs, engineers, and multiple stakeholders. Translated highly technical jargon into "plain language." Assessed existing and future-state IT infrastructure and practices to align with federal regulations and industry standards and best practices, including (NIST, PCI, Medicaid, etc.) Monitored and maintained appropriate version control, utilized a shared platform to collaborate on content. Supported the development of standard operating procedures (SOPs) and work instructions to support implementing the target operating models. Leveraged tools like Vanta, Smartsheet, XACTA to organize work and automate processes. Collaborated with Cybersecurity and Compliance Team to communicate with the client and work on change management-related issues. Utilized a shared SharePoint repository to store documents and presentations.
Apr 2019- Nov 2019	<p>Department of Homeland Security HQ - Immigration Data Integration Technical Writing Lead</p> <ul style="list-style-type: none"> Developed products and writing reports, including editing, and copyediting as well as developed end-state presentation materials. Wrote various technical articles, reports, brochures and/or manuals for documentation for a wide range of uses. Coordinated the display of graphics and the production of the document. Analyzed data to inform business decisions and found technological solutions to client's business needs. Prepared executive speeches, articles, FAQ's newsletters, reports, briefing papers, presentations, talking points, and other communication products involving complex national security topics for executive audiences. Assisted management in developing and maintaining robust internal and external communication strategies to effectively convey the client's national security mission to its Intelligence Community partners and to Congressional oversight authorities. Wrote and edited targeted communications, frequently with short deadlines, by researching and gathering information from various sources and selectively choosing appropriate information based on the audience, the classification level, and the desired strategic message. Coordinated timely responses to internal and external tasks as well as assisted client's operational divisions with strategic communication plans targeted products.

Apr 2018- Apr 2019	Turning Point Global Solutions, Rockville, MD / Team Lead/ Technical Writer/Business Analysis and Quality Assurance <ul style="list-style-type: none">• Supported a Center for Medicare and Medicaid Services (CMS) contract under the Department of Health and Human Services (HHS) auspices.• Translated complex, technical information into clear and simple language. Composed various documents, including training manuals, design documentation, and technical reports, and analyzed standard operating procedures.• Discussed and implemented process improvement in collaboration with business and technical users.• Gathered requirements from technical leads and clients to create workflows and documentation.• Responsible for planning, developing, organize, write, edit, and update operational procedures and manuals.• Writer and edit instructional and promotional materials for a training development group.• Worked with subject matter experts (SMEs) from technical fields to create course content. Created specialized technical training that meets instructional objectives and is written to a level appropriate to the target audience.• Developed evaluation and testing instruments as well as created a Cloud file repository in SharePoint.• Worked with AWS engineers to migrate legacy systems to the cloud.• Coordinated with a team of instructional designers, graphic artists, and programmers to create both paper and web-based training products.• Used FrameMaker, Word, Excel, PowerPoint, Expression Web 4, SharePoint, HTML, Smartsheet, Paint Shop Pro, and several in-house applications.• Collaborated with appropriate service owners and other key stakeholder to define business services, associated Service Level Agreements (SLAs), Operational Level Agreements (OLAs), and any contracts to ensure that realistic Service Level Targets (SLTs) are agreed upon and that there is an organizational infrastructure to enable achievement of those SLTs.• Coordinated closely with key stakeholders to ensure the organization is operationally ready to implement new processes, roles, and technology.• Produced storyboards for web-based courses.• Helped stand up projects in an Agile/ITIL environment.• QA editing a variety of materials for grammar, style, content, format, consistency, organization, and instructional efficacy. This included developmental editing of work submitted by other writers.
Mar 2017- Jun 2018	Department of Health and Human Services, Vienna, VA / Mclean, VA / Technical Writer/Editor <ul style="list-style-type: none">• As an editorial advisor and senior writing consultant to program analysts and personnel in OO, helped to: identify process improvements related to writing and review; provide solutions for organization and writing challenges within executive-level correspondence and reports for adherence to prevalent HRSA, HHS, and component styles and standards; and training correspondence and program analysts on executive-level correspondence production standards and processes.• Served as an authoritative expert on executive-level correspondence production processes and standards.• Served as lead editor for the HRSA OO Director, directing the editing, formatting, and distribution of all executive-level correspondence and reports prepared for the Deputy and Administrator's signature.• Created developer-facing documentation and other forms of technical and training content. Proofread and edited all official office correspondence.• Worked through SDLC stages from an operations and maintenance perspective in a collaborative environment.• Took notes during management-level meetings and prepares official minutes of those meetings.

	<ul style="list-style-type: none">• Conducted and facilitated quarterly application and software training in a classroom setting.• Collaborated with program sponsors/owners to solicit and provide input. Solicit approval for plans, measures, and reports progress facilitates involvement and provides feedback on communication issues.• Documented and tested the IRMS (Integrated Resource Management System) web application (developed on Oracle and WebLogic) used by accountants to aid in federal agency budget planning.• Worked closely with subject-matter experts, locally or nationally, to document processes, create end-user documentation, web content for the court's internal and external websites, technical manuals, training manuals, and presentation content.• Ensured all applicable documents, guides, manuals, and forms were posted to the appropriate websites and kept up to date.• Built Web Help in Adobe Rob Help for IRMS as well as acted as an engaged participant in the annual IRMS security audit process that included updating, revising, and creating several documents and evidentiary artifacts.• Assisted the COR and OIT Security in updating the documentation in Contingency Plans and Tabletop exercises.• Worked on a trouble ticket system and documented library in SharePoint for software development and application testing.• Created an exclusive training guide for conducting training sessions for IRMS. Coordinated efforts with SMEs and validated data with the DBA and Java Developer.
Oct 2016- Mar 2017	<p>Department of Homeland Security (TSA office of Acquisition)/ Erimax Inc., New Carrollton, MD / Senior Technical Writer/Senior Business Analyst</p> <ul style="list-style-type: none">• Provided communication, business, and administrative support to the Credentialing Screening & Intelligence Acquisition Division (CSI/AD).• Served as a POC/communications coordinator and support program managers through acquisition, solicitation, and proposal evaluation for unclassified programs.• Tested web-based applications and sources to ensure perfect periodic releases.• Developed, wrote, and revised policies, processes, procedures, guides, manuals, forms, and other documents supporting administrative and operational areas of the TSA.• Performed program management and progress tracking, meeting coordination and conference planning, and document coordination.• Worked in a cross-functional team that delivers high-quality outputs on time and within budget.• Developed, wrote, and revised policies, processes, procedures, guides, manuals, forms, and other documents in support of the TSA's administrative and operational areas.• Analyzed digital and social media trends and practices to monitor the TSA's public image.• Devoted significant thought, research, time, and effort to all projects.• Served as lead Editor for the TSA OA daily briefing, directing the editing, formatting, and distribution of all correspondence and reports.• Collaborated with diverse teams both within CSI/AD and across organizational boundaries.• Wrote and documented process manuals for various systems such as CIMS, FDPS, OADB, etc.• Provided communications, public affairs, and marketing support for HRSA OFM outreach efforts with stakeholders, including officials from other government agencies, non-governmental organizations (NGOs), public members, and members of the press.• Planned and conducted various complex projects and studies that encompass the analysis and evaluation of work distribution.

Jul 2016- Oct 2016	<p>Department of Treasury-Departmental Office - Reston Consulting Group Inc., Herndon, VA Technical writer/Communication Lead</p> <ul style="list-style-type: none">• Worked with existing documentation, creating standardized formatting, and filling gaps in each system's technical and process details, producing a standardized template for each system, and populating that template with existing data.• Interviewed SMEs for each system to accurately complete and bring all documentation up to date.• Produced technical templates for each system based on an existing supplied template.• Wrote procedural descriptions for Active Directory, Exchange 2013 and related components, Blackberry 5/12 and associated components, Storage Area Network, Server Physical and Virtual Infrastructure, Enterprise Backup, Configuration Management, Departmental Offices Remote Access (DORA), Desktop Virtualization, Freedom of Information Act & Litigation Support (FOIA/LIT), Mobile Device Management, SPLUNK, etc.• Worked directly with counterparts within Departmental Offices and Public Affairs team and was frequently called upon to handle requests from public and senior government officials within the US Department of the Treasury and across the federal government.• Used good judgment in selecting appropriate formats for projects and meeting deadlines successfully.• Gathered, analyzed, and normalized the existing documentation for inclusion in the deliverables. Provided technically accurate, complete, and professional documents for each system.• Produced consistent, comprehensive documentation that contained the requisite level of detail to fulfill operations, security, and audit requirements.• Wrote internal memos, white papers, and press releases from the CIO's office.• Defined and developed the correspondence style guides, correspondence standard operating procedures, and associated training for employees across the Departmental Offices and field.• Worked with mandated management reports to identify, compile, and analyze data and prepare complex administrative and management reports.• Served as the subject matter expert and consultant as a member of interagency or intergovernmental teams or standing committees addressing writing and editing methods to convey highly complex concepts to meet the requirements of USCIS customers at multiple levels.• Maintained web content driven by changing situations.• Participated in the Department of Treasury committee meetings to review writing and editorial policies and guidelines, resolve style and editorial differences, and update the requirements consistent with office priorities and program needs.• Wrote day-to-day communications as and when needed.• Produced consistent, comprehensive documentation that provides the requisite level of detail to fulfill operations, security, and audit requirements.• Developed and implemented policy and guidance based on Federal and Departmental regulations and direction using a high degree of administrative and synthesizing skills.• Worked with managers and SMEs to identify and maintain current, accurate position descriptions for all employees.
Jan 2015- Jul 2016	<p>Department of Homeland Security-USCIS/ Erimax Inc., Largo, MD Technical Writer/Communication Lead/Business Analyst</p> <ul style="list-style-type: none">• Developed, revised, and reviewed SOPs (Standard Operating Procedures).• Wrote policies and protocols for the Records Training, Evaluation, and Monitoring (RTEM) Branch.• Maintained all knowledge-based work files and revised them periodically as well as established style guidelines and standards for internal DHS and USCIS documents.

	<ul style="list-style-type: none"> Coordinated and facilitated JAD sessions for Business Process Modeling and Notation and documenting and following up on the deliverables. Developed ideas for better processes as well as served as the resident expert with subject matter knowledge in writing and editing in direct support of USCIS program office activities and advised on all executive-level correspondence issues. Worked independently as well as with direction. Invested time working with appropriate personnel to learn the information necessary to produce effective results. Prepared analytical documents and data summaries using standard electronic publishing tools. Created and maintained templates for operations and quality documents. Facilitated additional documentation being an onsite writer as well as wrote press releases in coordination with DHS Comms. Created, prepared, and reviewed USCIS written materials (talking points, fact sheets, briefing materials, memoranda, etc.) to conduct, facilitate, and support internal and external outreach, briefings, events, meetings, and speeches. Developed and implemented communication materials for various audiences, including executives, working level, and large-scale audiences (over 3,000 individuals). Types of materials included but were not limited to internal and external letters, newsletters, web-based content, information memorandums, white papers, presentations, Congressional questions for the record, operating procedures and processes, and public inquiries. Maintained content of the DHS website in coordination with the IT professionals. Served as the primary writer/editor supporting the planning, researching, writing, editing, and coordinating materials for high-level and complex correspondence, reports, and other documents for signature by upper management officials of the highest levels at the Department of Homeland Security (DHS) and USCIS. Used communications and knowledge management activities to enhance the organizations' impact as a premier organization for innovative transportation solutions. Helped develop and implement a comprehensive outreach strategy and marketing campaign to promote USCIS services to DHS stakeholders and potential project sponsors. Performed all other types of writing tasks assigned from time and time and whenever needed. Conducted research, analyzed legislative issues and trends, followed Congressional hearings and briefings, and developed and finalized master copies of meeting or marketing materials to achieve USCIS goals and objectives. Researched, wrote, and proofread technical documents for consumption by management.
Jan 2007- Jan 2015	<p>Capital One Bank, Mclean, VA / Communication Manager/Technical Writer</p> <ul style="list-style-type: none"> Enhanced usability of manual for service level management application (SLM Express): reorganized content to reflect tasks, removed redundancies, exhaustively tested application, corrected inaccuracies, documented unknown features, and clarified prose. Eliminated clerical waste-motion and improved accuracy of release information by coordinating with IT experts on Web-based Perl applications that tracked the progress of 100+ hardcopy and online documents. Managed aggressive schedules by creating detailed communication project plans, getting stakeholders to agree to plans, comparing progress to internal milestones, and taking corrective actions as early as possible. Conducted application testing in collaboration with OIT. Successfully documented developer tools: software developer kit (SDK), application program interface (API), command-line interface (CLI), and script functions. Worked with programming experts to test these tools while documenting. Worked on operations and maintenance side of SDLC environment.

	<ul style="list-style-type: none">• Led and executed communication strategies and tactics for Digital Transformation implementation efforts beyond series of mergers and acquisitions by Capital One.• Worked closely with the Digital Transformation communications and the Agile/ITIL communications teams to develop internal Capital One consumption content.• Aligned strategic messaging and identified synergies in support of integrated communications across Agile Transformation, Digital Transformation, Business Transformation, IT.• Created internal consumption style guides, FAQs, glossaries, fact sheets, announcements, web content, etc.• Managed creation of graphics, photos, and videos in collaboration with graphic designers.• Worked closely with the Business Process Modeling and Notation and Service Desk Managers to document processes and procedures for the IT Service Operations Team supporting workstation and client-side applications.• Provided strategic and proactive communications support aligned with the communications strategies being executed within the Retail and Direct Bank and Local Distribution.• Reviewed, analyzed, and controlled complex correspondence, reports, documents, and other materials received in the Office of the Chief of Staff.• Identified strategic opportunities to develop communication to the field that conveyed important corporate messages like Capital One's Mission, customer focus, franchise ownership, etc.• Determined the appropriate organization and level for review and response in accordance with Capital One policies, procedures, and requirements.• Wrote, edited, and produced high-visibility, high-priority products that effectively explained and interpreted Capital One's voice and opinion on various highly complex issues.• Monitored records, files, and revised work from time to time.• Drove a communications consulting model that used a strategic mindset to influence and determine appropriate communications proactively.• Developed communication deliverables that greatly impacted the audience (deliver a "wow" factor).• Provided communications support to the Retail and Commercial banking executives and leadership teams.• Owned, enhanced, and executed a communications calendar aligned with ongoing communication activities or being developed in branch/contact center/Specialty Sales.• Collaborated with teams and individuals across the business to create end-product communications.• Promptly conveyed employee concerns and grievances to the senior management received via different digital channels, such as Voice of the Associate (VoA) – Capital One's internal version of Facebook.• Designed and produced master copies of outreach marketing materials for various audiences.• Created weekly scheduling for news stories bundles delivered to the employee population.• Contributed, proofread, and edited content for the Capital One blog – The Pulse.• Created, administered, and facilitated communication plans and online media outreach.
Apr 2003- Jan 2007	<i>Federal Document Clearing House, Lanham, MD Senior Manager/Technical Writer</i> <ul style="list-style-type: none">• Researched, edited, and proofread reports/transcripts, ensuring their compliance with the house style of clients, including Thomson-Reuters, AT&T, CNN Financial, Bloomberg News, and Associated Press (AP).• Managed a team of 15 editors as well as collaborated with reporters in South/Central Europe and South-East Asia.

	<ul style="list-style-type: none">• Used and guided on various word processing, desktop publishing, electronic publishing programs/systems.• Reworked draft publications to ensure clear, concise, and accurate written executive-level correspondence products that catered to a diverse audience.
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9. APPENDIX B - RECOMMENDATION LETTERS
Maryland Transit Authority (MDTA)

To Whomsoever It May Concern

Dear Ms. Arora,

I am happy to recommend Elegant Enterprise-Wide Solutions, Inc. for the services they have provided in the last 5 years.

Scope of Services: Elegant Solutions provided Web Application maintenance and support, continuous enhancement and development, bug fixing for the applications, system administration, Servers and VMWare based support, Tier I/ II/ II Helpdesk support and field support, ticket creation, monitoring and maintenance.

Below are my ratings for their services provided:

Quality of Services	Exceptional
Cost Control	Exceptional
Schedule (Timeliness)	Exceptional
Management	Exceptional
Utilization of Small Business	Exceptional
Business Relations	Exceptional

Overall Rating: Exceptional

As a part of this engagement, Elegant Solutions had deputed 15 resources with a total contract value of Approx \$5.5M for over 5 years.

I am very confident that Elegant Enterprise-Wide Solutions, Inc. will be able to provide superior services and excellent solutions through engagements of similar or higher scope, size and complexity.

If you have any additional questions or need clarification, please feel free to contact me.

Best Regards,



Chuck Markakis
Assistant Director
Maryland Transportation Authority
Office of Infrastructure Services
Division of Information Technology
cmarkakis@mdta.state.md.us

Minnesota Department of Public Safety (DPS)



January 25, 2019

To whom it may concern:

Elegant Enterprise-Wide Solutions, Inc. was contracted to provide IT consulting services on the Minnesota Licensing and Registration System (MNLARS). The system will improve operability, stability, record keeping, security, and customer service for the Minnesota driver's license and motor vehicle registration systems.

Elegant provided one resource who has been on the job for 3 ½ years. He has been an integral part of the MNLARS team as a senior developer.

I feel confident in recommending Elegant Enterprises-Wide Solutions, Inc.'s IT consulting services and this resource.

Regards,

A handwritten signature in blue ink that reads 'Joyce Simon'.

Joyce Simon

Joyce Simon PMP
Financial Analyst | IT Management
Minnesota IT Services | Partnering with Public Safety
445 Minnesota Street
Saint Paul, MN 55101
O: 651-201-7769

Information Technology for Minnesota Government | mn.gov/mnit

Montana Department of Environmental Quality (DEQ)



January 31, 2019

In January 2017, Elegant Enterprise-Wide Solutions, Inc. was awarded a contract to provide information technology augmentation staff resources that would assist the Department with systems analysis, web and software development, data migration, and application maintenance for Tracking Remediation and Environmental Actions Data System (TREADS). With a total value of approximately \$918,060.00.

I would rate their services provided on this project as below:

Management	Excellent
Cost Control	Excellent
Schedule (Timeliness)	Excellent
Quality of Services	Excellent
Business Relations	Excellent

I wish them success on future efforts.

If you have any further questions, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Staci Stolp".

Staci Stolp
Computer Systems Analyst, PMP
Waste Management and Remediation Division
1225 Cedar St.
Helena, MT 59602
Email: Sstolp3@mt.gov
Cell: (406) 461-0913
Desk: (406) 444-6461

Idaho Department of Transportation



**Your Safety • Your Mobility
Your Economic Opportunity**

IDAHO TRANSPORTATION DEPARTMENT

P.O. Box 7129 • Boise, ID 83707-1129

(208) 334-8000 • itd.idaho.gov

May 8, 2018

To whom it may concern

Ms. Priyanka Arora, Sr. Program Manager
Elegant Enterprise-Wide Solutions, Inc.
25961 Hartwood Dr.
Chantilly VA 20152

With this letter, I am pleased to recommend services of Elegant Enterprise-Wide Solutions, Inc. on one of our project.

Elegant Enterprise-Wide Solutions, Inc. was contracted for providing IT consulting services to support modernization of Division of Motor Vehicles (DMV) at Idaho Transportation Department.

Elegant Solutions' Data Warehouse Business Intelligence Specialist was responsible for writing/ creating reports in Microsoft SQL Server Reporting Server (SSRS) and Microsoft Dynamic CRM. Based on quality services provided by resources assigned on this project, below is rating:

Evaluation Areas	Rating
Quality of Service	Exceptional
Schedule	Exceptional
Cost Control	Exceptional
Management	Exceptional

I feel confident in recommending Elegant Enterprises-Wide Solutions, Inc.'s IT consulting services.

If you have any further questions, please feel free to contact me.

Richardson Independent School District (RISD), TX



PURCHASING DEPARTMENT

RICHARDSON INDEPENDENT SCHOOL DISTRICT

February 9, 2015

Ms. Priyanka Arora
Elegant Enterprise Wide Solutions, Inc.
25961 Hartwood Drive
Chantilly, VA-20152

Dear Ms. Arora,

I would like to take this opportunity to thank you for services provided by Elegant Enterprise-Wide Solutions, Inc. for the Business Analyst consultant provided for the development of Individualized Education Program (IEP). Elegant Enterprise-Wide Solutions was commendable in accomplishing tasks and deliverables in defined timelines, with huge satisfaction.

Sincerely,

A handwritten signature in blue ink that reads 'Melody Greig'.

Melody Greig, RTSBA
Richardson Independent School District
Buyer, Purchasing Department
Phone: 469-593-0578
Fax: 469-593-0563
www.risd.org

Oklahoma Department of Career and Technology Education (ODCTE)



May 19, 2015

Ms. Priyanka Arora
Elegant Enterprise Wide Solutions, Inc.
25961, Hartwood Drive
Chantilly, VA, 20152

Dear Ms. Arora,

I would like to take this opportunity to thank Elegant Enterprise Wide Solutions, Inc. for providing continuous Project Management services for our Information Management System Build project.

Elegant Enterprise Wide Solutions has been very responsive to our requests and communication. We are very pleased with the Project Management services you have provided and I would be happy to recommend Elegant Enterprise Wide Solutions, Inc. to other entities.

Sincerely,

A handwritten signature in purple ink that reads "Julie Bunch".

Julie Bunch, Sr. Buyer
Oklahoma Department of Career and Technology Education
1500 W. 7th Ave., Stillwater OK 74074
Ph. 405-743-5509
Fax 405-743-6809
www.okcareertech.org

1500 West Seventh Avenue
Stillwater, OK 74074-4364
www.okcareertech.org
(405) 377-2000 • Fax: (405) 743-6809

Corpus Christi Independent School District (CCISD)



DEPARTMENT FOR TECHNOLOGY SYSTEMS
Office of Information Systems

CORPUS CHRISTI INDEPENDENT SCHOOL DISTRICT
2525 Belton Street, Corpus Christi, Texas 78416
Office: 361/878-3932 Fax: 361/878-4860
Website: www.ccisd.us

August 27, 2015

To Whom it May Concern:

Elegant Enterprise Wide Solutions, Inc. has provided technical consultants to CCISD. The most recent Programmer, Anand Male, has been able to join the CCISD team and work in conjunction with full time staff on various projects. A high level of quality work and professionalism has been maintained.

I would recommend the services of Anand Male and Elegant Enterprise Wide Solutions, Inc. to other businesses or school districts. I would welcome the opportunity to work with the company again.

Sincerely,

Sean Babcock
Director for Information Systems

California Public Employees' Retirement System (CalPERS)

TO WHOM IT MAY CONCERN Engagement Rating Letter

Elegant Enterprise-Wide Solutions, Inc. provided Enterprise Business Continuity Prioritization services to CALPERS (PO 65677) from April 2016 to October 2016.

Here are my ratings for the above said engagement -

- Complexity of Project (High/Medium/Low) : Medium
- Contract Type (Firm Fixed Price / T&M) : FFP-Deliverable based
- Quality of Services (Exceptional/Good/Satisfactory/Poor) : Exceptional
- Was engagement completed on Time as planned : Yes
- Would you recommend Elegant to others entities for similar work : Yes
- Confidence in ability of company to deliver (High/Medium/Low) : High

Please don't hesitate to contact me for any further information.



Jacob Wilson
Emergency Management and Administration Unit
California Public Employees' Retirement System
(916)795-3312
jacob_wilson@calpers.ca.gov

Date:

9/29/16