



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

## Header @ 1

[List View](#)

## General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 1354530

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0705

Vendor ID: VS0000045503

SO Doc ID: LOT2400000011

Legal Name: Techbeans LLC

Published Date: 4/29/24

Alias/DBA: Techbeans LLC

Close Date: 5/7/24

Total Bid: \$1.00

Close Time: 13:30

Response Date: 05/06/2024

Status: Closed

Response Time: 21:57

Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing

Responded By User ID: pradeep14a

Total of Header Attachments: 1

Total of All Attachments: 1

First Name: sai

Last Name: palanati

Email: sai.palanati@tecbeans.cor

Phone: 5184660140



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

State of West Virginia  
Solicitation Response

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

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR05062400000006761	1

**VENDOR**  
VS0000045503  
Techbeans LLC

**Solicitation Number:** CRFQ 0705 LOT2400000011  
**Total Bid:** 1  
**Response Date:** 2024-05-06  
**Response Time:** 21:57:03  
**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



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

<b>Proc Folder:</b> 1354530			<b>Reason for Modification:</b> Addendum No 1 is issued to modify the bid opening date.
<b>Doc Description:</b> Addendum No 1 - Prequalification Agreements IT Temp Staffing			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
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:** VS0000045503  
**Vendor Name :** Techbeans LLC  
**Address :** 6535 Deseo , #1095 ,Irving ,Texas-75039  
**Street :** 6535 Deseo , #1095  
**City :** Irving  
**State :** Texas **Country :** USA **Zip :** 75039  
**Principal Contact :** Sai Palanati  
**Vendor Contact Phone:** 518-466-0140 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

<b>Vendor Signature X</b> <i>Sai Palanati</i>	<b>FEIN#</b> 83-3912608	<b>DATE</b> 05/03/2024
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All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 04/25/2024 to 05/07/2024.

--no other changes--

INVOICE TO				SHIP TO			
LOTTERY PO BOX 2067				LOTTERY 900 PENNSYLVANIA AVE			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:  
Temporary IT Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

**SOLICITATION NUMBER: CRFQ LOT2400000011**  
**Addendum Number: 1**

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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.

**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.

Techbeans LLC

\_\_\_\_\_  
Company

*Sai Palanati*

\_\_\_\_\_  
Authorized Signature

05/03/2024

\_\_\_\_\_  
Date

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

Revised 6/8/2012





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

State of West Virginia  
Centralized Request for Quote  
Service - Prof

Proc Folder: 1354530

Doc Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing

Reason for Modification:

Addendum No 2 is issued to  
publish questions and answers.

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-29	2024-05-07 13:30	CRFQ 0705 LOT2400000011	3

**BID RECEIVING LOCATION**

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

**VENDOR**

Vendor Customer Code: VS0000045503

Vendor Name : Techbeans LLC

Address : 6535 Deseo , #1095, Irving ,Texas-75039

Street : 6535 Deseo ,#1095

City : Irving

State : Texas

Country : USA

Zip : 75039

Principal Contact : Sai Palanati

Vendor Contact Phone: 518-466-0140

Extension:

**FOR INFORMATION CONTACT THE BUYER**

Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

Vendor  
Signature X

*Sai Palanati*

FEIN#

83-3912608

DATE

05/03/2024

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

**ADDITIONAL INFORMATION**

Addendum No 2 is issued for the following reasons:

1) To publish a copy of all vendor questions and their responses.

--no other changes--

**INVOICE TO****SHIP TO**

LOTTERY  
PO BOX 2067

LOTTERY  
900 PENNSYLVANIA AVE

CHARLESTON WV  
US

CHARLESTON WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

**Comm Code****Manufacturer****Specification****Model #**

80111600

**Extended Description:**

Temporary IT Staffing Services

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

**SOLICITATION NUMBER: CRFQ LOT2400000011**  
**Addendum Number: 2**

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

**Applicable Addendum Category:**

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

**Description of Modification to Solicitation:**

Addendum No 2 is issued for the following reasons:

- 1) To attach the vendors questions and Agency responses.

--no other changes--

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

**Terms and Conditions:**

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

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: LOT2400000011**

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

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

**Addendum Numbers Received:**

(Check the box next to each addendum received)

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

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Techbeans LLC

\_\_\_\_\_  
Company

*Sai Palanati*

\_\_\_\_\_  
Authorized Signature

05/03/2024

\_\_\_\_\_  
Date

from the other party. Neither party has an obligation under this Agreement to commercially offer any products using or incorporating the Confidential Information. The disclosing party may, at its sole discretion, offer such products commercially and may modify them or discontinue such offerings at any time.

- IX. General.** The parties do not intend that any agency or partnership relationship be created between them by this Agreement. This Agreement sets forth the entire agreement with respect to the Confidential Information disclosed herein and supersedes all prior or contemporaneous agreements concerning such Confidential Information, whether written or oral. All additions or modifications to this Agreement must be made in writing and must be signed by both parties. This Agreement and all matters arising out of or relating to this Agreement shall be governed by the laws of the State of West Virginia. The parties agree that the information provided as allowed by this Agreement will not contain any proprietary technical or confidential contractual information, or any financial information related to the relationship between Alpha and its partners. As a result, damages will not be included as a remedy.

The undersigned authorized representatives of each party have agreed to be legally bound by the terms of this Agreement as of the Effective Date shown above.

## **WEST VIRGINIA LOTTERY**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_ **(VENDOR)**

By: \_\_\_\_\_ Techbeans LLC

Name: \_\_\_\_\_ Sai Palanati

Title: \_\_\_\_\_ CEO/HR Manager



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

<b>Proc Folder:</b> 1354530			<b>Reason for Modification:</b>
<b>Doc Description:</b> Prequalification Agreements IT Temp Staffing			
<b>Proc Type:</b> Central Master Agreement			<b>Version</b>
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	
2024-04-11	2024-04-25 13:30	CRFQ 0705 LOT2400000011	1

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:** VS0000045503  
**Vendor Name :** Techbeans LLC  
**Address :** 6535 Deso #1095 ,Irving , Texas-75039  
**Street :** 6535 deseo #1095  
**City :** Irving  
**State :** Texas  
**Country :** USA  
**Zip :** 75039  
**Principal Contact :** Sai Palanati  
**Vendor Contact Phone:** 518-466-0140  
**Extension:**

**FOR INFORMATION CONTACT THE BUYER**

Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

Sai Palanati



**Vendor  
Signature X**

**FEIN#**

83-3912608

**DATE**

05/03/2024

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

**ADDITIONAL INFORMATION**

The State of West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Lottery Commission to establish Pre-qualification of Vendors for Temporary IT Staffing Services, at the WV Lottery HQ Facility located at 900 Pennsylvania Ave Charleston WV, per the attached documentation.

INVOICE TO				SHIP TO			
LOTTERY PO BOX 2067				LOTTERY 900 PENNSYLVANIA AVE			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

**Extended Description:**  
Business Analyst

SCHEDULE OF EVENTS		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

	Document Phase	Document Description	Page 3
LOT2400000011	Draft	Prequalification Agreements IT Temp Staffing	

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



**8. INSURANCE:** The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☐ **Automobile Liability Insurance** in at least an amount of: \_\_\_\_\_ per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: \_\_\_\_\_ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☐ **Aircraft Liability** in an amount of: \_\_\_\_\_ per occurrence.

☐

☐

☐

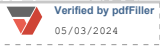
☐

**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) Sai Palanati  
(Address) 6535 Deseo, Suite #1095, Irving, Texas-75039  
(Phone Number) / (Fax Number) 518-466-0140  
(email address) sai.palanati@tecbeans.com

**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.

Techbeans LLC  
(Company) sai palanati   
(Signature of Authorized Representative) Sai Palanati CEO  
(Printed Name and Title of Authorized Representative) (Date) 518-466-0140  
(Phone Number) (Fax Number) sai.palaanti@tecbeans.com  
(Email Address) \_\_\_\_\_

**REQUEST FOR QUOTATION**  
**West Virginia Lottery**  
**Information Technology Temporary Staffing Services**

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**11.2 Emergency Contact:** Prequalified vendors must designate and maintain an emergency contact responsible for any staffing issues that may arise outside of regular business hours. The emergency contact number must be answered or responded to within two (2) hours on any given day or time, including weekends and holidays. In addition, Prequalified Vendors shall supply contact information for the emergency contact upon request.

**Contract Manager:** Sai Palanati  
**Telephone Number:** 518-466-0140  
**Fax Number:** \_\_\_\_\_  
**Email Address:** sai.palanati@tecbeans.com



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

<b>Proc Folder:</b> 1354530			<b>Reason for Modification:</b>
<b>Doc Description:</b> Prequalification Agreements IT Temp Staffing			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-04-11	2024-04-25 13:30	CRFQ 0705 LOT2400000011	1

BID RECEIVING LOCATION

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

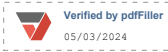
VENDOR

**Vendor Customer Code:** VS0000045503  
**Vendor Name :** Techbeans LLC  
**Address :** 6535 Deseo ,#1095,Irving ,Texas-75039  
**Street :** 6535 Deseo, #1095 ,Irving , Texas -75039  
**City :** Irving  
**State :** Texas **Country :** USA **Zip :** 75039  
**Principal Contact :** Sai Palanati  
**Vendor Contact Phone:** 518-466-0140 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

**Vendor Signature X** Sai Palanati



**FEIN#** 83-3912608 **DATE** 05-03-2024

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

<b>ADDITIONAL INFORMATION</b>
The State of West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Lottery Commission to establish Pre-qualification of Vendors for Temporary IT Staffing Services, at the WV Lottery HQ Facility located at 900 Pennsylvania Ave Charleston WV, per the attached documentation.

<b>INVOICE TO</b>	<b>SHIP TO</b>
LOTTERY PO BOX 2067  CHARLESTON WV US	LOTTERY 900 PENNSYLVANIA AVE  CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

<b>Comm Code</b>	<b>Manufacturer</b>	<b>Specification</b>	<b>Model #</b>
80111600			

**Extended Description:**  
Temporary IT Staffing Services

SCHEDULE OF EVENTS		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

	Document Phase	Document Description	Page 3
LOT2400000011	Final	Prequalification Agreements IT Temp Staffing	

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



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

<b>Proc Folder:</b> 1354530			<b>Reason for Modification:</b> Addendum No 1 is issued to modify the bid opening date.
<b>Doc Description:</b> Addendum No 1 - Prequalification Agreements IT Temp Staffing			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
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

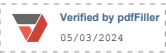
VENDOR

**Vendor Customer Code:** VS0000045503  
**Vendor Name :** Techbeans LLC  
**Address :** 6535 Deseo ,#1095 ,Irving ,Texas-75039  
**Street :** 6535 Deseo ,#1095  
**City :** Irving  
**State :** Texas **Country :** USA **Zip :** 75039  
**Principal Contact :** Sai Palanati  
**Vendor Contact Phone:** **Extension:**

FOR INFORMATION CONTACT THE BUYER

Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

Vendor  
Signature X *Sai Palanati*



FEIN# 83-3912608

DATE

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

<b>ADDITIONAL INFORMATION</b>
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--

<b>INVOICE TO</b>		<b>SHIP TO</b>	
LOTTERY PO BOX 2067  CHARLESTON WV US		LOTTERY 900 PENNSYLVANIA AVE  CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

<b>Comm Code</b>	<b>Manufacturer</b>	<b>Specification</b>	<b>Model #</b>
80111600			

**Extended Description:**  
Temporary IT Staffing Services

<b>SCHEDULE OF EVENTS</b>		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18



	Document Phase	Document Description	Page 3
LOT2400000011	Final	Addendum No 1 - Prequalification Agreements IT Temp Staffing	

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
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State of West Virginia  
Centralized Request for Quote  
Service - Prof

<b>Proc Folder:</b> 1354530			<b>Reason for Modification:</b> Addendum No 2 is issued to publish questions and answers.
<b>Doc Description:</b> Addendum No 2 - Prequalification Agreements IT Temp Staffing			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-04-29	2024-05-07 13:30	CRFQ 0705 LOT2400000011	3

BID RECEIVING LOCATION

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

VENDOR

**Vendor Customer Code:** VS0000045503  
**Vendor Name :** Techbeans LLC  
**Address :** 6535 Deseo ,#1095 ,Irving , Texas - 75039  
**Street :** 6535 Deseo ,#1095  
**City :** Irving  
**State :** Texas **Country :** USA **Zip :** 75039  
**Principal Contact :** Sai Palanati  
**Vendor Contact Phone:** 518-466-0140 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Toby L Welch  
(304) 558-8802  
toby.l.welch@wv.gov

**Vendor Signature X** *Sai Palanati*  **FEIN#** 83-3912608 **DATE** 05/03/2024

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

**ADDITIONAL INFORMATION**

Addendum No 2 is issued for the following reasons:

1) To publish a copy of all vendor questions and their responses.

--no other changes--

INVOICE TO	SHIP TO
------------	---------

LOTTERY PO BOX 2067  CHARLESTON US	WV	LOTTERY 900 PENNSYLVANIA AVE  CHARLESTON US	WV
--	----	---	----

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

**Extended Description:**  
Temporary IT Staffing Services

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

	Document Phase	Document Description	Page 3
LOT2400000011	Final	Addendum No 2 - Prequalification Agreements IT Temp Staffing	

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

## **A RESPONSE TO SERVE**

STATE OF WEST VIRGINIA  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION



### **Information Technology Temporary Staffing Services**

**CRFQ-0705-LOT2400000011-3**  
*Submission Due Date: May 7, 2024*

#### **PREPARED BY:**



6535 Deseo Rd, Suite #1095, Irving, Texas 75039  
Phone: +1 518 466 0140 | Email: [sai.palanati@tecbeans.com](mailto:sai.palanati@tecbeans.com)  
Website: [www.tecbeans.com](http://www.tecbeans.com)



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## 1. COVER LETTER:

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Dear Sir/Madam,

We are pleased to submit our response for the Prequalification Agreement IT Temporary Staffing CRFQ LOT2400000011 on behalf of Techbeans LLC. Our team at Techbeans LLC is enthusiastic about the opportunity to partner with the State of Virginia in providing top-tier IT staffing solutions to support the objectives of the agency.

At Techbeans LLC, we specialize in delivering high-quality IT staffing services tailored to meet the specific needs of our clients. With over 5 years of experience in the industry, we have successfully supported numerous organizations in achieving their IT goals and objectives.

In response to the Prequalification Agreement, we are bidding on the following classifications:

1. Business Analyst
2. Data Analyst
3. Database Administrator
4. Quality Assurance Analyst
5. Security Analyst
6. Software Developer/Engineer
7. Systems Administrator
8. Project Manager

Each of these classifications aligns closely with our areas of expertise and capabilities. Our team of skilled professionals possesses the requisite qualifications, experience, and technical proficiency to excel in these roles and contribute to the success of projects and initiatives.

Furthermore, we affirm our commitment to full compliance with the contractual agreement and all applicable laws and regulations. Techbeans LLC has no exceptions to the contractual agreement and confirms that we will not employ any previous employee dismissed for disciplinary or performance reasons by any state agency.

We are confident that our response reflects our dedication to excellence, integrity, and professionalism. We look forward to the opportunity to partner with the State of Virginia and contribute to the advancement of its IT initiatives.

Thank you for considering our Bid Response. Should you require any further information or clarification, please do not hesitate to contact us.

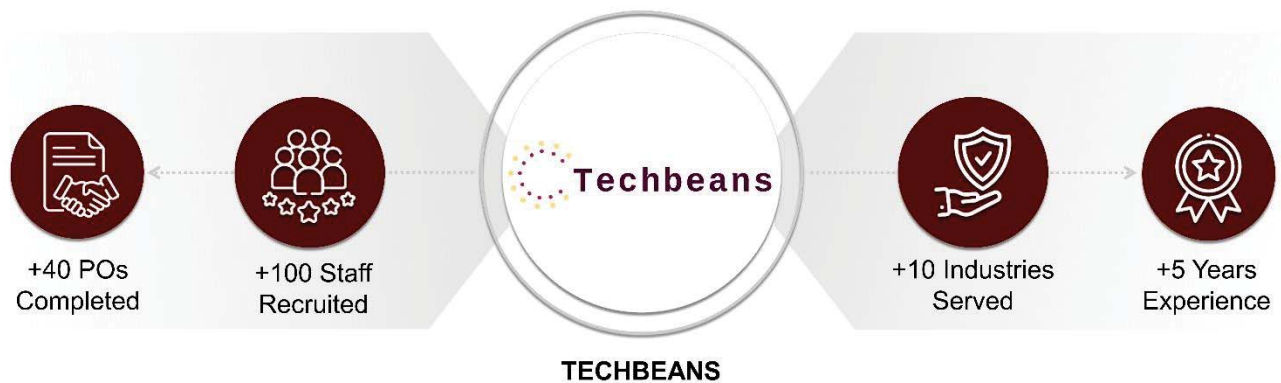
Sincerely,

Sai Palanati  
CEO  
Techbeans LLC

## 2. VENDOR QUALIFICATIONS:

### 2.1. COMPANY OVERVIEW:

Techbeans was established in 2019 with the sole objective of providing high-quality and strategic IT staffing and consulting services. Since then, Techbeans has grown organically into a specialist provider of permanent, contract, temporary, and outsourced recruitment solutions. With over 5+ years of experience, we operate across both small and large firms. Our aim is to give employers quality staffing and individual candidates greater opportunities to succeed in their careers through a broad range of contacts and value-added expertise.



We specialize in the capability of having knowledge and insight to provide the various business support needed to support many professional roles/functions in the Information Technology Field. Our consultation services involve expertise in properly executing desired Temporary Staffing programs. We can implement our services individually based on a single role or design them as a total solution.

-	Techbeans has recruited over 100 employees ranging from executives to technicians across various industries.
-	Techbeans has experience hiring large volumes of staff within limited periods of time to meet contract deliverables.
-	Techbeans has experience maintaining a low turnover rate for contract staff and internal corporate staff.

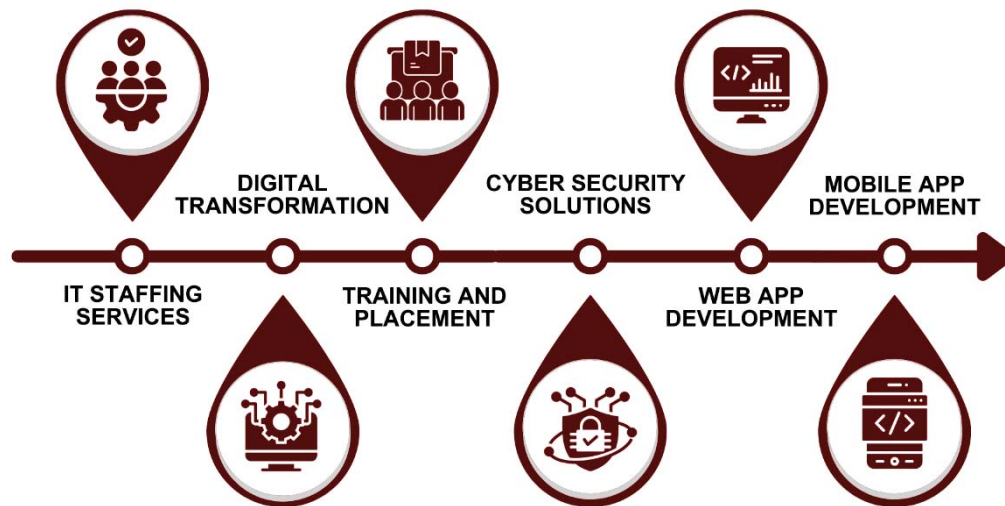
Keeping up with technological advancements can be overwhelming, and State personnel cannot have expertise in everything. You certainly need a reliable and trustworthy IT Partner who can support you with IT planning and management services. With our excellent Consultants and a winning culture, Techbeans today is firmly established as one of the leading IT consulting firms. With a total headcount of around 500+ and easy access to a global resource pool, Techbeans offers an extensive range of IT services to US businesses and governmental agencies.



Our superior client-consultant relationships and in-depth insight into services have resulted in significant repeated business with clients. In addition, we are partners with best-in-class technology vendors that enable us to best determine the most appropriate hardware, software, and services to cater to any of our client's business needs.

All our resources are multifaceted and come with years of commended performance. The project completion rate of our consultants is 97%; 3% is attributed to unforeseen situations like project shutdowns, health issues, relocations, etc. We appreciate the experience that our candidates bring from various industries and like to leverage it for the mutual benefit of both our clients and candidates.

Since our inception in 2019, our sole focus has been on IT Staffing & Consulting, and we continue to deliver successful programs. Through the course of +5 years as a specialized Information Technology Service Provider, Techbeans today has specialized offerings in various IT Services, which include the following:



Techbeans offers onsite, offsite, and remote delivery models. Our team of 500+ consultants will develop a tailored solution that delivers an economical option to meet your business and budgetary needs, offering depth and breadth of expertise. Techbeans delivers only the best resources to control your project implementation and support costs, regardless of the scope of your demand.

Our expert consultants have decades of experience handling various projects in fresh IT Implementations, IT Upgrades, and IT Post-production Support as well. We know precisely how to handle your business requirements, what tools to choose, and how to deliver things in phases.

We understand not only the art of matching people but also the science of technology. We use in-house developed applications that store large volumes of candidates' data, which helps our staffing professionals connect just the right person to just the right job, and our network of industry connections and strategic partners remains unmatched.

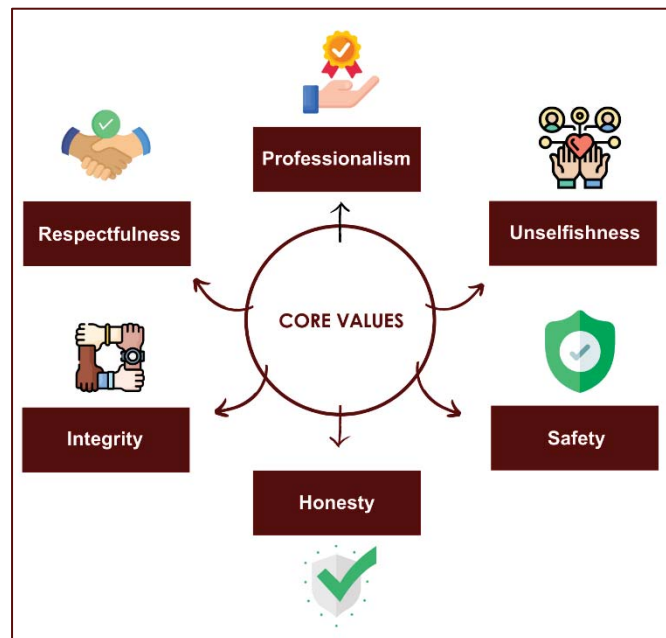
## OUR OBJECTIVES

- |   |   |
|---|---|
| 1 | To deliver fast and flexible staffing solutions at competitive rates.   |
| 2 | To handle everything in a personal, hands-on way so nobody ever gets lost in the system.  |
| 3 | To place each candidate in the right job and fill every job opening with the right candidate.   |
| 4 | To guarantee satisfaction, treating you as we would want to be treated, and handling your personal information with the utmost respect. |

## CORE VALUES

At Techbeans, we believe that our core values are the foundation of our success and the key to building lasting relationships with our clients. These values guide our daily operations, decisions, and interactions, ensuring that we deliver exceptional service and uphold the highest standards of excellence. Our commitment to these values drives our approach to business and sets us apart in the industry. Here are the six (6) core values that define who we are and how we operate:

- 1. Professionalism:** Upholding high standards in conduct, expertise, and communication to provide superior service and build lasting relationships.
- 2. Unselfishness:** Prioritizing the needs and success of clients and team members, fostering a culture of collaboration and mutual support.
- 3. Safety:** Ensuring the health and well-being of clients and staff by adhering to rigorous safety protocols and promoting a safe work environment.
- 4. Honesty:** Being transparent and truthful in all interactions, building trust with clients and colleagues through open and clear communication.



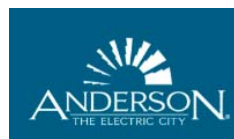
- 5. Integrity:** Demonstrating ethical behavior and moral principles in every aspect of business, staying true to our commitments and values.
- 6. Respectfulness:** Treating everyone with dignity and consideration, valuing diverse perspectives and fostering an inclusive and supportive atmosphere.



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Information Technology Temporary Staffing Services

## KEY CLIENTS



## SUBCONTRACTS:



ROCKPORT



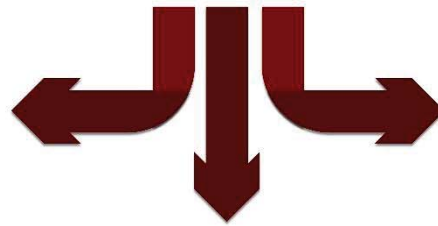
### STAFFING CAPABILITY

Techbeans HR Services has a dedicated Resource Management Team working to address our clients and partners staffing requirements. From the pool of experienced recruiters, resume databases and partner networks we can provide the right candidate in very short duration.

We can quickly ramp up client teams with mix of experienced consultants who are able to deliver the project on time at a reduced cost. Our HR Services team helps clients address their staffing needs with contract; contract-to-hire and direct hire recruiting services.

#### 1. Contract:

Temporary employment arrangement for specific projects or durations.



#### 2. Contract-to-Hire:

Initial temporary contract with the potential to transition to a permanent position.

#### 3. Direct Hire:

Immediate employment into a permanent position without a temporary period.

Our recruitment process is rigorous and does pre-screens the candidate before submitting to clients. Hence, we are able to ensure that only the right candidates get shortlisted. We get repeat business from our clients because we clearly understand your business, your culture, and your needs precisely.

### BENEFITS OUR CLIENTS DERIVE

1	Provide direct access to expert IT Consultants.
2	We pre-screen candidates for their technical and communication skills and present them to our clients without compromising on quality.
3	We have master contract agreements on HR consulting with many corporations.
4	We have strict guidelines to qualify candidates; hence, our recruiters follow internal quality checks.
5	We handle the end-to-end lifecycle of the recruiting-to-placement process.

Today, we have a pool of experienced IT Consultants with industry domain experts, management bandwidth and necessary infrastructure to deliver project implementation, upgrades / migration and IT consulting services. We understand our client's needs well; hence we always maintain a slim bench of experienced IT consultants who are able to take up any work and support clients.

**TECHBEANS DIFFERENTIATORS:**

1. Sourcing Strategies for Hard-to-Fill Positions: There are known specialties that have shortages of skilled professionals in the marketplace. These shortages create limitations for effective recruiting. Our team supports a practice of continuous recruitment of qualified candidates throughout the term of the contract and beyond for future work. We maintain a ready pool of qualified candidates of various expertise from which to draw.
2. Localization – Recruitment Methodology: Our methods for recruiting local personnel to effectively staff and retain them for the entire contract are based on current economic conditions, qualifications, and retention at geographic locations.

Location in relation to:

- Nearest large metropolitan city
- Nearest large and technologically advanced center
- Population index
- Cost of Living index
- Commuting distance and associated costs for personnel

Based on our geographic research, we have identified the below factors that could pose challenges in recruitment:

- Distance Challenge: Over 45 miles from the nearest large city (population 50,000) to the site, making it less likely for individuals to drive long distances given compensation.
- Location Challenge: Not near a major talent center, resulting in fewer opportunities for personnel with qualifications that support the requirements.
- Population Challenge: Located in an area with a population of 50,000 residents or less, possibly comprising retirement areas.
- High Cost of Living Index: Approximately 10% or greater than the national average, resulting in an expected higher pay scale.

**CONTRACT MANAGEMENT/RECRUITING CAPABILITIES:**

Techbeans utilizes government-approved accounting practices, procedures, and software. We have an on-staff Controller, Compliance Officer, and Payroll Manager dedicated to ensuring compliant financial management. Our Executive Team oversees corporate organizational development, strategy, and provides direction. Key senior leaders specialize in various business areas and work collaboratively to support proposal and contract management efforts. Our contract-specific Program Managers act as liaisons between our field associates, the program, and Techbeans.

Additionally, our internal Human Resources (HR) department and in-house recruiters use specialized tools, assessments, and specific hiring criteria to carefully select the best, most qualified, and aligned internal and external talent for higher performance and better results. As an experienced recruiting firm, we employ advanced analytics to identify exceptional candidates who match your company's culture and bring value to your organization with their skills and talent, thereby driving forward to achieve results.



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Information Technology Temporary Staffing Services

### **INTERNAL PROVIDER DATABASE AND POSTINGS:**

We use a multitude of resources to assist in our talent search. A combination of online recruiting tools such as LinkedIn Recruiter, ZipRecruiter, Indeed, The Ladders, Monster, CareerBuilder, Dice, and industry-specific sources, along with our extensive internal database and word-of-mouth referrals, helps our highly experienced recruiters find the right people for our positions nationwide.



Our HR Department posts announcements of openings on the company website, which are then distributed to multiple hiring sites and professional organizations, accessible directly or indirectly through these platforms. Techbeans also maintains an extensive database of potential hires for all professional positions.

We use the Applicant Tracking System (ATS) and HR recruiting application through Payroll Network, enabling our recruiters to manage our entire talent life cycle from sourcing to recruitment marketing, applicant tracking, and onboarding. Techbeans recruiters maintain communication with candidates they have previously recruited or are currently supporting one of our contracts. Our first step during the start-up phase of each new contract and whenever vacancies occur due to attrition is to scan our internal database for candidates and talk to our employees for referrals.

Techbeans provides project management, application management, software development, integration, consulting, and staffing solutions to help States maximize the return on investment in their IT landscape. When you need guaranteed success, Techbeans provides the advice and guidance of experienced professionals who understand both the functional business needs and the technical design you demand. Whether it is implementing a new IT environment or enhancing your existing IT system, Techbeans supports your investment through our hands-on approach, reducing delivery costs/time, creating value, and lowering total cost of ownership.

- Lower your overall cost by reducing overhead costs.
- Flexible workforce/ad-hoc consultants for specific projects or timelines.
- Reduce workforce liability.
- Experienced staff increases project management efficiency.
- Experienced consultants who can work onsite, offsite, and offshore.

Our Recruitment Services include Executive Search, Permanent and Temporary Staffing, Master-Vendor Services, Recruiter on Demand, etc. We have succeeded in transforming a conventional business concept into one that embraces technology without sacrificing that all-important personal touch. Techbeans specializes as an exclusive provider of IT consulting services. The key to our success is our commitment to developing long-term relationships with our clients and employees. At Techbeans, we pride ourselves on our ability to provide the brightest IT talent available in the industry.



## STAFF EXPERIENCE TRAINING & QUALIFICATIONS

At Techbeans, our staffing services are dedicated to providing clients with highly qualified candidates who possess a minimum of a bachelor's degree along with a wealth of experience exceeding five (5) years. We understand the critical importance of having a skilled workforce that can integrate into our clients' environments and drive success from day one.

Our selection process ensures that each candidate we recommend not only meets but exceeds industry standards in terms of education, experience, and expertise. Whether it's for executive positions, technical roles, or specialized functions within the IT field, we pride ourselves on delivering candidates who are well-equipped to excel in their respective roles.

In addition to academic qualifications and professional experience, we place a strong emphasis on industry-required trainings for our staff. Hence, our recommended candidates undergo training programs designed to enhance their skills and keep them abreast of the latest advancements in technology and industry best practices.

**At minimum, our staff undergo the following essential trainings:**

1. **Project Management:** Equips our staff with essential project management skills, methodologies, and frameworks to effectively plan, execute, and deliver projects on time and within budget.
2. **ITIL Foundation Certification:** Provides a solid understanding of IT service management best practices, enabling our staff to align IT services with the needs of the business and enhance overall service delivery.
3. **Certified Information Systems Security Professional (CISSP):** Ensures that our staff possess the knowledge and expertise required to design, implement, and manage robust cybersecurity programs, safeguarding our clients' sensitive information and assets.
4. **Agile/Scrum Master Certification:** Enables our staff to adopt agile principles and practices, fostering collaboration, adaptability, and continuous improvement in project delivery processes.
5. **Cloud Computing Certifications (e.g., AWS Certified Solutions Architect, Microsoft Certified: Azure Administrator Associate):** Equips our staff with the skills and knowledge needed to design, deploy, and manage cloud-based solutions, enabling our clients to leverage the benefits of cloud computing effectively.
6. **Data Science and Analytics Training:** Provides our staff with the analytical skills and techniques required to derive actionable insights from data, enabling informed decision-making and driving business growth.

These are just a few examples of the many training programs and certifications that our staff undergo to stay ahead in the ever-evolving IT landscape. By investing in these trainings, we ensure that our staff remains at the forefront of technological innovation, delivering exceptional value to our clients with every engagement.



## 2.2. BID CLASSIFICATION:

Techbeans intends to bid on the following classifications for the Prequalification Agreement IT Temporary Staffing CRFQ LOT240000011:

1. Business Analyst
2. Data Analyst
3. Database Administrator
4. Quality Assurance Analyst
5. Security Analyst
6. Software Developer/Engineer
7. Systems Administrator
8. Project Manager

These classifications align closely with our areas of expertise and capabilities, allowing us to provide high-quality IT staffing services to meet the needs of the State of Virginia. Techbeans has a proven track record of success in delivering IT solutions across various industries, and we are confident in our ability to provide exceptional candidates for these classifications.

Our team of experienced professionals possesses the skills, knowledge, and expertise required to excel in each of these roles, ensuring the successful completion of projects and initiatives. By bidding on these classifications, Techbeans contribute to the State of Virginia's objectives by providing top-tier IT staffing solutions tailored to meet specific project requirements.

Three (3) past project references for all these classifications are provided on the next page, and resumes of candidates are available as Appendix A at the end of this response document.

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CRFQ LOT2400000011

Information Technology Temporary Staffing Services

SN	Candidate Classification	Candidates	Organization / Client	Contact Person	Email Address	Phone Number
1	Business Analyst	Harvey Jackson	Tata Consultancy Services	Bala Krishna Jangita	<a href="mailto:balakrishna.jangita@tcs.com">balakrishna.jangita@tcs.com</a>	908-992-8584
		Wilma Dutton	Infosys	Hari Thokala	<a href="mailto:harikrishna.218669@infosys.com">harikrishna.218669@infosys.com</a>	571-471-8478
		Gail Cavender	Dominos	Kiran Padmanabhuni	<a href="mailto:kiransai.padmanabhuni@domnios.com">kiransai.padmanabhuni@domnios.com</a>	617-992-4252
2	Data Analyst	Sai Krishna	Dassault Systems	Srujan bugulu	<a href="mailto:srujana.bugulu@3ds.com">srujana.bugulu@3ds.com</a>	617-899-6657
		Pooja Nambiar	IMI hydraulic	Jared Martinez	<a href="mailto:jared.martinez@imi-hydraulic.com">jared.martinez@imi-hydraulic.com</a>	903-508-8462
		Marina Segura	Infosys	Hari Thokala	<a href="mailto:harikrishna.218669@infosys.com">harikrishna.218669@infosys.com</a>	571-471-8478
3	Database Administrator	Prathibha Kavali	Amazon	Harsha Badugu	<a href="mailto:badugunb@amazon.com">badugunb@amazon.com</a>	
		Yashwanth Patnaik	Arizona State University	Raj Tirumala	<a href="mailto:rctiruma@asu.edu">rctiruma@asu.edu</a>	602-815-0040
		Taiwo Nguyen	Dassault Systems	Srujana Bugulu	<a href="mailto:srujana.bugulu@3ds.com">srujana.bugulu@3ds.com</a>	617-899-6657
4	Quality Assurance Analyst	Siddarth Malhotra	Amazon	Harsha Badugu	<a href="mailto:badugunb@amazon.com">badugunb@amazon.com</a>	940-745-9476
		Subhani Shaik	Tata Consultancy Services	Bala Krishna Jangita	<a href="mailto:balakrishna.jangita@tcs.com">balakrishna.jangita@tcs.com</a>	908-992-8584
		Neva Okumus	Walmart	Kalyan Chakravarthi	<a href="mailto:r0t06hc@homeoffice.wall-mart.com">r0t06hc@homeoffice.wall-mart.com</a>	682-220-9748



CRFQ LOT2400000011

Information Technology Temporary Staffing Services

5	Security Analyst	Jerry Thomas	City Of Rowlett	Jacob Adams	<a href="mailto:jacob.adams@cityofrowlett.org">jacob.adams@cityofrowlett.org</a>	517-858-9862
		Vamshi Paidipally	Dassault Systems	Srujana Bugulu	<a href="mailto:srujana.bugulu@3ds.com">srujana.bugulu@3ds.com</a>	617-899-6657
		Zakir Hussain	Dominos Inc	Kiran Padmanabhuni	<a href="mailto:kiransai.padmanabhuni@domnios.com">kiransai.padmanabhuni@domnios.com</a>	617-992-4252
6	Software Developer	Joshua Vargas	Missouri State University Science & Technology	Jay Tyagy	<a href="mailto:jptgy@mst.edu">jptgy@mst.edu</a>	-
		Vinay Raghav	University Of Texas Dallas	James Starks	<a href="mailto:james.starks@utdallas.edu">james.starks@utdallas.edu</a>	682-419-1263
		Nidhi Chauhan	Arizona State University	Raj Tirumala	<a href="mailto:rctiruma@asu.edu">rctiruma@asu.edu</a>	602-815-0040
7	Systems Administrator	Brock Johnson	Dominos	Kiran Padmanabhuni	<a href="mailto:kiransai.padmanabhuni@domnios.com">kiransai.padmanabhuni@domnios.com</a>	617-992-4252
		Nikhil Yadav	City Of Rowlett	Jacob Adams	<a href="mailto:jacob.adams@cityofrowlett.org">jacob.adams@cityofrowlett.org</a>	517-858-9862
		Joshua Gurram	IMI Hydraulics	Jared Martinez	<a href="mailto:jared.martinez@imi-hydraulic.com">jared.martinez@imi-hydraulic.com</a>	903-508-8462
8	Project Manager	Veronica Effron	Tata Consultancy Services	Balakrishna Jangita	<a href="mailto:balakrishna.jangita@tcs.com">balakrishna.jangita@tcs.com</a>	908-992-8584
		Vamshidhar Bhagavathula	Arizona State University	Raj Tirumala	<a href="mailto:rctiruma@asu.edu">rctiruma@asu.edu</a>	602-815-0040
		Steven Rodriguez	Dassault Systems	Srujana Bugulu	<a href="mailto:srujana.bugulu@3ds.com">srujana.bugulu@3ds.com</a>	617-899-6657



CRFQ LOT2400000011

Information Technology Temporary Staffing Services

### 2.3. COMPANY'S LICENSE:

At Techbeans, we uphold the highest standards of compliance and professionalism in all our operations. We are proud to confirm that we possess all necessary licenses, permits, and certifications required to perform the contract effectively and efficiently. We are highly committed to legal and regulatory compliance and prior to the start date of service, we ensure that all regulatory requirements are met.

Attached below are the relevant documents from the Department of Licensing and Regulatory Affairs, validating our compliance and authorization to conduct business in accordance with applicable laws and regulations:

Filed by Corporations Division Administrator Filing Number: 221391042990 Date: 04/02/2021

**LARA** Corporations  
Online Filing System  
Department of Licensing and Regulatory Affairs

Form Revision Date 07/2016

**CERTIFICATE OF AMENDMENT TO THE ARTICLES OF ORGANIZATION**  
For use by DOMESTIC LIMITED LIABILITY COMPANY

Pursuant to the provisions of Act 23, Public Acts of 1993, the undersigned executes the following Certificate of Amendment:

The identification number assigned by the Bureau is:

802296205

The name of the limited liability company is:

TECHBEANS LLC

The date of filing the original Articles of Organization was:

3/12/2019

(Insert any additional provision authorized by the Act.)  
ARTICLE V  
NAME AND ADDRESS OF EACH MEMBER & MANAGER:  
SAI PRADEEP CHANDRA PALANATI (MANAGER MANAGED)  
560 FAIRTHORNE AVE  
PHILADELPHIA, PA 19128

The amendment was approved by unanimous vote of all the members entitled to vote.

This document must be signed by a member, manager, or an authorized agent:  
Signed this 26th Day of March, 2021 by:

Signature	Title	Title if "Other" was selected
SAI PRADEEP CHANDRA PALANATI	Member	

By selecting ACCEPT, I hereby acknowledge that this electronic document is being signed in accordance with the Act. I further certify that to the best of my knowledge the information provided is true, accurate, and in compliance with the Act.  
|| Decline || Accept

Filed by Corporations Division Administrator Filing Number: 221391042990 Date: 04/02/2021

***MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS***

***FILING ENDORSEMENT***

***This is to Certify that the*** CERTIFICATE OF AMENDMENT TO THE ARTICLES OF  
ORGANIZATION  
***for***

TECHBEANS LLC

***ID Number:*** 802296205

***received by electronic transmission on*** March 26, 2021 ***, is hereby endorsed.***

***Filed on*** April 02, 2021 ***, by the Administrator.***

***The document is effective on the date filed, unless a subsequent effective date within 90 days after received date is stated in the document.***



***In testimony whereof, I have hereunto set my hand and affixed the Seal of the Department, in the City of Lansing, this 2nd day of April, 2021.***



***Linda Clegg, Director  
Corporations, Securities & Commercial Licensing Bureau***



**Department of Licensing and Regulatory Affairs**  
Lansing, Michigan

*This is to Certify that the annexed copy has been compared by me with the record on file in this Department and that the same is a true copy thereof.*

*This certificate is in due form, made by me as the proper officer, and is entitled to have full faith and credit given it in every court and office within the United States.*



*Sent by electronic transmission*

Certificate Number: 22120224704

*In testimony whereof, I have hereunto set my hand, in the City of Lansing, this 9th day of December, 2022.*



Linda Clegg, Director

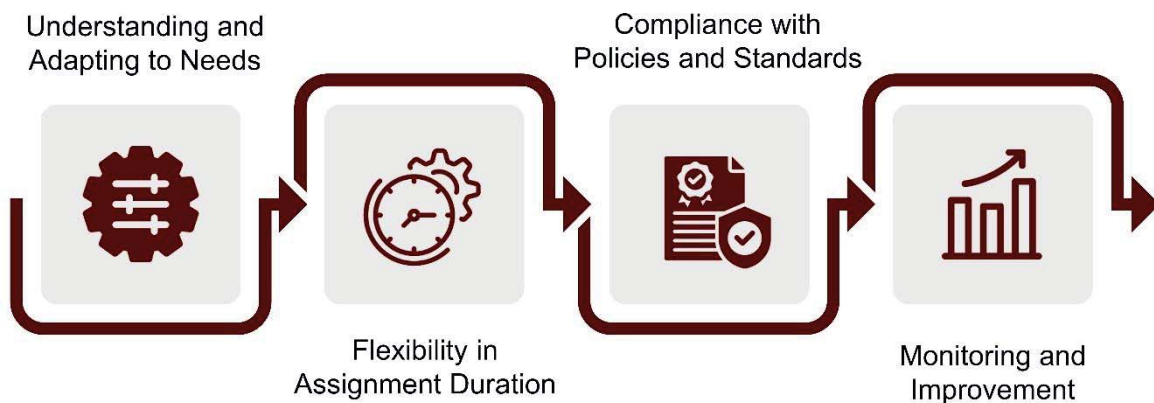
Corporations, Securities & Commercial Licensing Bureau

Verify this certificate at: URL to eCertificate Verification Search <http://www.michigan.gov/corpverifycertificate>.



### 3. PROFESSIONAL COMPATIBILITY AND COMPLIANCE:

At Techbeans LLC, we understand the critical importance of providing IT professionals who seamlessly integrate with the specific needs and environment of the State of Virginia. Our approach to ensuring professional compatibility and compliance is rooted in a comprehensive understanding of the project scope and requirements outlined in the Prequalification Agreement.



**Understanding and Adapting to Needs:** Our recruitment process identifies candidates whose skill sets, experience, and cultural fit align closely with the objectives of the State of Virginia's IT projects. We prioritize thorough assessments of candidate qualifications against the classifications specified by the Lottery, ensuring that only the most suitable candidates are presented for consideration.

**Flexibility in Assignment Duration:** Recognizing the dynamic nature of IT projects, Techbeans offers flexibility in assignment duration to accommodate the Lottery's evolving needs. Whether the requirement is for hourly, daily, weekly, monthly, or annual assignments, including weekends and holidays, we are committed to providing IT professionals for the duration required to support the project's success.

**Compliance with Policies and Standards:** Techbeans places a paramount emphasis on compliance with all relevant policies, regulations, and standards set forth by the State of Virginia. We maintain internal protocols to ensure that our IT professionals adhere to federal, state, and local regulations, as well as industry best practices.

**Monitoring and Improvement:** We believe in continuous monitoring and improvement to uphold professional compatibility and compliance throughout the duration of our engagement with the State of Virginia. Our team remains vigilant in staying abreast of any policy changes or updates to regulatory frameworks, ensuring proactive adjustments to our practices as necessary.

Techbeans is committed to delivering IT professionals who not only possess the technical expertise required for the job but also integrate with the West Virginia Lottery's objectives, policies, and standards.



At Techbeans LLC, we recognize the importance of effective communication and coordination to ensure the success of our engagements, particularly in providing IT staffing services for the State of Virginia's projects. To facilitate smooth operations and address any issues promptly, we will designate a primary manager and will maintain an emergency contact throughout duration of the project.

#### Primary Manager Designation

Techbeans LLC will designate an experienced and dedicated Primary Manager to oversee all aspects of our responsibilities under the Prequalification Agreement. The Primary Manager will serve as the central point of contact for the State of Virginia, available during regular business hours to address any customer service inquiries or project-related issues promptly and effectively.

#### Emergency Contact

In addition to our Primary Manager, Techbeans LLC will maintain an emergency contact to address any staffing issues that may arise outside of regular business hours. Our emergency contact will be available 24/7, including weekends and holidays, to respond to urgent matters and ensure continuity of service delivery. The Emergency Contact will be equipped to handle staffing emergencies swiftly, efficiently, and provide immediate assistance and resolution as needed.

Techbeans is fully committed to complying with the provisions regarding managerial oversight and emergency contact as outlined in the Prequalification Agreement issued by State of West Virginia. We understand the critical importance of maintaining open lines of communication and promptly addressing any concerns or emergencies that may arise during the course of our engagement with the State of Virginia. Our primary manager and emergency contact will be well-prepared to fulfill their respective roles and responsibilities, ensuring that our services meet the highest standards of quality and reliability.

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#### 4. BACKGROUND CHECKS:

Techbeans understands the importance of conducting thorough background checks of candidates to ensure the integrity, reliability, and suitability of our professionals. Our process for conducting background checks for proposed candidates is comprehensive and aligns with the requirements outlined in the Prequalification Agreement.

Below are the types of background checks performed by Techbeans depending on client requirements:

##### Employment Check

**Objective:** To verify whether the candidate's working experience is in tandem with what he/she has specified in the resume.

- Upon receiving resumes, our Recruitment Department checks whether the employer's name is listed in the database of FAKE Employers maintained by Techbeans, based on historical records.
- If the name matches with any entry in the negative database, it will be communicated to the Client.
- Following validation of the candidate, we conduct web analysis and further verify the genuineness of the company.

##### Steps followed to carry out prior employment verification:

The following parameters will be covered while initiating emails for prior employment verification:

- Name of the employee, including first name and last name
- Employee ID
- Designation
- Tenure of employment
- Reason for leaving
- Last drawn salary

The first Point of Contact will always be the HR of the previous employer. If the HR does not respond to two email follow-ups (roughly within 3 days), then we will contact the Reporting Manager (RM) if available in the resume.

Techbeans' Recruitment Department will contact the RM on their landline number. If the landline is not available, the associate will attempt to contact the RM on their mobile number. If the associate contacts the RM on the mobile number, details of the landline and official email ID will be procured from the RM. Upon receipt of mail confirmation, we will validate the following:

- Name & Employee ID
- Designation
- Tenure
- Completion of exit formalities
- Eligibility for re-hire



After validating the output, we will update the client accordingly.

**Details Covered in Final Report:**

The final report will include the Employer's Name & Address, Name of the Respondent & Contact Details, Designation of the Respondent, Mode of Confirmation, Comparative Analysis of Candidate's Input, HR Feedback regarding the period of employment, and the candidate's last designation.

**Reference Check**

**Objective:** To verify the candidates' performance, strengths, weaknesses, general attitude towards compliance with rules and regulations, as well as to gather information regarding the candidate's sincerity, integrity, and general reputation.

**Steps:** We will contact the referee by telephone and administer a questionnaire in the specified format. Through reference checks, we aim to:

- Confirm employment details.
- Check for any prior disciplinary problems.
- Obtain new information about the candidate.
- Ask questions that may predict a candidate's performance and integrity.

**Details Covered in Final Report:** The final report will include the name of the referee, their designation & department, organization name with address, contact details, responses provided by the Referee to the aforementioned questions, and remarks from our recruitment department.

**Criminal Record Check**

**Objective:** To verify whether the candidate has been convicted of or arrested for any crime, and to determine if any pending charge sheet related to an offense is filed against the candidate's name in the police records at the nearest police station, covering the current address for the past seven years.

**Activity:** Our Recruitment Department will visit the police station covering the current address of the applicant for the past seven years to confirm if the applicant's name appears adversely in the police records for the reasons mentioned above. We will also obtain records from the Police Department regarding the identity and criminal history of any consultant.

**Details required:** Candidate's name, Social Security Number (SSN), Present address, Date of Birth, and Father's name.

**Details Covered in Final Report:** The final report will include details of the verified address, the address of the Police Station covering the jurisdiction of residence, the name and designation of the person met at the Police Station, and feedback obtained.

**Drug Test**

**Objective:** To detect the presence of illegal drugs in an individual's system.

The drug test will be conducted at three levels: specifically, the 5-panel and 9-panel drug tests.

**Drugs covered in the 9-panel drug test include:**

- Marijuana
- Cocaine
- Amphetamines
- PCP
- Opiates
- Barbiturates
- Benzodiazepines
- Methamphetamines
- Methadone

**Drugs covered in the 5-panel drug test include:**

- Hallucinogenic drug PCP
- Marijuana
- Cocaine
- Methamphetamines/amphetamines
- Opiates

**Details Covered in Final Report:** The final report will encompass the test details and any remarks.

**Identity Check**

**Objective:** To verify whether the proof of identity submitted by a candidate was duly issued by the relevant government authorities.

**The following identity proofs will be verified with the respective issuing authorities:**

- Driving License
- Social Security Number (SSN)
- Passport
- E-Verify

**Details Covered in Final Report:** The final report will include the type of proof and any remarks.

**Academic Record Check**

**Objective:** To verify the academic qualifications of candidates and confirm the completion of courses from genuine educational institutions.

We will initially attempt to contact the college where the candidate completed the course. Verification requests for educational details will be raised through four methods (Personal visit to educational institutions, Courier, Email, Fax)

**Details to be included in the request:**

- Name of the candidate
- Roll number
- Year of passing
- Field of study
- Name and designation of the confirming authority

**Validation:**

Once verified details are provided by the university/college, we will validate them with the information provided in the candidate's resume and supporting documents. Subsequently, our Recruitment Department will decide to close the academic check as Positive or Negative.

**Details Covered in Final Report:** The final report will include details of the qualification obtained, the name and address of the educational institution, duration of study, year of completion, verifier's name and contact information, mode of verification, and comments from Techbeans' recruitment department.

**Residence Check**

**Objective:** To confirm the candidate's residency at the provided address at the time of joining the company. Our representative will conduct a physical visit to the candidate's address to ascertain whether the candidate has been residing there, either confirmed by neighbours or family members.

**Acceptable Documents:** We will verify the candidate's duration of residency at the address with the respondent. Should the verification be conducted directly with a family member or the candidate, we will request submission of any document serving as proof of address.

**Details covered in the final report:** The final report will include details of the verified address, the name of the respondent and their relationship with the candidate, duration of residency, and details regarding whether the residence is owned or rented.

**Database Check**

**Objective:** To verify whether the candidate's name appears in any public or proprietary database of negative profiles, including criminal databases, civil litigation databases, credit databases, and compliance databases.

**Coverage:** Our Recruitment Department will conduct searches on the World Check website to ascertain whether the applicant's name appears negatively across more than 250 database checks. These checks encompass individuals such as money launderers, fraudsters, terrorists, and sanctioned entities, as well as individuals and businesses from over a dozen other categories.

**Details required:** Candidate's name, Social Security Number (SSN), current address, date of birth, and father's name.

**Details Covered in Final Report:** The final report will include the type of check conducted and any remarks.



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### Civil Litigation Check

**Objective:** To verify whether any cases have been filed in court against the candidate's name.

Our Recruitment Department conducts civil litigation or lawsuit searches at both state and federal jurisdiction levels. Federal civil searches are performed at specific US District courts. The court record check covers the following courts:

- District Courts
- Tribunals
- Supreme Court
- Bankruptcy Courts

The final report will include the type of check conducted and any remarks.

In addition to standard background checks, Techbeans LLC is willing to comply with any additional background checks required by the State of Virginia or any specific requirements for the Prequalification Agreement. This includes but is not limited to fingerprinting, credit checks, and etc.

Techbeans is fully committed to compliance with all background check requirements mandated by the State of Virginia. We understand the importance of maintaining the highest standards of integrity and professionalism in our staffing process, and we take every measure to ensure that our candidates meet or exceed the State's expectations.

Our background check procedures are conducted in accordance with federal, state, and local laws governing employment practices, ensuring that all checks are performed ethically, accurately, and with full respect for candidate privacy rights. We maintain strict confidentiality throughout the background check process, safeguarding sensitive information and ensuring compliance with data protection regulations.

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## 5. MINIMUM EXPERIENCE REQUIREMENTS:

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At Techbeans, we recognize the critical importance of ensuring that our staff not only meets but exceeds the minimum experience requirements specified for each classification and target technology outlined by West Virginia Lottery. We are committed to delivering exceptional talent and are dedicated to upholding the highest standards of professionalism and expertise.

As stated earlier in our Background Check Processes, our recruitment process begins with a meticulous review of candidate resumes, where our Recruitment Department conducts a thorough evaluation to assess whether the candidate's stated experience aligns with the minimum requirements stipulated for the relevant classification and target technology. To further validate the authenticity and accuracy of the candidate's employment history, we conduct employment checks in accordance with our established procedures.

Furthermore, we conduct employment checks to verify the candidate's previous work experience. This process involves contacting the candidate's former employers to confirm details such as tenure of employment, job responsibilities, and reasons for leaving. By engaging directly with previous employers and corroborating the information provided by the candidate, we ensure that our staff possesses the requisite experience and qualifications for the position.

In addition to employment checks, we conduct thorough reference checks to gather insights into the candidate's performance, strengths, weaknesses, and general reputation. Through structured questionnaires administered to referees, we seek to validate the candidate's capabilities and suitability for the role. The feedback obtained from references serves as a valuable supplement to the candidate's resume, providing further assurance of their qualifications and experience.

To verify the academic qualifications of candidates, Techbeans LLC conducts academic record checks to confirm the completion of courses from genuine educational institutions. Through various verification methods, including personal visits, courier, email, and fax, we corroborate the details provided by the candidate with information obtained directly from the educational institution. This process ensures that our staff possesses the requisite educational background and qualifications necessary to excel in their roles.

Upon completion of these processes, our Recruitment Department validates the information gathered and determines whether the candidate meets or exceeds the minimum experience requirements for the classification and target technology specified in the Prequalification Agreement. The findings of the background checks, including employment verification, reference feedback, and academic record validation, are compiled into reports that provide our clients with transparency and confidence in the qualifications of our staff.

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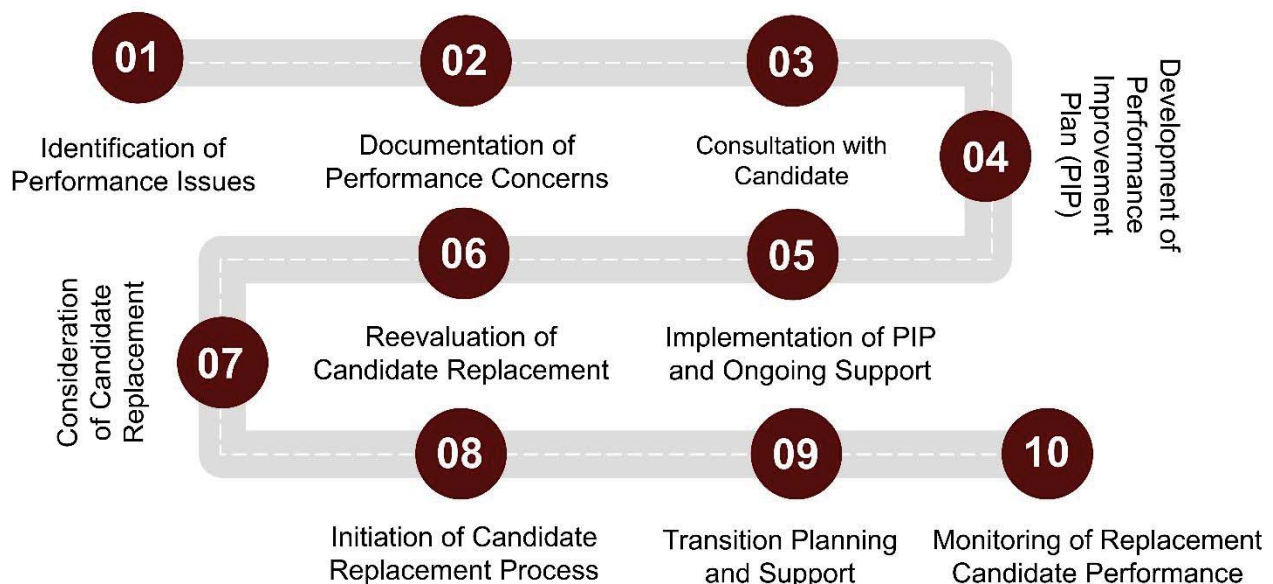
## 6. CANDIDATE PERFORMANCE:

Techbeans is committed to ensuring that proposed candidates consistently perform their duties in accordance with the required specifications. Our approach to achieving this objective is founded on proactive measures, continuous monitoring, and responsive support to address any performance issues that may arise. We begin by carefully screening and selecting candidates who possess the qualifications, experience, and skills necessary to fulfill the requirements of the position. Upon selection, candidates undergo thorough onboarding and orientation to familiarize themselves with their roles, responsibilities, and project objectives.

Throughout the duration of their engagement, candidates' performance is regularly monitored and evaluated by our project managers and team leads. We maintain open lines of communication with both candidates and clients to solicit feedback, address any issues or concerns promptly, and provide ongoing support as needed.

In the event that a candidate's performance falls below expectations, Techbeans takes proactive measures to address the situation. This involve providing additional training, coaching, or mentorship to help the candidate improve their performance. If performance issues persist despite remedial efforts, Techbeans initiates a candidate replacement process in consultation with the client. We work closely with the client to identify suitable replacement candidates who possess the requisite qualifications and capabilities to fulfill the role effectively.

Techbeans is committed to continuous improvement and quality assurance in our candidate performance management processes. We regularly review and refine our procedures based on feedback and lessons learned to ensure the ongoing delivery of high-quality IT staffing services.



1. **Identification of Performance Issues:** The process begins with the identification of performance issues through regular monitoring, feedback, and performance evaluations. Project managers and team leads closely observe candidate performance to assess whether they are meeting the specified requirements and delivering results in line with project objectives.
2. **Documentation of Performance Concerns:** Once performance issues are identified, project managers document specific concerns related to the candidate's performance, including areas of deficiency, instances of underperformance, and any impact on project deliverables or client satisfaction.
3. **Consultation with Candidate:** Project managers or HR representatives schedule a meeting with the candidate to discuss performance concerns in a constructive and supportive manner. During this meeting, the candidate is provided with feedback on areas requiring improvement and given an opportunity to address any challenges or obstacles they may be facing.
4. **Development of Performance Improvement Plan (PIP):** If performance issues persist following the initial consultation, a formal Performance Improvement Plan (PIP) will be developed in collaboration with the candidate. The PIP outlines specific performance goals, targets, and timelines for improvement, as well as the support and resources available to help the candidate succeed.
5. **Implementation of PIP and Ongoing Support:** The PIP is implemented with the candidate, who receives ongoing support, guidance, and coaching from project managers, team leads, or mentors assigned to assist them in meeting the performance goals outlined in the plan. Regular check-ins and progress reviews are conducted to monitor the candidate's improvement and provide feedback.
6. **Reevaluation of Candidate Progress:** After a reasonable period, typically determined by the timeline specified in the PIP, the candidate's progress is reassessed against the goals and targets outlined in the plan. If the candidate demonstrates significant improvement and meets the specified criteria, they may continue in their role with ongoing support and monitoring.
7. **Consideration of Candidate Replacement:** If, despite concerted efforts and support, the candidate fails to meet the performance expectations outlined in the PIP within the specified timeline, project managers initiate discussions with the client regarding the potential need for candidate replacement. This decision is made collaboratively, taking into account the impact of the candidate's performance on project timelines, deliverables, and client satisfaction.
8. **Initiation of Candidate Replacement Process:** Upon mutual agreement between Techbeans and the client, the candidate replacement process is initiated. This involves identifying suitable replacement candidates who possess the requisite qualifications, skills, and experience to fulfill the role effectively.
9. **Transition Planning and Support:** Once a replacement candidate is selected and onboarded, Techbeans works closely with the client to facilitate a smooth transition, ensuring minimal disruption to project activities and continuity of service delivery. The outgoing candidate is provided with support and assistance as needed to ensure a seamless transition out of the role.
10. **Monitoring of Replacement Candidate Performance:** Following the placement of the replacement candidate, project managers continue to monitor their performance closely to ensure they meet the expectations outlined in the Prequalification Agreement. Ongoing feedback and support are provided to facilitate the candidate's success in their role.



## 7. WORK LOCATION AND WORK HOURS:

We understand the importance of flexibility in work location and hours to accommodate the diverse needs of our clients and support the successful delivery of IT projects. We offer a range of options, including onsite, remote, or hybrid arrangements, to ensure that our team can adapt to the requirements of the project while maintaining productivity and efficiency.

Flexibility in Work Location	
Work Location	Description
Onsite	Our team is available to work onsite at the client's designated location, providing hands-on support and collaboration with internal stakeholders as required.
Remote	We offer remote work options, allowing our team members to work from any location with access to necessary tools and technologies. Remote work enables flexibility while ensuring seamless communication and collaboration with the client's team.
Hybrid	Techbeans also supports hybrid work arrangements, where team members have the flexibility to split their time between onsite and remote work based on project needs and personal preferences. Hybrid arrangements offer the best of both worlds, combining the benefits of onsite collaboration with the flexibility of remote work.

Flexibility in Work Hours	
Work Hours	Description
Normal Business Hours	Our standard work hours are Monday through Friday from 8:00 am to 5:00 pm EDT, aligning with typical business hours. During this time, our team members are available to support project activities, attend meetings, and collaborate with the client's team as needed.
Outside Normal Business Hours	Techbeans understands that project requirements may necessitate work outside normal business hours, including weekends, evenings, and holidays. Our team is willing to accommodate such needs, providing support and assistance whenever required to meet project deadlines and deliverables.

At Techbeans, we are committed to flexibility in work location and hours and dedicated to meeting the evolving needs of our clients and ensuring the successful completion of projects. Whether onsite, remote, or hybrid, and regardless of the time of day, Techbeans is prepared to provide the support and expertise needed to drive project success.





## 8. NON-DISCLOSURE AGREEMENT (NDA) / CONFIDENTIALITY AGREEMENT:

Techbeans acknowledges and fully understands the critical importance of protecting the confidentiality of sensitive information related to the State of Virginia's projects and operations. We are committed to upholding the highest standards of confidentiality and security, and we affirm our willingness to sign a mutual Non-Disclosure Agreement (NDA) or confidentiality agreement to formalize this commitment.

As a trusted partner in providing IT staffing services, Techbeans recognizes the need to safeguard confidential information, including but not limited to proprietary data, intellectual property, trade secrets, and other sensitive materials. We understand that maintaining the confidentiality of such information is essential to preserving the integrity of the State of Virginia's operations and ensuring compliance with applicable laws and regulations.

By signing a mutual NDA or confidentiality agreement, Techbeans affirms our dedication to:

- 1. Confidentiality:** We agree to maintain the strict confidentiality of any sensitive information disclosed to us during the course of our engagement with the State of Virginia. This includes information shared verbally, in writing, or in electronic form, and extends to all members of our team involved in the project.
- 2. Non-Disclosure:** We pledge not to disclose, share, or distribute any confidential information to third parties without prior written consent from the State of Virginia. We understand the importance of protecting the integrity and confidentiality of sensitive data and will take all necessary precautions to prevent unauthorized disclosure.
- 3. Security Measures:** Techbeans commits to implementing appropriate security measures to protect confidential information from unauthorized access, disclosure, alteration, or destruction. We will adhere to industry best practices and standards to ensure the confidentiality and integrity of data throughout our engagement.
- 4. Legal Compliance:** We agree to comply with all applicable laws, regulations, and contractual obligations governing the protection of confidential information. Techbeans will ensure that our actions are consistent with legal requirements and industry standards for safeguarding sensitive data.

Techbeans LLC understands that confidentiality is an ongoing obligation that extends beyond the termination of our engagement with the State of Virginia. We commit to maintaining the confidentiality of sensitive information even after the conclusion of our contractual relationship.



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## 9. ADDENDUM ACKNOWLEDGEMENT:

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: LOT2400000011**

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

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

**Addendum Numbers Received:**

(Check the box next to each addendum received)

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

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

Techbeans LLC

Company

*Sai Palanati*

Authorized Signature

May 7, 2024

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.  
Revised 6/8/2012

**APPENDIX A - RESUMES:**

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**RESUMES FOR BUSINESS ANALYST:****RESUME OF GAIL K. CAVENDER****SENIOR BUSINESS SYSTEMS ANALYST****SUMMARY:**

Organized and team-oriented IT Project Manager with over 20 years of experience in identifying Users, Stakeholders, and Development needs and working with cross- functional teams to achieve desired outcome. Innovative and ability to plan and manage development projects from pre-planning to closure and ensure that the delivered products meet the customer's needs. Sr IT Project Manager/ Sr Business Systems Analyst.

**EXPERIENCE:****1. Senior Business Analyst**

Dominos Inc, Ann Arbor, MI  
10/2019 – Present

- Senior Business Systems Analyst at Motion Industries in Irondale, AL.
- Assigned to Motion Asia Pac (Inenco) acquisition project to work with Australian counterparts to triage issues experienced in conversion to eCOS.
- Troubleshoot incidents reported by end-users to schedule system changes and identify permanent solutions.
- Communicated and explained business requirements to team members to understand and implement functional demands.

**2. Senior Business Analyst**

AT&T, Birmingham, AL  
05/2011 – 06/2018

- Assigned to manage large, complex IT projects within matrix organization.
- Skilled in managing Waterfall, Agile and blended methodology projects.
- Oversaw large portfolio of projects to support teams, report progress, and influence positive outcomes for key stakeholders.
- Delivered multi-million-dollar software projects developed by over 80 different code impacted applications producing new interface for ordering, billing and provisioning users for the new federal GSA contract with ATGT.

**3. Project Manager**

DMS Systems, Birmingham, AL  
06/2006 – 04/2011

- Contracted with industry leaders to manage IT and development projects.
- Identified plans and resources required to meet project goals and objectives.
- Provided consulting services for firm involved in land management of 1,200+ acres of timber/coal/farm land.



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**4. Senior IT Project Manager**

SunGard, Birmingham, AL  
02/2008 – 06/2008

- Directed and managed three groups of analysts/developers/quality assurance testers in full lifecycle development of web- based applications of custom financial software.
- Prepared project plans, resource allocation and management, created and maintained internal and external project status reports, managed project scope and budget.
- Managed projects in virtual PMO comprised of both on-shore and off-shore resources to ensure work was completed in timely fashion and adhered to quality standards.

**5. Project / Release Manager**

Comforce, Birmingham, AL  
12/2000 – 08/2006

**EDUCATION:**

- MBA – University of North Alabama
- Bachelor of Arts – The University of Alabama
- Project Management – Project Management Institute (PMI) - PMP [REDACTED]

**SKILLS:**

Agile, Budget Management, Eagle, Microsoft PowerPoint, Microsoft project, PMI, PMO, PMP, Quality Assurance, Scrum, Sdlc, ServiceNow, Team Building, Waterfall, Wbs.

**RESUME OF HARVEY JACKSON**

**SENIOR BUSINESS ANALYST**

**SUMMARY:**

I would like to work in a challenging environment that allows me to utilize my excellent technical troubleshooting, project management and analytical skills. I am self-directed, with proven ability to work as a team player as well as on individual goals.

**EXPERIENCE:**

**1. Senior Business Analyst**

Tata Consultancy Services, Hartford, CT  
11/2020 – Present

- Lead requirements gathering sessions with new and existing clients.
- Created technical specifications for the Development Team to build custom integrations.
- Created User Stories and release cases in JIRA.

**2. Business Analyst**

Wolters Kluwer, Hartford, CT  
01/2008 – 11/2020

- Provide high level of technical support for TyMetrix clients using TyMetrix360.

- Handle issues escalated to Tier Two support.
- Create and track progress of bug reports and provide timely status updates to client contacts.
- Manage workload to properly and thoroughly identify, investigate and document issues to meet the client's needs in a timely manner.
- Assist client users with configuring their networks.
- Strive to expand technical knowledge of applications, including back-end operations, to increase knowledge base and ability to troubleshoot client-related issues.
- Assist other departments with network configuration work.

**3. Technical Support Specialist**

Wolters Kluwer, Hartford, CT

08/2005 – 01/2008

- Utilize available technology to thoroughly troubleshoot invoices and shares knowledge with the customer to help them better understand the problem and find a solution.
- Developed a great working relationship with client service teams to provide excellent service to the customer.
- Often goes beyond the issue to offer other suggestions to help the law firm or client solve the problem.

**4. Quality Assurance Coordinator**

Chicago, IL

01/2004 – 07/2005

- Analyze Consumer Support emails and phone calls to ensure quality and accuracy.
- Provide constant feedback to Consumer Support representatives for improving quality of support.
- Generate daily reports for Operations Department.
- Implement process enhancements to improve customer support.
- Provide service information and technical assistance to customers.
- Efficient problem resolution for email- and phone-based issues.
- Participate in pilot group for Salesforce integration.
- Provide feedback and ideas to the Consumer Product Team to improve website functionality, internal tools and applications, and increase efficiency.

**EDUCATION:**

Illinois Institute of Art – Chicago

**SKILLS:**

Animation, Configuration, Jira, Quality Assurance, Requirements Gathering, Salesforce, User stories.

**RESUME OF WILMA J. DUTTON****BUSINESS ANALYST****SUMMARY:**

Dynamic Scrum Master with over 5 years of experience in facilitating Agile transformation and fostering high- performing teams in startup environments. Proven track record of enhancing team efficiency and productivity through the effective implementation of Scrum practices, leading to reduced time-to-market and increased stakeholder satisfaction. Skilled in bridging communication gaps between developers and business stakeholders, and adept at promoting a culture of continuous improvement and innovation. Exceptional problem-solving abilities and a passion for driving projects to successful completion.

**EXPERIENCE:****1. Scrum Master & Business Analyst**

Infosys

06/2023 – Present

- Spearheaded the adoption of the Scrum framework within the startup, leading to a 20% increase in project delivery speed and a 30% enhancement in team productivity.
- Conducted comprehensive business needs analysis and requirements gathering, translating complex business requirements into actionable user stories and acceptance criteria for the development team.
- Facilitated daily scrum meetings, sprint planning, sprint reviews, and retrospective meetings to ensure continuous improvement and effective communication across a team of 10 developers, designers, and product managers.
- Implemented a scalable Agile framework that accommodates the dynamic nature of startup projects, leading to more efficient pivots and iterations based on user feedback and market changes.
- Worked closely with the product owner to refine and prioritize backlog items in Jira, ensuring alignment with customer needs and business goals.
- Engaged with external stakeholders to gather and incorporate customer feedback into the development process, enhancing product-market fit.
- Utilized Confluence to streamline the management of technical documentation and facilitate sprint retrospectives, fostering collaboration and knowledge sharing within the team.
- Authored comprehensive technical documentation, including a patent application, and diagrammed technical requirements to ensure clarity and alignment with project objectives.

**2. Business Analyst**

FYEO, Inc

01/2022 – 05/2023

- Project managed over 70 secure code reviews in 2022.
- Lead a team of 21, overseeing all aspects of business operations, including strategic planning, vendor management, and human resources.
- Developed and implemented standard operating procedures that improved operational efficiency by 50%.
- Implemented automations across multiple platforms decreasing manual workload by 25%.

- Successfully managed multiple cross-functional projects, ensuring timely completion and alignment with business goals.
- Created and oversaw the implementation of new CRM platform resulting in 100% increased visibility, efficiency, enhanced forecasting, and more effective project management. Created business process guidelines and training/education of CRM.

### 3. Logistics Analyst

Airgas

11/2018 – 02/2022

- Independently planned supply for and supported beneficial working relationship with 700+ customers and scheduled 2800-man hours per week.
- Optimized transportation routes, resulting in a 15% reduction in fuel costs and optimized delivery times by 10%.
- Anticipated and responded to changing priorities and operated effectively in a dynamic demand-based environment.
- Created automated reports using Power BI to streamline data analysis processes and improve decision-making efficiency.
- Effectively communicated and coordinated with a team of 50+ sales representatives, terminal managers, other logistics analysts, and field service technicians.

### 4. Quality Assurance Intern

DoD Defense Logistics Agency (DLA)

05/2016 – 12/2016

- Participated as a key member of a Continuous Process Improvement team with a goal to reduce/optimize Mission Capable Response Time by 15% and improve warfighter flight readiness support.
- Furnished data and graphs and prepared slide presentations for briefings to inform leadership.
- Helped establish and maintain effective working relationships between key stakeholders and subject matter experts within DLA, information systems government contractor, and Air Force organizations.

### EDUCATION:

- Professional Certificate in Cybersecurity - Case Western Reserve University
- Master of Business Administration - The University of Akron
- Bachelor of Science, Applied Mathematics - The University of Akron

### CERTIFICATIONS:

Certified Scrum Master – scrum.org.

### SKILLS:

Agile, Agile Framework, Agile Methodology, Atlassian, Atlassian Suite, Azure, Bash, Burp Suite, Cloud Security, Confluence, CRM, Cybersecurity, Docker, Elastic, Excel, Forensics, Github, Gitlab, Google workspace, Html, Information Security, Jira, Linux, Mathematics, Matlab, Metasploit, Microsoft Azure, Microsoft Windows, Ms. office, Ms. office suite, Network security, Oracle, Osint, Owasp, Pki, Power BI, Powershell, Python, Quality Assurance, Requirements Gathering.



## RESUMES FOR DATAANALYST:

**RESUME OF SAI KRISHNA****SENIOR DATA ANALYST****EXPERIENCE:****1. Sr. Data Analyst – Product & Engineering**

Dassault Systems, Boston, MA

10/2021 – Present

- Transformed mental health clinical outcome data into actionable insights, leading initiatives for outcome-based analysis.
- Developed and maintained data schemas, tables, dashboards, and reports, enhancing BI tool and data warehouse implementation.
- Designed reporting structures in Looker/Tableau and developed complex SQL queries for data analysis, supporting user and business requests.
- Advanced data visualization and modeling to elucidate business insights, using tools like Looker, Metabase, and Big Query for functional UX.
- Conducted training sessions on BI tool usage, and led the design of visuals for complex data sets to aid user comprehension.
- Troubleshoot data issues, ensuring quality assurance, data cleanliness, and accurate report reconciliation; Configured LookML logic for data ingestion.
- Led the mental health outcomes initiative, architecting time series for client symptom improvement and automating clinical data for progress monitoring.
- Enabled data-driven decisions by engineering unstructured data to show statistically significant patient changes; Set up JIRA and GitHub for data request and code review.

**2. Data Analyst**

Tacobell, San Francisco, CA

07/2020 – 01/2021

- Provide companies with full data life cycle support from engineering, modeling, analysis and operationalizing of data.
- Engage in meetings with businesses seeking to leverage their data using scientific fundamentals
- Maintain existing dashboards/reports within respected company BI tool (Tableau, Looker, PowerBI).
- Develop and design new dashboards with advanced filtering functionality to meet ad-hoc business requests.
- Lead key business owners to understand and meet their analytic needs and the analytic needs of the application.
- Transform and model unstructured data for functional analysis and visibility.
- Advise on best practices and governance for streamlined efficient and automated data.
- Review current scripting for redundant functionality and possible improvements.
- Analyze data and present key findings to leadership.
- Build analytic and reporting models to be operationalized for users/organization.
- Ad-hoc analysis as needed for MBR and investment presentations.



### 3. Sr. Business Intelligence Developer – Data & Analytics

Joybird, Los Angeles, CA

01/2019 – 06/2020

- Developed and maintained scalable, automated systems in Tableau, enhancing Joybird's analytical capabilities with user- friendly reports and dashboards.
- Refined SQL code for data retrieval and analysis from various databases, ensuring real-time data flow and API integration for up-to-date insights.
- Reconfigured analytical models and automated data refreshes to support significant business changes, maintaining efficiency without overloading resources.
- Led Tableau back-end management, including connections, user permissions, and the integration of diverse data sources for comprehensive visualizations.
- Scoped and owned technical DW/DB processes, facilitating Joybird's scalability and cross-functional data consistency with LAZBOY.
- Designed pipelines and developed queries for automated, complex problem-solving, directly influencing business decisions with insights communicated to leadership.

### 4. Sr. Data Analyst – Data Science & Analytics

Mattel, El Segundo, CA

02/2017 – 01/2019

- Analyzed and modeled on digital KPIs to drive ROI, enhancing predictive capabilities for future sales strategies.
- Delivered insights from narrative analysis to inform product development and sales, achieving cross-functional alignment.
- Conducted comprehensive analytics for sales forecasts vs. actuals, fueling decision-making for platforms and innovation projects.
- Designed and maintained advanced analytics within Tableau, providing monthly dashboards and data visualizations for executive review.
- Leveraged large datasets and SQL for dynamic solution development, optimizing digital performance across Mattel and Fisher Price brands.
- Implemented Cognos BI within Oracle for enhanced financial reporting, leading analytics for marketing in Oracle Enterprise System.

### 5. IT Analyst Reporting / Analytics Solutions

Chobani, New York, NY

12/2014 – 11/2016

- Streamlined IT and business operations, directly supporting CIO and VP, coordinating with stakeholders and key resources.
- Implemented and maintained IT solutions, including Data Infrastructure and analytical tools like Tableau and SQL for real- time data reporting.
- Designed complex data models, improving data structure across functions; led system design and development from business requirements.
- Managed comprehensive Data Report Models and dashboard reporting, influencing leadership decision-making and project management.
- Analyzed financial data, reported on departmental expenses, and tracked inventory to mitigate risk and support efficient operations.

- Conducted system enhancement testing and user support, fostering continuous IT process improvements and end-user satisfaction.

**6. Client Data Analyst**

BNY Mellon, New York, NY  
01/2011 – 12/2014

**EDUCATION:**

- Bachelor of Science – The University of Hartford, CT  
Psychology, Computer Science

**TRAINING / COURSES:**

- Data Science Fundamentals
- UC Davis

**SKILLS:**

Api, Atom, Aws, Big query, Business Intelligence, Business Strategy, Code review, Cognos, Configuration, Confluence, Crm, Data Modeling, Data Science, Data structure, Data Visualization, Data Warehousing, Dbt, Digital Strategy, Dynamics CRM, Erp, Etl, Excel, Gcp, Github, Google Analytics, Google Big Query, Jira, Kpi, MariaDB, MetaBase, MySQL, Oracle, Postgres, Power BI, Powerbi, Powerpoint, Predictive modeling, Python, RedShift, Snowflake.

**RESUME OF POOJA NAMBIAR****SENIOR DATA ANALYST****SUMMARY:**

7+ years of IT experience in the field of Business/Data analysis, ETL/Report Development, Data Modelling, and Project Management. Experience in SQL queries, Stored Procedures, Triggers and Packages using SQL. Extensive experience in Data warehousing projects developing ETL in SSIS/DTS and Reports in SSRS. Good understanding of Relational Database Design, Data Warehouse/OLAP concepts and methodologies. Experience in Working with different industries like Healthcare, Financial, Insurance and Banking. Implemented Optimization techniques for better performance on the ETL side and on the database side. Strong experience in interacting with stakeholders/customers, gathering requirements through interviews, workshops, and existing system documentation or procedures, defining business processes, identifying, and analyzing risks using appropriate templates and analysis tools. Designed and supervised overall development of Data Mart and Oracle-hosted dimensional models. Experience in various phases of Software Development life cycle (Analysis, Requirements gathering, Designing) with expertise in documenting various requirement specifications, functional specifications, Test Plans, Source to Target mappings, SQL Joins.

## **EXPERIENCE:**

### **1. Sr. Data Analyst**

IMI Hydronics - USA

04/2020 – 04/2020

- Analyzed the datasets using Python and involved in creating dashboards in tableau v. 2021.4.9.
- Worked on Python scripts to pull data from source system to target system. Developed Snowflake queries to help the team in updating multiple Database tables using a single query.
- Queried very large data sets to draw meaningful insights from the data as part of the ongoing analysis.
- Performed data cleaning by indexing and using joins to reduce the complexity, altered tables, and loaded it into the CSV file format. Redesigned the Views in snowflake to increase the performance.
- Extensively worked on Excel using the VLOOKUPS to map the data from multiple sheets
- Was successful in determining the most registered service by the customers and report it to the client which will help them to improve the less registered services.
- Explained detailed analysis to the key users to make them understand and consume the data sets to analyze and enhance decision making.
- Blended data from multiple databases into one report by selecting primary keys from each database for data validation.
- Created relationships among objects using Lookup and Master-detail relationships in SFDC.
- Worked on various Salesforce.com standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards. Worked consistently to meet deadlines and targets while delivering high quality work.

### **2. Senior Data Analyst**

Centene Corp - USA

09/2016 – 03/2020

- Interacted with Strategic Development Team, Business analyst to analyze business needs and developed technical specifications.
- Created operational reports for stakeholders using Tableau desktop.
- Experienced in requirement gathering/analysis, design, development, testing, and production rollover of reporting and analysis projects.
- Developed actionable dashboards in Tableau Desktop and published them in Tableau Server.
- Experience working with key performance indicators and metrics in finance, sales, inventory, and other areas.
- Developing high level analysis reports and data visualization with Tableau.
- Wrote advance SQL queries to retrieve data/records from disparate tables by using Joins, Table Expressions and also used concepts like Explain, Stats, Cast and volatile tables on SQL server.
- Use SQL to develop Inline table value functions, views to create result sets to meet different reporting requirements.
- Provide multiple database services for our clients including database analysis, data translation, data archival and automated database processing and interpretation using Oracle 19c.
- Wrote complex SQL queries by using advanced SQL concepts like Group by and OLAP, aggregate functions and Sub-queries.

- Generated Tableau Dashboard with context/quick/global/action filters, calculated fields and parameters on Tableau reports.
- Used Pivot tables to create reports that did dicing and slicing functions on data. This is called dimensional analysis and provides a 360 view of what is going on. Accomplishments Experienced in requirement gathering/analysis, design, development, testing and production rollover of reporting and analysis projects.

### 3. Data Analyst

Speech Soft Solutions – India

05/2014 – 04/2015

- Designed and built parameterized Reports using Tableau according to the business requirement that are either deployed to the server for On-Demand use or are sent via subscription on a daily, weekly, or monthly basis. Led Oracle Database software installations, and troubleshooting as needs arose.
- Implemented and managed Data Driven Subscriptions for Reports deployed in production. Created drill through, drill down and linked reports. Designed, implemented and developed Data Visualizations using tableau tool based on users' needs inside the company. Developed SSIS packages to automate all file-based updates (txt, csv, and excel files) for the production databases. Developed ETL processes to facilitate data movement and file movement within the organization. Applied business rules and data processes to ETL solutions using both standard and user-specific logic. Created numerous simple to complex SQL queries involving self joins, correlated subqueries and CTES for diverse business requirements. Created Stored Procedures, Functions and Views to support department's goals, using SQL. Assisted with research, development and completion of projects based on stakeholder's requirements and / or requests from regulatory agencies, contracting agencies, or other external organizations. Identified revenue growth, budgets savings and cost issues. Identified new data requirements in multiple sources and large data sets.

### EDUCATIONS:

- Master of Science in Software Engineering  
Villanova University, PA, USA – 01/2016 – 12/2016
- Bachelors in Information Technology  
SRKR Engineering College, Bhimavaram – 01/2014 – 12/2014

### SKILLS:

Agile, Aws, Azure, Azure Cloud, Big Data, Cloud Computing, Cloud Services, Configuration, Csv, Data Mapping, Data migration, Data validation, Data Visualization, Data Warehousing, Database Design, Etl, Excel, Google Cloud, Google cloud platform, Jira, Microsoft Excel, Microsoft Office, Olap, Oracle, Oracle database, Pivot Tables, Power BI, Python, R Language, Requirements Gathering, Salesforce, Salesforce.com, Sfdc, Snowflake, Sql, SQL Server, Ssas, Ssis, Srsr, Tableau.



CRFQ LOT2400000011

Information Technology Temporary Staffing Services

## **RESUME OF MARIANA GODINEZ SEGURA**

### **SENIOR DATA ANALYST**

#### **SUMMARY:**

Data Scientist Data Scientist and Engineer with a proven history in data analytics focusing on designing practical solutions to problems including but not limited to data pipelines, predictive modeling, simulation, forecasting, and data visualization; strong emphasis on self-sufficiency, automation, and building a comprehensive understanding of any and all systems required to ensure the team's success.

#### **EXPERIENCE:**

##### **1. Senior Data Analyst**

Infosys

09/2020 – Present

- Led the Data Analytics team in support of the Center for Medicare's Agent-Broker Program where he managed daily updates and warehousing of hundreds of millions of records of consumer enrollment and registration data with AWS Redshift and SAS Enterprise Guide (EG).
- Redesigned the data pipeline end-to-end using AWS Redshift, SAS EG G Python scripts detailing extraction from the data warehouse to complex transforms with Pandas to feed the clients' Tableau dashboards resulting in improved presentation and a 90% reduction of throughput time.
- Served as Senior Developer on the Agent-Broker Registry Modernization project where he supported redesign and migration of the Agent-Broker Registry to AWS Redshift interacting with external APIs and secure storage in S3 resulting in a more streamlined, scalable database architecture.
- Led the State-based Marketplace and 1A teams in support of the Center for Medicare's Operational Analytics program where he facilitated analysis and modeling of health policy data to provide insights through automated software tools with Python and Excel VBA.
- Automated reporting processes and insight analysis through Jupyter notebooks using Pandas/NumPy resulting in a 75% reduction of throughput time for the data pipeline.
- Led the System Monitoring team in support of the Agent-Broker Program where he designed Python scripts employing natural language processing (NLP) and Excel VBA software tools to analyze correspondence with flagged users to lend insight in to which agents could be working together to circumvent regulations.

##### **2. Senior Data Analyst**

LMI Consulting LLC

01/2020 – 08/2020

- Supported the Dynamic Route Optimization (eDRO) project by ensuring quality shipment data focused on mitigating processing time for USPS Distribution Centers to implement dynamic scheduling.

##### **3. Data Analyst**

Logistics Management Institute

12/2014 – 12/2019



- Supported the Center for Medicare's Insurance Oversight project through development and release of Excel VBA software tools as well as understanding and analyzing complex health records tailored to the clients' needs.
- Developed and managed updates of the Category G Class Drug Count and the Non-Discrimination Cost-Sharing Review Tools released on the CMS QHP Review Tools web page.

**EDUCATION:**

B.S. in Operations Research  
Cornell University – 01/2010 – 12/2014

**SKILLS:**

Anaconda, Api, Apis, Aws, AWS Redshift, Clustering, Cms, Confluence, Data Science, Data Visualization, Database Architecture, Dynamodb, Excel, Excel vba, Flask, Github, Java, Jira, Jupyter, Jupyter notebooks, Lambda, Matplotlib, Natural Language Processing, Nlp, Nltk, Numpy, Pandas, Predictive modeling, PySpark, Python, QuickSight, Random Forest, RedShift, Rest, Rest API, S3, Sas, SAS Enterprise Guide, Scipy, Seaborn.

## RESUMES FOR DATABASE ADMINISTRATOR:

**RESUME OF PRATHIBHA KAVALI****DATABASE ADMINISTRATOR****SUMMARY:**

Senior Oracle DBA/Engineer 20+ years of professional experience in Oracle design and administration. Expertise in database tuning, troubleshooting, backup/recovery, migration, upgrade, patching, and PL/SQL design and development. Exceptional abilities in project design and management with organizational and supervisory skills to ensure success, delegate and supervise work to complete and beat deadlines. Critical thinking and Problem-Solving, innovative design and process improvement skills. Quick learner with excellent mathematical/analytical abilities and superior problem-solving skills. Outstanding motivator and team player; hardworking and adapts easily to new work environments. Works well in both team environments and individual assignments. Excellent communication and interpersonal skills with an optimistic attitude.

**EXPERIENCE:****1. Database Administrator**

Amazon, Austin, TX

06/2023 – Present

- Analyzed and designed standard operation procedures to meet requirements, and ensured security, data integrity, and high availability.
- Reviewed, compared, and scrutinized ADDM and AWR reports, determined and implemented changes for query optimization based on the analysis.
- Investigated system level issues after database upgrade to 19c and migrated to new Exadata host, resolved the Oracle system bug, after applying the bug fix patch, system performance improved dramatically.
- Improved business security by designing and implementing Oracle TDE, Row-Level Security/Virtual Private Database, and wallet.
- Configured and set up Oracle Golden Gate for high volume databases duplicates. Upgraded PROD databases with DR databases in Zero downtime from 12c to 19c.
- Led a database team, ensuring project data quality, security, standard and policy compliance
- Tested and analyzed Exadata specified features such as Smart Scan, HCC (Hybrid Columnar Compression), Flash Cache, etc.
- Monitored proactively and fine-tuned critical reports, reduced run time, and delivered reports to Federal Reserve Bank on time and in compliance with service level agreements effectively.
- Complied with business rules by performing Oracle Site Guard switch over/failover, orchestrated the switch over of Oracle Fusion Middleware, applications and databases and other data center software components.
- Configured and migrated databases to AWS cloud, and tested different functionalities.
- Designed a package to convert dozens of regular tables (up to 10TB, 100 billion rows) to partition/sub-partition tables. Also developed a package tool to gather dozens of complicated queries underneath the reports, automatically test all queries, and compare the performance benchmark for before/after table partitioning.



**2. Database Administrator**

Bank Corp, Buffalo, NY

01/2015 – 06/2023

- Responsibilities: Analysis, Design, development, installation, administration, troubleshooting, performance tuning, backup/recovery.
- Environment: AIX, Linux, Oracle 12c/19c/21c, Oracle EBusiness R12, Data Guard, ASM, OEM, Goldengate, Oracle Security, wallet, Exadata, EXACS, Oracle WebLogic, Ansible, GitLab, SQL Server.
- Analyzed and developed, procedures, methodologies, standards, guidelines, and policies of Oracle Grid infrastructure, database, OEM Cloud, including system build, maintenance, administration, startup and shutdown, backup and recovery, data integrity, high availability, space management strategies, data security, and integrity.
- Designed Grid and database build standard process and developed Linux.

**3. Senior DBA / Developer**

11/2011 -12/2014

- Analysis, Design, administration, troubleshooting, tuning, installation, monitoring databases and applications in Solaris 9/10, AIX6/7, Linux, Oracle 10g/11g/12c, Data Guard, Exadata X4, OEM 12c, storage cell, ZFS, SQL Server environment.
- Administered and maintained high availability Oracle RAC production and physical standby databases on AIX and Exadata Servers.
- Installed and configured Oracle software, ASM, and database on AIX/Linux, migrated OS file system storage to ASM with minimal downtime.
- Built new data model, developed ETL and Kalido BI data load package, decreased data load time for billion rows table from 50+ hours to 1-hour, reduced resource usage to 2% of original process, increased throughput and efficiency.
- Designed and developed UNIX shell scripts to monitor production database activities, status, and for database refresh automation.
- Maintained Exadata compute node, storage node, ZFS, and media server, applied patches, disks replacement, and ASM rebalance.
- Trained and managed project team to develop code for HIPAA compliance reports.
- Provided 24\*7 operational support for databases and applications.

**4. Senior DBA / Developer**

IBM, Rochester, NY

07/2010 – 10/2011

- Responsibilities: Analysis, Design, development, administration, tuning, troubleshooting and implementation for Xerox mission critical systems.
- Environment: Solaris 9/10, Oracle 10g/11g, Data Guard, Tivoli, SQL Server.
- Administered and implemented changes to Oracle databases on Solaris.
- 24\*7 supported high availability Oracle production and data guard.
- Migrated critical production primary/DR databases with minimum downtime.
- Configured database backup with Tivoli Storage Manager.
- Designed and developed Oracle Procedure/Function/Packages/triggers.



- Designed and developed UNIX shell scripts to monitor production and data guard status, MV refresh, session blocking, etc.
- Designed and implemented Materialized Views to meet business reports timing requirements.

**EDUCATION:**

- Master of Data Science  
Utica University
- Bachelor of Computer Science  
Osmania University
- Oracle Database 12c Cluster ware & RAC Admin

**CERTIFICATIONS:**

- Certified Foundations Associate
- ITIL Foundation Certificate
- Microsoft Certified Technology Specialist
- Oracle ocp10g (Oracle Certified Professional 10g)

**TRAINING / COURSES:**

- AWS Certified Solutions Architect Associate
- Oracle 12c RAC / ASM Administration
- Microsoft Azure Solutions Architect
- Oracle OCT12c
- Oracle OCP11g
- Oracle OCP9i

**SKILLS:**

Active Directory, Aix, Ansible, Asm, Assembler, Aws, AWS Cloud, Azure, Configuration, Data integrity, Data Quality, Data Science, E-Business, Encryption, Erwin, Etl, Exadata, Git, Gitlab, Hadoop, Hipaa, Html, Ibm, Itil, Java, Javascript, Jira, Linux, Microsoft Azure, Microsoft Visio, Middleware, MySQL, Node, OpenSSL, Oracle, Oracle Cloud, Oracle database, Oracle E-Business Suite, Performance Tuning, Php.

**RESUME OF TAIWO NGUYEN**  
**SENIOR DATABASE ADMINISTRATOR****SUMMARY:**

Taiwo Possesses over 9 years of expertise in SQL Server database administration spanning both Azure cloud and on-premises environments, I demonstrate proficiency in pivotal responsibilities like security configuration, high availability architectures, disaster recovery, database migration, and performance optimization across multiple SQL Server versions and platform editions. I have well-rounded capabilities covering critical database management to reliably deliver backend data services driving operations for enterprise applications and analytics workloads.

**EXPERIENCE:****1. Sr. Database Administrator**

Dassault Systems  
01/2022 – Present

- Migrate enterprise databases to Azure Platform as a service (Paas) and Infrastructure as a service (IaaS) leveraging DMA and PowerShell.
- Configure Always On availability groups, replication, clustering, and log shipping to improve RTO.
- Collaborate with developers to review and tune complex queries to reduce CPU consumption.
- Conduct performance tuning and optimization using First Responder Kit by Brent Ozar.
- Troubleshoot performance issues using Query Store, Extended events, and SQL Profiler.
- Proficient in configuring Transparent Data Encryption (TDE) and Dynamic Data Masking.
- Grant data access and control following the principle of least privilege.
- Perform ad hoc tasks such as installing, configuring, and administering of SQL Server.
- Upgrade SQL Server from lower version to newer version.
- Patch SQL Server to the latest most specified cumulative update.
- Refresh non-production databases with production data for testing and POC purposes.
- Write TSQL to create tables, views, stored procedures, constraints, CTE, indexes and functions.
- Configure database maintenance tasks using Ola Hallengren maintenance solution script.
- Utilize SolarWinds DPA for database performance monitoring, alerting, and reporting.
- Document processes, standard operating procedures, and issue resolutions on confluence.
- Utilize ServiceNow to generate requests, changes, and incidences.
- Collaborate with the infrastructure team for capacity planning and requirements gathering for projects.
- Automate repetitive tasks such as backup, patching, installation, and migration using PowerShell dba tools module.
- Support business intelligence team in setting up ETL and ELT processes to connect to data warehouse using SSIS.
- Visualize data and discover trends or insights using Power BI and Tableau.
- Configure and troubleshoot linked servers.
- Design databases following best practices to ensure data integrity and ease of maintenance.

**2. SQL Server Database Administrator**

The Platform Technology Limited  
02/2014 – 12/2021

- Performed regular monitoring using Red Gate Tools and Spotlight.
- Managed databases on Azure virtual machine.
- Supported several SQL Server instances related to a project management application.
- Gathered user requirements, participate in user group meetings, defined report specifications, and designed specification documents based on user requirements.
- Updated statistics, configure number of locks, create databases, and match their data, log patterns with contingency. Performed many database upgrades using import/export.
- Provided support to the team for tasks and project completion meeting deadlines.
- Performed MS SQL Server administration in a non-clustered environment.
- Upgraded SQL Server SQL version and applied SQL server service packs and security patches.
- Performed SQL server performance tuning, troubleshooting and maintenance.
- Troubleshot various database server issues to free up log space.
- Monitored proactively database health through automated scripts and DMVs.
- Performed day to day tasks like re-indexing, checking integrity, backup, and recovery.
- Managed SQL Server databases & configured failover cluster.
- Worked with developers to optimize databases to normalize and de-normalize when necessary.

#### **EDUCATION:**

- BSc. – Tai Solarin University of Education
- M.B.A – Obafemi Awolowo University

#### **SKILLS:**

Aws, Aws ec2, Aws rds, Azure, Azure SQL, Business Intelligence, Cloud Computing, Cluster, Clustering, Configuration, Confluence, Data Integration, Data integrity, Database management, Disaster Recovery, Ec2, Encryption, Etl, Excel, IaaS, Microsoft Excel, Ms sql, Ms sql server, PaaS, Performance Monitoring, Performance Tuning, Poc, Power BI, Powershell, Rds, Replication, Requirements Gathering, ServiceNow, SolarWinds, Sql, SQL Server, Ssis, Standard Operating Procedures, Statistics, T-sql.

### **RESUME OF YASWANTH PATANIK**

#### **DATABASE ADMINISTRATOR**

#### **EXPERIENCE:**

##### **1. Database Administrator**

Arizona State University – New Jersey  
05/2022 – Present

- Performed database migration and upgrades for New Jersey Department of Education, ranging from 100GB to 3TB. Managed security, backups, and restores with SQL Lite Speed v4.8 and Tivoli Storage Manager. Enhanced performance and resolved issues through SQL Server clustering, replication, and maintenance tasks setup.
- Developed and implemented efficient ETL (Extract, Transform, Load) processes for SQL databases, ensuring seamless data integration, transformation and loading operations to support business intelligence and analytics initiatives.
- Implemented both Side-by-Side and In-place migration techniques, using tools such as SQL Server Migration Assistant (SSMA) and Database Migration Assistant (DMA), based on the

database size and application requirements, ensuring smooth transitions. Managed databases ranging from 100GB to 3 TB. Upgraded SQL Server 2008/2012 from 2005/2008R2 servers.

- Setup, configured, and applied the most recent service packs, hotfixes, and security updates for SQL Server 2008/2012 on standalone and Microsoft clustered servers. Established environments for acceptance and development testing of the SDLC.
- Knowledge in managing databases for database security, including the creation of roles, logins, users, and permissions. DB backups and restores were performed using SQL Lite Speed v4.8. Scheduled TSM (Tivoli Storage Manager) backup jobs every night to transfer backup files from various servers to the data center.
- Utilized Perf-moon, DMVS (Dynamic Management Views), and DTA (Database Tuning Advisor) extensively for tuning databases and optimizing server performance. Created an SSRS report to monitor allocated and used data and log space for each production user database, preventing space exhaustion. Implemented Database partitions to meet performance requirements of application and business teams.
- Managed SQL Server Integration Services by transitioning between servers as needed. Merged database servers to eliminate obsolete databases and reduce SQL Server and windows licensing expenses. Solid experience with high availability SQL Server solutions, such as Active-Active and Active-Passive SQL Server clustering and Snapshot/Transactional Replication Models.
- Resolved performance issues through DBCC commands execution and detection of deadlocks and stalled queries using SQL Tracer and SQL Profiler. Configured Database Mail, scheduled database maintenance tasks, and sent email notifications to operators for task success or failure, aiding in resolving emergency situations such as server shutdown or database errors.
- Environment: Windows server, OLAP & OLTP, Transnational Replication, Failover Clustering, SQL Lite Speed V4.8, HP Open view, DTS Exchange, Upgrade Advisor, SQL Server Configuration Manager, T-SQL, DTS, SSIS, and SSAS. SQL Server Migration Assistant (SSMA) and Database Migration Assistant (DMA), SQL Server 2008/2012 to 2005/2008R2 servers Software Development Life Cycle (SDLC), Tivoli Storage Manager (TSM), Dynamic Management Views (DMVS), and Database Tuning Advisor (DTA).

## **2. Database Administrator**

Valley Bank, New Jersey

07/2019 – 05/2022

- Managed and implemented database security policies and audit procedures, alongside executing database management tasks such as performance tuning, monitoring, and troubleshooting.
- Facilitated the establishment of backup, recovery, and HADR (High Availability and Disaster Recovery) solutions.
- Ensured that each database server met processing criteria for reliability and performance, taking corrective action as necessary in Managed Capacity.
- Supervised the management of AWS SQL Server RDSS in development, testing, and production settings, as well as on-premises and cloud-based SQL databases.
- Migrated databases from SQL Server to AWS RDS.
- Administered critical on-premises production databases with sizes of 1.3 TB and 2.1 TB, respectively, and facilitated the migration of reporting functionalities.
- Ran several scripts, stored procedures, and jobs scripts; validated backups on S3 buckets, validated databases, counted rows, migrated users, and beatified databases.

- Verified the database's transactional replication system and SQL Server Availability groups availability and performance, making sure they have enough resources set aside to provide high resilience and speed.
- Maintained and tracked AWS RDS databases, tracking query throughput and resource performance.
- Actively monitored the database systems to guarantee secure services with little downtime and enhance database maintenance, encompassing upgrades, patches, and rollouts.
- Managed and maintained row-level security, column-level encryption, transparent data encryption, and dynamic data masking (DDM) to safeguard data in SQL Server 2016 and 2019 databases.
- Maintained and oversaw database security access, identified, and fixed problems with database connectivity, and optimized SQL code as needed.
- Developed models of documentation for Standard Operating Procedures, Change Management Implementation Plans, and Database Configuration.
- Designed and monitored Disaster Recovery and High Availability Systems, On-premises, Critical Production Servers, and AWS SQL Server RDSS are always on AG.
- Oversaw database statistics, backup schedules, index rebuilds and defragmentation, and storage resources.
- Identified and resolved performance bottlenecks to enhance database performance.
- Implemented database-related security guidelines to restrict elevated rights on production systems.
- Environment: AWS SQL Server RDSs in diverse settings-development, testing, and production, validating backups on S3 buckets, and optimizing databases for enhanced efficiency. dynamic data masking (DDM) to safeguard data in SQL Server 2016 and 2019 databases. Pre-Production Environment (PPE), Key Performance Index (KPI), Windows 2005/2008/2012/2016/2019.

### 3. Database Administrator

Liberty Mutual Insurance

04/2017 – 06/2019

- Provided comprehensive database support and maintenance for Liberty Mutual Insurance.
- Designed and maintained database structures, implemented high availability solutions, and automated database tasks for optimal performance and reliability.
- Developed and documented database specifications, liaised with stakeholders, and optimized database architecture for speed, accessibility, and scalability.
- Worked on recovery plans, security, and integrity controls for SQL Server databases and document management systems.
- Set up and oversaw Always On, Disaster Recovery, and High Availability Solutions.
- Examined developer-created SQL procedures, triggers, views, and functions for enhancements.
- Conducted examinations, investigations, and resolutions of data integrity issues.
- Ensured proactive management and maintenance of configurations, continuously monitoring database systems for stability, performance, and availability.
- Developed, oversaw, and upheld best practices for database maintenance.
- Evaluated system performance to formulate scalability and capacity management plans.
- Provided database support and troubleshooting assistance to business analysts, application developers, and business users.

- Designed, created, and maintained up-to-date database tables, elements, programs, queries, user accounts, and permissions.
- Designed and implemented backup and disaster Availability Solutions on crucial production servers.
- Automated jobs for various database-related tasks including backups, disc space management, backup verification, cleaning history, removing outdated files, indexes, and fragmentation management.
- Developed, modeled, recorded, and directed the conceptual and logical relationships between data and database modifications for sophisticated applications.
- Created technical, structural, and organizational specifications after analyzing needs and requirements.
- Maintained contact with technical, operational, and applications staff to create the best possible database architecture.
- Constructed relational database models, built physical data models, and carried out logical and physical data modeling.
- Examined and suggested enhancements for usability, scalability, stability, and performance of databases.
- Environment: MS SQL Server 2012/2014/2016/2017, Windows 2012/2016 Servers, Cloud Microsoft AZURE, PowerShell.

#### 4. Database Administrator

HSBC Bank

05/2016 – 04/2017

- Analyzed processes and business needs.
- Developed and supported new functionality, customizations, and integrations based on user and business needs.
- Optimized and maintained SQL server database.
- Evaluated and tuned the use of SQL in application code across the client's product line.
- Wrote and executed stored procedures, constructed queries, and made existing queries more efficient.
- Designed tables and databases that demonstrate a clear understanding of the relations between them, resulting in high- quality output.
- Conducted application server administration and maintenance.
- Managed integrations to major systems at the database layer, primarily focusing on SQL Server, but also for service integrations where needed.
- Data Reporting: Evaluated, implemented, and maintained reporting solutions.
- Created reports to meet business needs or work with other developers to assist them in creating reports to meet business needs.
- Worked closely with other departments and teams on development, design, and delivery of work products. This includes but is not limited to Software Development, Infrastructure and Accounting/Finance teams.
- Experience with reporting systems such as SSRS, Tableau, Power BI, or equivalent
- Familiarity in working with cloud platforms such as Azure and AWS Integration, experience in working.



**EDUCATION:**

Master of Science in Management – Jersey Institute of Technology

**SKILLS:**

Aws, Aws rds, Azure, Azure Cloud, Azure data factory, Azure Devops, Azure SQL, Azure Storage, BMC Remedy, Business Intelligence, Clustering, CommVault, Configuration, Data Integration, Data integrity, Data Modeling, Database Architecture, Database Design, Database management, Database Systems, Devops, Disaster Recovery, Dynamics 365, Encryption, Erp, Erwin, Etl, Excel, Google Cloud, Jira, Kpi, Microsoft Azure, Microsoft Dynamics, Ms sql, Ms sql server, Mssql, Mssql server, Nagios, Node, Olap.

**RESUMES FOR QUALITY ASSURANCE ANALYST:****RESUME OF SIDDHARTH MALHOTRA****QUALITY ASSURANCE ANALYST****OBJECTIVE:**

To leverage my business and IT skills to contribute efficiently and effectively to enhance the Helped improve the maturity of the testing organization in the current role leveraging the best practices from QA function in other industries.

**EXPERIENCE:****1. Quality Assurance Analyst**

Amazon - USA

01/2023 – Present

- As a QA Lead managed QA Analysts on project team, both onshore and offshore. Ensured that all products and services meet or exceed customer expectations. Worked closely with the Director, Application Development, and others to understand the Information Technology needs of Client and oversee the testing, delivery, and support of applications and integrated solutions to meet those needs. Participated in daily scrum meetings, agile ceremonies, and weekly test team meetings.
- Successfully managed execution of test cases, monitored test progress, identified, and managed defects. Collaborated with development teams to resolve issues and ensure the delivery of defect free solutions. Worked with Data engineers and Analyst to migrate Teradata Migration to Snow Data Base. Used Looker to build SQL reports and generate dashboards for business users. Strong experience in UAT test case design, UAT test case review, UAT test case execution, defect management, and preparing UAT test reports. Ensured that test cases that require automation are identified, automated, and injected into the CI/CD pipeline. Strong experience in test automation tools and frameworks, including Selenium, Rest Assured, UI path and any others.
- Supported end of sprint demos, user acceptance testing, and solicit feedback from peers, lead and others on test artifacts and processes, as appropriate. Identified gaps in the QA and testing processes and provided the best solution.

**2. Quality Assurance Analyst**

Asurion - USA

05/2012 – 09/2022

- Implemented a new Application for Service Management System for Service Bench client.
- Managed a network of service providers, parts suppliers, distributors, and partners.
- Developed Active Analytics application to use historical data for fraud detection and cost control.
- Detected anomalies, selected servicers based on performance, and predicted parts to improve efficiency.
- Collaborated with Asurion for mobile device protection, repairs, and parts management.

**3. Quality Assurance Lead**

American Family Insurance - USA

11/2010 – 04/2012

- Responsible for facilitating Quality Assurance testing of APEX and ensure a quality product.
- Followed agile methodology and used Rally to create task and plan testing estimate for self and for entire testing team.
- Participated in monthly Sprint planning day to plan testing task for each sprint.
- As a lead managed and planned resources around testing effort.
- Involved in Integration testing with other systems.
- Actively involved in planning and coordinating Functional, Regression, System, Performance, and UAT testing.
- Created Test cases and involved in peer review of test cases and test scripts written by team members Before they were finalized.
- Actively involved in Back-end System Testing, where data coming from different systems such as (Application, Quotes, Policy, and Billing) needed to be verified.
- Created Test case form Business requirement document and Functional design document and executed them.
- Logged and managed defect using JIRA and reported any blocker issues to managers.
- Worked with Virtualization and Data Load.
- Extensively worked on handling the application response for Positive and Negative sets of data.
- Generated Test Matrix for reporting.

**4. Onsite Offsite QA Team Coordinator**

Infinite Computing Systems - India

03/2009 – 10/2010

- Analyzed the business requirements for DNR and DOT site specifications.
- Developed detailed testing strategy for the entire application and prepared test plan.
- Developed a CMMI testing approach for DOT and conducted and coordinated testing.
- Developed test cases for GUI, functionality testing, system testing, and user acceptance testing.
- Coordinated projects and monitored offshore team (Infinite India, Mumbai).
- Planned 508 compliance testing.
- Installed new build on staging (testing) environment.
- Used QTP for automation to create scripts to be used for regression purposes.
- Created functional libraries using VBScript and used them several times in the application testing in QTP.



- Involved in submission of bugs through Bugzilla and frequently reviewing status by conducting meetings.
- Provided feedback to the developers and the QA team on top priority issues.
- Tested application on multi-platform verifying compatibility test.
- Incorporated all change request in test cases during critical time of testing.

**5. QA Analyst**

Comcast Headquarters, USA

01/2008 – 12/2008

- Implemented SAP Human Capital Management (HCM) Module at Comcast, including components such as Personnel Administration, Organizational Management, Talent Management, and Payroll Administration.
- Developed Enterprise Capital Authorization Request E-Forms application for different Comcast divisions to request investments, with complex routing criteria and approval procedures.
- Followed SCRUM methodology for software development lifecycle.
- Focused on verification and validation in structured QA approach.
- Created detailed Testing Strategy, test cases, and performed various testing types (Smoke, Functional, Integration, Regression).
- Provided training and support to team members on testing tools like Quality Center 9.2 and QTP 9.5.
- Utilized SharePoint for project coordination and document review.
- Managed Manual Testing using Quality Center 9.2 and Automation Testing with QTP 9.5.
- Developed scripts to compare data tables from web services and databases.
- Handled production issues and managed ticket resolution.

**EDUCATION:**

- Master of Business Administration – The University of Findlay
- Bachelor of Computer Science – Graceland University

**SKILLS:**

Acceptance testing, Agile, Agile Methodology, Algorithms, Apex, Api, Aws, Big Data, BugZilla, Ci/cd, Cmmi, Cucumber, Data Mining, Gherkin, Google Cloud, Google cloud platform, Gui, Hcm, Integration Testing, Jira, Linux, Manual Testing, Postman, Qtp, Quality Assurance, Regression testing, Rest, Rest Assured, Routing, Sap, Scrum, Scrum methodology, Sdlc, Selenium, Share point, SharePoint, Soap, Sprint Planning, Sql, System Testing.

**RESUME OF SUBHANI SHAIK****QUALITY ASSURANCE ANALYST****SUMMARY:**

MA, AWS-Security, Certified Scrum Master, CIPP/US A detail-oriented Software Test Engineer/ QA Test Analyst and Integration Tester, well versed in SDLC, STLC and CMMI processes with eight plus years of experience in manual and automation testing on various industries including federal government, insurance, healthcare, IT services and solutions industries. I have an extensive experience in testing Web Based Applications and automating the test cases using Selenium Web driver, Java, Python, TestNG, locators (X path, CSS, Link, ID, etc..). I'm also proficient in creating test strategy and reviewing test plans, test cases and automation scripts. Good knowledge in SQL and Stored Procedures. Currently working with 30+ talented U.S. and internationally sourced software and IT professionals as well as collaborating with enterprise systems architectural consultants. Delivering impressive feats such as a custom built, enterprise-wide content management system, replacing an aging and costly IBM FileNet system. The proprietary system is data driven, workflow based, and legislation aware that uses real time business data, all while maintaining rigorous governmental regulations, aggressive legislative schedules and demonstrating quantifiable value for business practices addressing coveted long requested wants in which the current provider can't deliver.

**EXPERIENCE:****1. Quality Assurance Analyst**

Tata Consultancy Services  
12/2021 – Present

- Analyze requirement document and specification document, wireframes to develop system test plan and test cases.
- Design and develop UAT test scenarios and test cases based on business requirement, technical specification and use cases.
- Coordinate and run QA findings meetings with Developers, QA, BA and Task Manager.
- Coordinate UAT testing activities with Product owners, Development team, testing team.
- Attend daily status meetings with Task manager, Development team, testing team during UAT and report progress on daily basis.
- Responsible for testing GUI functionality.
- Lead QA team in their efforts to implement new automation testing framework and set up a robust test automation framework.
- Execute manual test cases and test scripts in QA environment, stage data and perform UAT testing in deployment environment.
- Improve structured testing approach, which was focused on scenario and data-driven coverage
- Manage the test framework using Selenium and TestNG for the GUI of 15 applications.
- Work with JavaScript, XPATH and CSS with Selenium to locate elements on a web page.
- Create and execute SQL queries to fetch data from MYSQL database to validate the user interface (UI).
- Verify and compare data from migrating legacy applications to new applications.
- Conduct weekly grooming meetings and review Test plans, Epic, Features, estimation and check into TFS.
- Lead project sprint planning, execution testing and release on Scrum methodology.

- Create report findings and publish in TFS/VS.
- Validate data from migrating applications to new system applications.
- Perform Web services testing with SOAP UI tool on multiple COPS external applications.
- Work closely with the Testing and Development team on daily basis to maintain the frequent builds that are being pushed on Stage and make sure that each build is being tested accurately.
- Work closely with Task Manager, Business Analyst, Developers and QA team to redesign and launch new COPS external website.
- Work extensively with BA, Developers and stakeholders to redesign and launch new COPS publications website (TRACK and RIC).
- Environment: Microsoft, TFS, Eclipse IDE, HTML, JavaScript, XPath, CSS, TestNG, Junit, Visual Studio, Microsoft SQL Server, Selenium, SOAPUI, Python/Java.

## 2. Quality Assurance Analyst

CACI Rockville

09/2015 – 12/2021

- Analyzed the Functional Requirements and Design Specifications documents to ensure that the application met all the technical and business requirements.
- Interacted with stakeholders, development team, and business analysts to understand business requirements, use cases, and design documents.
- Reviewed and analyzed product backlog, sprint planning, user story, and use case document
- Developed comprehensive system test plan.
- Built test scenarios and test cases to determine whether the system meets all the approved requirements.
- Performed Functional testing on the application for testing validity of functionality in different versions of the application.
- Prepared test data required for executing test cases.
- Performed Regression Testing after any new releases.
- Used ALM/Quality Center to update requirements, create test cases, record and track defects.
- Worked closely with Project Manager, stakeholders, and Business Analyst to define Test Scope, Gap Analysis, Risk Analysis, and Test Dependency.
- Designed and developed UAT Test Scenarios and Test Cases based on Business requirements, technical specifications, and Use Cases.
- Exported Requirements from MS Excel to HP ALM.
- Created customize reports and graphs in ALM.
- Used WAVE and JAWS to verify the 508-accessibility compliance.
- Developed test scripts to automate process of testing in Selenium WebDriver.
- Performed Web services testing with SOAP UI tool.
- Coordinated UAT testing activities with the Testing Team, Development Team, and the stakeholders.
- Environment: HP ALM, JIRA, SQL, Oracle, SOAP UI, XML, Selenium, WAVE, JAWS, Microsoft Office, UNIX.

### 3. Middle Level QA Software Tester

Thomson Financial, Rockville

11/2013 – 09/2015

- Developed Test Conditions and related Manual Test Cases.
- Worked collaboratively with project team including development, business analyst, and end-users for gathering requirements.
- Gathered and analyzed user/business requirements and developed System test plans.
- Used HP Quality Center for systematic management of the test cases, test steps and defect tracking.
- Logged and tracked Defects and Issues and published defect analysis report.
- Executed manual test cases in QA environment and performed UAT testing in Deployment environment.
- Participated and reviewed Business Requirements and Design Specifications and provide technical and usability feedback.
- Prepared Test Cases by analyzing functional requirement specification document.
- Analyzed system requirements and developed Test Plans as well as Test Scripts for manual testing.
- Created test cases and test scenarios using Quality Center.
- Identified and documented all the defects and root-cause analysis to ensure application software functionality for present as well as future builds.
- Interacted with developers to resolve technical issues and investigated the bugs in the application.
- Worked with Users and Business Analysts to define and design test scenarios and test data.
- Created the Regression Test cases and automated them for the purpose of regression testing.
- Responsible for Backend testing by writing and executing SQL statements.
- Environment: SOAP UI, XML, Oracle, Windows, Quality Center.

### 4. QA Test Analyst

Geico, Silver Spring, MD

01/2012 – 11/2013

- Attended weekly Review meetings with project team to understand the recent changes, Implementations, and schedules to provide inputs from test execution perspective.
- Participated in test plan and test case reviews, maintain testing issues lists, and follow up as necessary.
- Participated in project sprint planning, execution, testing and releases on Scrum methodology.
- Build test scenarios and test cases to determine whether the system meets all approved requirements.
- Performed System Testing, Integration Testing, Functional and Regression Testing, and Security Testing.
- Worked closely with the Systems team, Business Analyst, Developers, and UI team to resolve the requirement issues, deployment issues, and change management issues.
- Responsible for reports of risks, impediments, sprint, and release progress.
- Coordinated with end-users to schedule and support User Acceptance Testing (UAT).
- Interfaced with developers in resolving the defects investigated in the application during testing.
- Created Traceability Matrix to ensure that all the requirements are covered by the test cases.

- Created and executed SQL queries to fetch data from Oracle database to validate the user interface (UI).
- Used JIRA for bug tracking and reporting as well as followed up with the development team to verify bug fixes and update bug status.
- Manually tested data from High level to detail level during verifications.
- Environment: Quality Center, Version Manager, JIRA, Microsoft Office, UNIX, ORACLE.

**5. System Test Analyst**

Vangent

11/2010 – 01/2012

**EDUCATION:**

- Master of Arts – American University, Washington DC

**CERTIFICATIONS:**

- Certified Scrum Master, CIPP/us
- Scrum Alliance Member

**SKILLS:**

Acceptance testing, Alm, Automation testing, Aws, Cmmi, Css, Eclipse, Eclipse ide, Excel, Functional Testing, Gui, Hp alm, HP Quality Center, Html, Ibm, Integration Testing, IT Services, Java, JavaScript, Jira, JUnit, Manual Testing, Microsoft Office, Microsoft SQL, Microsoft SQL Server, Ms. excel, MySQL, Oracle, Oracle database, Python, Quality Assurance, Regression testing, Scrum, Scrum master, Scrum methodology, Sdlc, Selenium, Selenium web driver, Selenium WebDriver, Soap.

**RESUME OF NEVA OKUMAS****SENIOR QUALITY ASSURANCE ANALYST****SUMMARY:**

Sr. Software Tester As a seasoned senior software tester with seven years of experience, I possess a proven track record of specializing in User Acceptance Testing (UAT) for business intelligence solutions. With a passion for utilizing the latest technology and a keen interest in staying up to date with the latest industry trends, I am actively exploring the field of Behavior- Driven Development (BDD) and automated testing. Throughout my career, I have hired, led, trained, and collaborated with multinational teams, and I am now seeking a position to take my career to the next level.

**EXPERIENCE:****1. Quality Assurance Analyst**

Walmart Inc, Dallas, TX

09/2019 – Present

- Played a key role in facilitating the four-year project to migrate Otis' customer data and related business operations to Dynamics 365 and Salesforce as a Senior User Acceptance Tester. This involved the UAT testing process to ensure successful implementation and seamless integration of these new systems.

- Created and authored functional test scripts using ADO (Microsoft Devops) for UI, functionality, integration, and mobile testing needs, and executed end-to-end tests.
- Documented QA/UAT practices after each sprint as part of the testing team to keep training materials up-to-date.
- Trained and supervised multiple team members and end-users globally on Microsoft Dynamics 365, including Power BI, K2, Canvas App, embedded, CPQ, and ERP integrated functionalities to ensure that business needs are met through the use of the system.
- Logged descriptive bugs that are easy to understand and provided analysis of test results with supporting documents such as JSON logs, screen casts (via Snagit), and screenshots. Tracked these defects until they are resolved and successfully passed them on to project backlogs in ADO.
- Collaborated with cross-functional, global teams by attending scrum and design meetings to ensure quality throughout the software development life cycle in an agile project environment.
- Groomed user stories (US/used cases) through SNOW tickets raised by the service hotline for production environment live fixes in addition to attending design meetings as a team member.
- Responsible for signing off on resolved bugs in ADO that passed in lower environments (SIT, UAT) during the last UAT sprint and are ready to be deployed to the production environment.

## 2. Quality Analyst

Google, Austin, TX

06/2018 – 03/2019

- Trained Google's AI for future monetization efforts in the YouTube department as a QA Analyst.
- Conducted regular quality audits on the YouTube platform and compared meta data and AI results with manual content reviewers' outcomes.
- Provided feedback to manual reviewers to generate an RCA (reasons of mismatch) and implemented corrective action plans to prevent future errors.
- Conducted training sessions for the team and identified problematic areas in YouTube policies.
- Provided enhancement suggestions to improve the AI's ability to identify content.
- Collaborated with various Google and vendor teams to ensure consistent quality assurance.

### **SKILLS:**

Acceptance testing, Agile, Automated Testing, Bdd, BugZilla, Cpq, Devops, Dynamics 365, Erp, Github, Jira, Json, Microsoft Dynamics, Microsoft dynamics 365, Python, Quality Assurance, Salesforce, Scrum, Sdlc, Selenium, Snagit, Sprint Planning, Team Building, Traceability Matrix, Uat, Uat testing, Uft, User Acceptance Testing, Waterfall.

## RESUMES FOR SECURITY ANALYST:

**RESUME OF JERRY THOMAS****SECURITY ANALYST****SUMMARY:**

Cloud Security Architect A Cloud Security Architect with 20 years of experience in Information Technology including 7= years of experience architecting, designing, configuring, and deploying cloud security solutions using Microsoft Azure and M365.

Thrives in complex problem-solving situations with an analytical and driven mindset, offering extensive experience in integrating the M365 Security and Identity Suite in the Canadian Enterprise segment in the areas of Mobile Device Management, Single Sign-on, Multi Factor Authentication, CASB, endpoint management, endpoint security, identity protection, and DLP solutions. Extensive data centre operational experience in Incident Management, Knowledge Management, Problem Management, new vendor site deployment, and training development. Recognized for taking initiative and thriving in a fast- paced environment while balancing multiple demands, addressing shifting priorities and maintaining focus.

Successfully applied for Microsoft Gold Partnership Architected Microsoft Enterprise Mobility and Security solutions for 10= Fortune 500 companies Received Microsoft Gold Star award for expanding outsourced Service Desk capability from an English- only offering to cover 6 languages across the globe.

**EXPERIENCE:****1. Security Analyst**

City of Rowlett, Texas

09/2022 – Present

- Architect and implement Microsoft Defender for Endpoint on Windows Servers for a global legal services provider, including both on premises and cloud workloads.
- Architect and implement device management policies for a biopharmaceutical company using.
- Microsoft Endpoint Manager to manage Windows and mobile workloads.
- Provided advisory services for health insurance client on deploying Microsoft Defender.
- Application control, ensuring only approved applications are used on managed devices.
- Provided advisory services for moving Windows Update workload from Configuration Manager.

**2. Cyber Security Architect**

Optiv

09/2021 – 09/2022

- Played a key role on external client projects on behalf of Optiv to provide advisory, administrative, and project-based services related to the security capabilities embedded within the Microsoft 365 platform with an emphasis on business process design of Microsoft Defender suite, Microsoft Information.
- Protection (AIP/MIP), Data Loss Protection (DLP), Microsoft Endpoint Manager (MEM), and Azure Active.
- Security assessments of Microsoft Office 365 and Azure implementations.
- Architected and implemented technologies from the M365 security stack.



- Provided insight and input into the Cloud Security Consulting team to build new service offerings and security findings for M365.
- Collaborated with and provided general supervision to other information governance associates or 3<sup>rd</sup> party contractors to execute on project tasks.
- Supported presentations to clients regarding the technical details related to service offerings.

### 3. Senior Cybersecurity Consultant

Hybrid Identity & Cybersecurity Solutions

09/2016 – 08/2021

- Engaged throughout the sales and delivery process on behalf of Avaleris on client projects involving the M365 security suite (M365 E5), responsible for architecting and implementing security controls into production to secure the three security pillars.
- Data, identity, and devices.
- Using the various M365 E5.
- Security technologies. Assisted with presales requirements gathering activities and delivered lunch-n- learn sessions on these technologies for fellow consultants as well as the sales channel.
- Responsibilities: Architected endpoint management, endpoint security, identity protection and data loss prevention (DLP) solutions using Microsoft based identity access and security solutions.
- Helped clients successfully deploy and adopt/consume the related Microsoft technologies including Microsoft Endpoint Manager, Microsoft Defender for Endpoint, Defender for O365, Azure Active Directory Premium (AADP), Azure Identity Protection, Azure Information Protection, Conditional Access and Multi-Factor Authentication, Advanced Threat Analytics and Cloud Application Security, Active Directory, Active Directory Federation Services (ADFS) and related products.
- Worked as a technical delivery resource on projects which included the installation, configuration, integration, and development of Microsoft solutions focused on achieving client outcomes.
- Gathered requirements and architected client solutions. Assisted in a technical pre-sales capacity through demonstrations, presentations, and workshops as well as both scoping and SOW development.
- Azure Conditional Access Provided guidance to a Canadian multinational food company in deploying SSPR, Conditional Access and MFA within their environment. Deployed the technologies in scope complying with Microsoft and industry best practices, defined architecture changes such as password writeback requirements in AD Connect, hybrid AAD join for Windows 10 devices. Defined combined registration requirements for SSPR and MFA, assisted with persona definition, developed conditional access policies, tested and validated with production pilot users, and facilitated production environment roll-out for 8,000 users.
- Ensured enhanced identity and access management security for Crown Corporation by utilizing the capabilities of Azure Conditional Access and Azure Multi-Factor Authentication.



**4. Solution Architect**

CaseWare IDEA Inc.

05/2012 – 08/2016

- Provided professional services support for CaseWare IDEA distributors and customers through building out specific audit controls based on industry type such as Anti-money laundering (AML), Purchase Card solutions, tax audits, etc.
- Delivered training courses on usage of CaseWare IDEA software and assisted in pre-sales activities for CaseWare distributors.
- Responsibilities: Assisted sales channel in a pre-sales capacity to iron out any technical requirements or customer clarifications required.
- Deployed and implemented CaseWare IDEA, CaseWare IDEA Server and CaseWare Monitor. Provided customer end-user training. Performed data analysis based on understanding customer's specific business process, identifying the risks, examining the controls to mitigate those risks, and analyzing data for potential breaches or fraudulent activity.
- Developed Purchase Card solutions and AML solutions.

**EDUCATION:**

- Master of Computer Application (MCA)  
Bharathiar University, Coimbatore, India – 01/2010 – 12/2012
- Bachelor of Computer Science  
University of Kerala, India – 01/2006 – 01/2010

**CERTIFICATIONS:**

- Microsoft 365
- Microsoft Certified Solutions Expert
- Microsoft Azure Cloud Security Architecture Assessment
- Entra (ID)
- Microsoft Certified – Azure Security Engineer Associate

**SKILLS:**

Active Directory, Aml, Analyzing Data, Android, Azure, Azure Active Directory, Azure AD, Azure Cloud, Casb, CaseWare, Cisco, Cloud Security, Configuration, Cybersecurity, Data Mining, Disaster Recovery, Dlp, Edr, Encryption, Endpoint Security, IaaS, Iam, InTune, Ios, Itil, Jamf, Kronos, Linux, Mac OS, Mdm, Microsoft 365, Microsoft Azure, Microsoft Office, Microsoft Windows, Network security, Odbc, Office 365, OneDrive, PaaS, Poc.

**RESUME OF VAMSHI PAIDIPALLY****SECURITY ANALYST****SUMMARY:**

An experienced information security specialist with ten years direct experience in enterprise IT networking and security engineering and operations, focusing on network and endpoint security, security incident response and digital forensics, security program management, network intrusion prevention systems, security event log management, data loss prevention, threat identification and remediation, threat hunting, data encryption, and enterprise security education and awareness.

**EXPERIENCE:****1. Security Analyst**

Dassault Systems, Newton, MA  
03/2019 – Present

- Perform threat hunting for clients utilizing proprietary threat hunting platform and open-source security platforms to triage interesting events for investigation/analysis.
- Responsible for cyber security program development/support for multiple clients.
- 0365 Security Hardening/Administration for client environments.
- Perform Incident Response activities for clients based on alerts/threats identified including triage, analysis/forensics, and post incident lessons learned.
- Triage security related notifications and incidents for multiple clients.
- Design and implement vulnerability management programs for clients utilizing an MssP model.
- Develop and execute cyber table top exercises for clients and create after action reports.
- Design incident response capability for clients including all required documentation and incident tracking based on applicable regulations (HIPAA, PCI, SOX, Etc).
- Work with clients to troubleshoot issues with various endpoint agents/tools/platforms.
- Provide guidance to clients on NextGen AV/EDR tools (CrowdStrike, Cylance, Sophos).
- Develop and maintain document libraries including cybersecurity educational materials, threat intelligence data, and general cyber security information for clients.
- Perform various on-site assessments for clients and subsequent documentation/reporting for cybersecurity program development roadmaps/board presentations.
- Assist with security tool assessments/proof of concepts for clients and implement tools such as CASB, Email Security, Cloud Vulnerability Management, etc.
- Utilize paid/open-source network security platforms such as ELK, Cisco Umbrella, Palo Alto NG Firewalls, Cisco Fire Sight, Bro for network monitoring and investigations.
- Communicate with clients at all levels from analysts/engineers, to executives about cyber threats, incident response updates, project statuses, etc.

**2. Security Analyst**

IR Lead, Danville, PA  
03/2015 – 03/2019

- Responsible for overall cyber security incident response program strategy and alignment with national standards.
- Team lead for information security office Cyber Threat Analytics and Incident Investigations team.

- Coordination with IT/NOC and core SIRT group for incident response and digital forensic investigations.
- Responsible for enterprise security incident and event management (SIEM) system administration and reporting.
- Manage relationship and product for major security vendors Managed Security Service to enhance security incident response and monitoring.
- Responsible for research, acknowledgement, delegation, and response of security incidents.
- Provide guidance and direction to associate and mid-level analysts on incident response, digital forensics activities, and other cyber security services as needed.
- Responsible for managing next generation endpoint product and respond to alerts generated within system.
- Responsible for threat analytics data reporting to CISO/Board of Directors.
- Integration with incident response and threat intelligence using OSINT feeds as well as subscription-based feeds through vendors.
- Proactive threat hunting using open source and paid tools.
- Basic malware/phishing analysis for routine incidents.

### 3. IT Security Analyst II

TMG Health

04/2014 – 03/2015

- Responsible for enterprise security program development working with IT Risk and Compliance and IT Governance Teams.
- Responsible for enterprise vulnerability management program execution.
- Work closely with IT Auditors to verify access that is provided to internal employees and clients conforms to the least privileged standards.
- Responsible for monitoring security events and alerts through the enterprise SIEM tool.
- Responsible for research, acknowledgement and response of security events.
- Responsible for making recommendations for compensating security controls based upon incidents and regular security assessments.
- Responsible for working closely with security team members to streamline access provisioning processes and procedures.

### 4. Network Security Engineer

Susquehanna Health, Williamsport, PA

04/2010 – 04/2014

- Responsible for enterprise security program management at Most Wired Healthcare Provider Susquehanna Health.
- Team leader for Network Security Team coordinating enterprise security operations and security projects and implementations.
- Responsible for developing enterprise security awareness training program and measuring its effectiveness.
- Developed and implemented enhanced network intrusion prevention system policies to reduce successful attacks and virus infections in the enterprise computing environment.
- Evaluated, tested, and implemented cloud-based email security solution for Most Wired Healthcare Provider.

- Responsible for enterprise security management system controlling and automating security updates and policies for over 5,000 endpoints.
- Responsible for development, implementation, and maintenance of enterprise antivirus system, network intrusion prevention system, and network access control systems.
- Developed and implemented enhanced network security strategies to minimize the attack surface of the enterprise network and computing systems.
- Work with HIPAA and Legal teams on compliance and regulatory issues.
- Work with Biomedical Engineering Department to identify, inventory, and regularly assess risk against clinical information assets.
- Performed regular risk assessments against technology assets to identify gaps and areas of improvement.
- Manage enterprise encryption and DLP solutions | Responsible for the research, recommendation, selection and implementation of all enterprise IT security solutions.
- Responsible for vulnerability assessments and remediation of identified risks.
- Manage secure access to wired and wireless networks utilizing NAC solutions and MDM solutions.

**5. Technical Support Specialist II**

Susquehanna Health, Williamsport, PA  
01/2008 – 04/2010

**EDUCATION:**

- Bachelor of Science  
Information Technology Security Specialist – Pennsylvania College of Technology
- Associate of Applied Science  
Network Technology – Pennsylvania College of Technology

**CERTIFICATIONS:**

- CompTIA Network+
- CompTIA Security+

**SKILLS:**

Casb, Cisco, Cybersecurity, Dlp, Edr, Elk, Emr, Encryption, Endpoint Security, Firewalls, Forensics, Hipaa, Information Security, IT Security, Mdm, Network Monitoring, Network security, NextGen, Noc, Open Source, Osint, Pci, Program Management, Security Operations, Siem, Sophos, Sox, Tcp, Tcp/ip, Threat Hunting, Threat Intelligence.



CRFQ LOT2400000011

Information Technology Temporary Staffing Services

## **RESUME OF ZAKIR HUSSAIN**

### **SECURITY ANALYST**

#### **SUMMARY:**

Cybersecurity Specialist with proficiency in online security research, planning, execution and maintenance. Skilled at training internal users on security procedures and preventive measures.

#### **EXPERIENCE:**

##### **1. Security Analyst**

Dominos Inc, Ann Arbor, MI  
01/2014 – 01/2024

- Enhanced network security by implementing intrusion detection systems and monitoring potential threats.
- Conducted regular vulnerability assessments to identify weaknesses and implement appropriate countermeasures.
- Collaborated with IT teams to develop comprehensive cybersecurity strategies, reducing risks from external attacks.
- Analyzed log files for anomalies, identifying potential intrusions or malicious activity before significant damage occurred.
- Integrated Azure Active Directory for centralized user authentication and authorization management.
- Implemented Azure Key Vault for securely storing and managing sensitive information, such as encryption keys and secrets.
- Configured Azure Security Center to continuously monitor and assess security posture of cloud environment.
- Conducted regular vulnerability assessments and penetration testing using Azure Security Center and other third-party tools.
- Stayed current on emerging security threats and vulnerabilities.
- Deployed Sentinel One endpoint protection platform to defend against threats.
- Monitored and analyzed security alerts and incidents in Sentinel One console, and led response efforts to quickly contain and neutralize threats.

##### **2. Security Analyst**

Trinity Metro, Fort Worth, TX  
02/2022 – 01/2024

- Identify and define system security requirements.
- Develops and implements new security systems, security programs, protocols and maintenance of existing systems.
- Supervises the installation of new software and hardware.
- Develops, implements, and performs maintenance on all related firewalls, and related hardware and software each month or as required patches are obtained from the vendors.
- Utilized CyberArk in managing privileged accounts, passwords, and implementing strong security controls.
- Designs computer security architecture and develops detailed cybersecurity designs.
- Ability to configure and troubleshoot security infrastructure devices.

- Develop technical solutions and new security tools to help mitigate security vulnerabilities and automate repeatable tasks.
- Writes comprehensive reports including assessment-based findings, outcomes and propositions for future system security enhancements.
- Documents in detail all information regarding incidents and requests in our call-tracking system.
- Participates in 24/7:365 global support team as needed.
- Shows dependability through regular attendance, meeting commitments, self-motivating, working independently or in a team environment, and being able to stay focused under pressure
- Stays current with new technology.
- Adheres to daily and monthly metrics as defined by the department.
- Utilized Mimecast in configuring and managing email security services, including secure email gateways, anti-spam, antivirus, and DLP policies.
- Assist with design of core scripts to automate SPLUNK maintenance and alerting tasks
- Configuring and maintaining CyberArk, database and vault servers.
- Proficient in identifying and categorizing cyber threat tactics and techniques as per the MITRE ATT&CK framework.
- Used Vulnerability management for identifying, assessing, prioritizing, and mitigating vulnerabilities in computer systems or networks.

### 3. Security Analyst

Dallas County

10/2019 – 02/2022

- Ongoing review of SIEM dashboards, system, application logs, and custom monitoring tools.
- Provide analytical and operational security support in a 24/7 Security Operations Center environment.
- Collaborate with technical and threat intelligence analysts to provide indications and warnings and contributes to predictive analysis of malicious activities.
- Create and track incidents and request remedy.
- Investigate all security alerts received by making use of all tools and log files possible to determine if the alert is a false positive, a security event, an actual attack, and/or a security incident.
- Monitor DLP alerts.
- Identify and classify DLP events according to critically.
- Monitor security events and logs such as proxy logs, IPS/IDS events, Firewall, Active Directory (user verification), Vulnerability scans, Anti-Malware events, Endpoints Security, Web Application Firewall, Net Flow, Packet Capture, Computer log files, to maintain situational awareness.
- Monitoring and analysis of security events to determine intrusion and malicious events.
- Perform investigations and evaluations of network traffics, read and interpret logs, sniffer packets, and PCAP analysis using different tools.
- Perform investigations and evaluations of network traffics, read, and interpret logs, sniffer packets, and PCAP analysis with RSA Security analytics.
- Vulnerability assessment process end-to-end to any audience.
- Work with development teams to prioritize the remediation of critical vulnerabilities.
- Endpoint protection and enterprise detection G response software required.
- Network and infrastructure technologies including routers, switches, firewalls, etc.

- Worked with other teams to enforce security of applications and systems.
- Investigated and resolved incidents of unauthorized access to sensitive information.

#### 4. Cyber Security Analyst

Redcon Solutions Group

01/2018 – 10/2019

- Performed threat analysis in a 24/7 environment, mitigating and managing all threats and risks to the company and gaining 99% security in data.
- Identified over 350 new viruses and hidden malware in under three years, saving the entire company over 30,000 computers from destruction.
- Experience with Check Point and Palo Alto firewalls.
- Develop reports, dashboards, and presentation materials sufficient to communicate Azure DR options and recommendations to leadership.
- Assess and maintain the incoming flow of vulnerability cases including CVE notifications, Cloud based vulnerabilities, Cloud Misconfigurations and access control issues.
- Wrote and updated security plans to meet NIST 800.53, ISO 27001, CMM, NIST standards as frameworks.
- Performed random security inspections for a site containing 1500 employees to ensure the validity and safety of all technical operations.
- Windows Server OS configuration and hardening to meet strict standards and regulations.
- Cloud tenant configuration and hardening to meet strict standards and regulations.
- Active Directory architecture design, migrations, and compliance.
- Develop and document reports and presentation material to effectively communicate these best practices and process to other team members.
- IDS/IPS and firewall reviews.
- Identify and analyze potential threat activity.
- Reviewed security documentation and make recommendation.
- Assisted in conference call meeting with Developer to mitigate vulnerability findings.
- Port scan servers using NMAP and close all unnecessary ports to reduce the attack surface
- Performed live packet data capture with Wireshark to examine security flaws.
- Used LDAP injections techniques of exploiting Web applications that use client supplied data.
- Ran vulnerability and compliance scanning on test machines and reviewed security standard with penetration testing.
- Minimum Security Baseline for the client.
- Assisted on Monthly conference call to discuss implementation and upgrade of critical infrastructure.
- Performed risk analyses to identify appropriate security counter measures.
- Conducted security audits to identify vulnerabilities.

#### 5. IT Support Specialist

Geo Group Headquarters

10/2016 – 01/2018

- Provided technical support for client software, server components, and peripheral software and hardware.
- Supported both Linux and Windows server environments, networking, file systems, and backups.



- Created a collaborative environment with other team members to ensure the team's overall effectiveness.
- Conducted system monitoring and reporting on the status of systems to ensure optimal performance.
- Used ticketing systems to manage and process support actions and requests.
- Created help desk tickets, troubleshoot, and resolved desktop issues.

**EDUCATION:**

- Bachelor of Arts Information Technology  
Broward College, Pembroke Pines, FL
- High School Diploma  
McArthur High School, Hollywood, FL

**CERTIFICATIONS:**

CompTIA Security+

**TRAINING / COURSES:**

Boot Camp in Cyber Security Program, The Academy of South Florida

**SKILLS:**

Active Directory, Aws, Azure, Azure Active Directory, Check Point, Configuration, Cybersecurity, Dlp, Encryption, Firewall, Firewalls, Google Analytics, Ids, Ids/ips, Ips/ids, Iso 27001, Ldap, Linux, Nessus, Network security, Nmap, Proxy, Python, Rsa, Saml, Security Operations, Siem, Splunk, Sql, Sso, Switches, System Monitoring, Threat Intelligence, Windows, Windows Server, Wireshark.





## RESUMES FOR SOFTWARE DEVELOPER/ENGINEER:

**RESUME OF JOSHUA VARGAS****SOFTWARE DEVELOPER****SUMMARY:**

Have over 12 years of experience in the computer field. Use structured programming techniques. Use design tools such as System Architect and MS Visio. Knowledge of the Microsoft applications on the personal computer. Supported the Ellucian Colleague Applications. Knowledgeable of the Function of end users' offices. Lead Programmer with major role in various implementations and conversions. Provided support to end users, installed updates and custom changes, and collaborated with different departments for software installations and reporting need.

**EXPERIENCE:****1. Senior Software Developer**

Missouri State University of Science and Technology, Rollo, Mo  
09/2018 – Present

- Installed Colleague Updates from Ellucian across environments and installed all custom changes by analyst into environment.
- Worked on Single sign on for Ellucian experience with SAML 2.0.
- Integral player in the conversion from Unidata to SQL Server version of software.
- Worked on Ellucian Experience with Dashboard Application, Data Connect Runtime, and Ethos Infrastructure and Federation.
- Worked on Experience Toolkit (SDK and PATH Design System), Data Connect Designer, Page Designer and Companion Mobile Application.
- Worked on Ellucian Experience low/nocode card templates, personalization of Ellucian Experience card to show relevant content to students, staff, and faculty.
- Integrated Chrome River to Colleague using Ethos Integration from Ellucian.
- Supported ILP SAAS Version and Ethos integration.
- Installed Custom Adjunct Faculty Seniority processes due to Union Contract.
- Gave access to the Colleague System via Colleague Security.
- Developed a custom module for Adjunct and Overage stipends for Faculty and Updated Ellucian Web API.
- Implemented Ellucian e-Lumina and infosilem to create course and exam schedules and efficiently manage all event bookings on campus.

**2. Software Developer**

Drexel University, Philadelphia  
12/2014 – 08/2018

- Worked in new development and also helped out in maintenance work.
- Helped Re-write the Payroll to use Envision.
- Worked on several projects for the Human Resource application.
- Worked on were the Pennsylvania State Human Resource Report of benefits.
- Worked on several Accounts Receivables projects.
- These projects were Phases Two and Three, Bug fixes to the Sponsor Billing.

- Re-write of the Physical Plant and Inventory modules.
- Was signed to work on the Colleague Workflow Project.

**3. Software Developer**

Accenture, Falls Church, VA  
09/2012 – 11/2014

- Refined and upgraded existing software by rectifying errors, optimizing performance, and adapting to new hardware for seamless and high-performing user experience.
- Formulated and oversaw software system testing, validation procedures, programming, and documentation to enhance quality and reduce errors.
- Conceptualized system designs as well as gathered project-related insights regarding limitations/capabilities, performance requirements, and interface specifications by coordinating with systems analysts, engineers, programmers, and other stakeholders.
- Engaged in consultations with customers regarding software system design and ongoing maintenance to align with user requirements.

**4. IT Support Analyst**

City of Philadelphia, PA  
02/2011 – 08/2012

- Responsible for all new workstation setups, deployments, and maintenance with end user support.
- Updated software deployment for maintaining a SMS & SQL server.
- Responsible for the coordination and purchases of computer hardware equipment, and software upgrades efficiency.
- Provided customer service with Hands-on and Helpdesk Phone support for all users for the city of Philadelphia.

**EDUCATION:**

Bachelors in Computer Science, Pennsylvania State University – 01/2006 – 12/2010

**SKILLS:**

Api, Chrome, CRM, Eagle, Erp, Financial reporting, Ms. Visio, Ellucian, Banner, Colleague, Ellucian Experience, SQL, SQL Server, Visio.

**RESUME OF VINAY RAGHAV****SOFTWARE DEVELOPER****SUMMARY:**

Highly skilled programmer with a proven track record in crafting functional design specifications that precisely meet user requirements, while adeptly managing expectations. Specialized in developing, maintaining, and optimizing PL/SQL packages, functions, procedures, and triggers to enhance existing code bases. Thrives in collaborative environments, working seamlessly with dedicated IT professionals to achieve project objectives. Demonstrated proficiency in project management, excelling in task prioritization, communication, and meeting project milestones. Proficient in utilizing application tools to design and maintain projects efficiently and accurately. Additionally, contribute expertise to the maintenance of the Ellucian Banner database framework, ensuring organizational goals are met through strategic technical support.

**EXPERIENCE:****1. Software Developer**

University of Texas, Dallas, TX  
09/2021 – Present

- Performing system administrator duties for the university's ID card system.
- Managing flow of data from the university's ID card system to process and create data for other applications that utilize the ID card to access account information.
- Programming using Oracle PL/SQL to create procedures and functions to support a variety of critical applications. Maintaining Oracle, SQL Server, and Access databases for Dining, Access Control, and ID card applications.
- Analyzing import and export data, resolving data anomalies.
- Providing support and customer service to users of ID card- dependent systems.
- Troubleshoot and resolve Ellucian Colleague 4.6 Unix UniData software and Colleague interface issues and problems.
- Provide systems administration of Colleague Software modules, custom systems and third-party systems that interface with Ellucian Colleague 4.6 software systems, including WebAdvisor, Self-Service, SoftDocs.
- Confer with Data Analyst and users regarding desired enhancements to the Colleague software system, which include providing technical expertise and recommendations with regard to business processes and how Colleague software may support such processes.
- Maintaining and documenting current interfaces that update a variety of the University's computer systems.
- Analyzing the logic of those interfaces to create specifications for interface conversion to ERP.

**2. Programmer Analyst**

SanJose State University, SanJose, CA  
06/2016 – 08/2021

- Creating SQL-based reports and form interfaces using Perfect forms and Argos reporting tools.
- Providing ERP support for the Banner Information System for multiple departments at the university, the Office of Development and Alumni Relations, Financial Aid, and Student Accounts.

- Developed and supported subroutines and processes using Ellucian's custom Envision Basic Language to provide critical functionality to Ellucian's Colleague Software Information System for all departments of the college.
- Developed multiple ASP.NET Core Web Projects to facilitate restful API-based communications between third party vendors and our internal systems.
- Wrote and deployed components in React.js to extend a vendor-provided web package to provide new, enhanced views of personal and student data.
- Provided support for Ellucian Colleague as well as ad hoc support for SQL Server, Websites, and third-party applications that integrate with our internal systems.
- Writing technical documentation for custom interfaces, data standards, and other business processes.
- Creating test plans and coordinating departmental testing for ERP, database, or hardware upgrades.
- Created custom reporting environment in an Oracle schema to support Office of Development reporting needs.
- Creating data visualizations using Tableau.

### 3. Software Engineering Intern

Bank of America, Wilmington, DE

02/2015 – 03/2016

- Enhanced functionality of company website/application and augmented UI to optimize user experience.
- Testing of the application was done on google cloud virtual server.
- Utilized Postman to test the status of API endpoints and documented them using API doc.
- Listing the parameters, datatypes, and example of correct and incorrect returns.

### EDUCATION:

- Bachelor in Software Engineering  
Rutgers, The State University of New Jersey – 2015

### SKILLS:

Business Intelligence, ERP, Oracle, Oracle database, Reporting Tools, SQL, SQL Server, Tableau.



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## **RESUME OF NIDHI CHAUHAS**

**SOFTWARE DEVELOPER**

### **SUMMARY:**

Experienced programmer proficient in crafting functional design specifications that meet user requirements and manage expectations. Skilled in developing, maintaining, and optimizing PL/SQL packages, functions, procedures, and triggers. Thrives in collaborative environments, working closely with dedicated IT professionals to achieve project goals. Adept in project management, excelling in task prioritization, communication, and milestone adherence. Demonstrated ability to design and maintain projects with precision and efficiency using appropriate application tools. Additionally, contributes expertise to maintain the Ellucian Banner database framework, supporting organizational objectives.

### **EXPERIENCE:**

#### **1. Sr. Ellucian Programmer Analyst**

Arizona State University, Phoenix, AZ

08/2019 – Present

- Create functional design specifications based on user needs and work closely with users to understand and manage expectations.
- Developed a custom ELF intermediate file for Perkins Report student data.
- Modified and maintained delivered ELF Application Import process to allow additional student data to be captured and stored.
- Updated and maintained custom annual Federal and State reports.
- Offered input and advice when new custom processes were in the development phase.
- Migrated Informer reports from version 4 to version 5.
- Develop, maintain, and modify PL/SQL packages, functions, procedures, and triggers while enhancing existing code.
- Work collaboratively with a team of dedicated IT professionals and integrated modern campus Destiny one for Life long and continued education using Digital credentials module, Dash boards and Languages pack.
- maintain assigned projects utilizing the appropriate application tools Assist in maintaining the Ellucian Banner database framework.
- Experience with Colleague Core Module, colleague user interface.
- Used the Demographics Access Control (DMAC) form to control access to UI forms that have a Person LookUp (such as NAE and BIO) that may contain sensitive or personal information.
- Perform programming for the client college in their Colleague program and provided operational support.
- Use Unix, G SQL as the backbone of programs used to import and create student and employee records.
- Develop and test new and innovative ways to streamline processes for the college.

**2. Software Developer**

Oklahoma City Community College Dell, Oklahoma City, OK  
03/2015 – 06/2019

- Developed and supported subroutines and processes using Ellucian's custom Envision Basic Language to provide critical functionality to Ellucian's Colleague Software Information System for all departments of the college.
- Developed multiple ASP.NET Core Web Projects to facilitate restful API-based communications between third party vendors and our internal systems.
- Wrote and deployed components in JavaScript to extend a vendor-provided web package to provide new, enhanced views of personal and student data.
- Provided support for Ellucian Colleague as well as ad hoc support for SQL Server, Websites, and third-party applications that integrate with our internal systems.

**3. Programmer Analyst**

Icahn Automotive, Newton, MA  
03/2014 – 12/2014

- Enhanced database query efficiency by 35% by developing optimized SQL code for user information retrieval.
- Improved user experience by integrating dropdown menus and data validations, resulting in increase in user satisfaction.

**EDUCATION:**

Bachelor in Computer Science, University of Houston – 2014

**SKILLS:**

Api, Asp, Ellucian, Colleague, ASP.NET Core, Bash, Data integrity, Html, Plsql, React.js, Restful, Restful ape, Shell scripting, SQL, SQL Server, Tableau, MySQL, Ethos.



## RESUMES FOR SYSTEM ADMINISTRATOR:

**RESUME OF BROCK JHONSON****SR. SYSTEM ADMINISTRATOR****SUMMARY:**

Expert in Systems Optimization & Strategic IT Solutions Results-driven systems administrator with over 10 years of experience managing, maintaining, and optimizing complex small and medium business cloud, server, and network infrastructure for a growing regional tire company and group of regional home medial companies. Forward thinking critical thinker and problem solver who has regularly delivered data-driven modern solutions directly tied to business growth and team success throughout multiple industries.

**EXPERIENCE:****1. Sr. System Administrator**

Dominos Inc.

01/2021 – Present

- Lead the technical strategy and management of IT infrastructure across 22 retail locations and a centralized datacenter, including networking, security and cloud services. Spearheaded identity and privileged access management implementations and cloud security enhancements for a complex multi-tenant environment. Worked with leadership and organization stakeholders on technology innovations and solutions.
- Planed and deployed HIPPA-compliant cross organization resource and identity access, trusts, and multitenant relationships between multiple hybrid Active Directory domains
- Designed a secure remote access model utilizing Azure App Proxy, Windows 365, and Entra ID based authentication.
- Developed and executed a comprehensive privileged access management system, incorporating role-based access, physical FIDO tokens, and multifactor authentication to tighten security protocols and compliance across all IT systems.

**2. System Administrator**

Quality Tire Company

01/2013 – 01/2021

- Independently manage system level performance optimization and monitoring to achieve high availability and performance as well as provide individualized helpdesk-level support to 200+ employees across 12 locations.
- Expanded network and computer infrastructure to six new store locations.
- Deployed and trained 150+ employees on the adoption of a new point of sale system.
- Designed and implemented various company wide network and server infrastructure improvements.

**3. Research Associate**

Orange Research Group

01/2015 – 01/2017

- Assisted a team of attorneys in the review, editing, and formatting of expert witness reports in high profile corporate litigation.



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- Provided supplementary research to ensure the accuracy of said reports.

#### **EDUCATION:**

- Bachelor of Science – In Progress  
Utah Valley University
- Honors Diploma  
Bingham High School

#### **SKILLS:**

Active Directory, Azure, Configuration, Fast Learner, Helpdesk, Hipaa, Pci, Proxy, Stakeholder Management, Windows.

### **RESUME OF NIKHIL YADAV**

**SR. SYSTEM ADMINISTRATOR**

#### **EXPERIENCE:**

##### **1. Senior Systems Administrator**

City of Rowlett, Texas  
10/2023 – Present

- Led new site setups, coordinating ISP services, cabling, firewall, switches, and access points for seamless operations.
- Configured Intune devices and deployed Win32 applications, optimizing device management and user experience.
- Developed and optimized scripts for SharePoint, Exchange, and Entra ID systems, enhancing automation and efficiency.
- Assisted Help Desk Technicians with escalations, providing expert guidance for prompt issue resolution.

##### **2. IT System Administrator**

Innovage  
06/2022 – 08/2023

- Conducted monthly patching for 200+ servers, encompassing both on-premises and Azure environments.
- Investigated network, server, and application outages at various site locations, ensuring swift resolution.
- Implemented GPOs, PowerShell scripts, certificate renewals, and DHCP scope adjustments to optimize system performance.
- Oversaw Microsoft 365 Teams, Exchange Online, and SharePoint Online, ensuring seamless operation and user experience.



**3. Systems Engineer**

Net Standard

01/2018 – 06/2022

- Facilitated communication between customers and vendors, ensuring timely issue resolution.
- Provided comprehensive support for customer environments, leveraging expertise in diverse IT technologies.
- Collaborated with team members to isolate and identify outages, streamlining problem-solving processes.
- Recognized as the top-performing System Engineer in 2018 and 2019 for outstanding contributions.
- Utilized PowerShell scripting to efficiently resolve customer issues, enhancing system functionality.

**EDUCATION:**

Associate of Applied Science, Electronics and Computer Technology – DeVry University

**CERTIFICATIONS:**

- CCNA
- ITIL Foundation V2
- CCNA Voice
- MCP

**SKILLS:**

Active Directory, Azure, Ccna, Dhcp, Firewall, Intune, Itil, Linux, Microsoft 365, PowerShell, SharePoint, SQL, Swift, Switches, Windows.

**RESUME OF JOSHUA GURRAM****SR. SYSTEM ADMINISTRATOR****SUMMARY:**

Senior System administrator with 9 years of experience in VMware Virtualization, Windows 2022/2019/2016/2012 and RHEL7.x/8.x/SUSE Linux 12/15 servers. and expertise in SDLC, IaaS Virtualized Cloud computing services and Hyper converged infrastructure. In depth knowledge of Installation, configuration and troubleshooting of vSphere 5.x,6.x,7.x, & 8.x and VMware ESXi 5.x,6.x,7.x, & 8.x and VMware vCenter Server 5.x,6.x,7.x, & 8.x. Experience in utilizing VMware vSphere features such as HA, DRS, SDRS, Storage vMotion, vMotion, and FT. Proficiency in Implementing Windows server environments including Active Directory Services, FSMO Roles, Group Policy Objects (GPO), Group Policy Management Console (GPMC), DHCP, DNS, WSUS, IIS server, FTP Server, File & Print server. Proficient in managing 365 and Microsoft exchange tenant configurations, user accounts, groups, licenses, and permissions using the Admin Center. Capable of troubleshooting Microsoft fail over cluster related issues, performing maintenance tasks, and ensuring adherence to best practices for cluster design and operation. Skilled in Integrating AWS EC2 instances with on-premises VMware environments, by using solutions like AWS Direct Connect for dedicated network connections.

**EXPERIENCE:****1. Sr. System Administrator**

IMI Hydronics, Dallas, TX

02/2023 – Present

- Installed, set up, troubleshoot, and managed VMware ESXi 7.0 and vCenter Server 7.0.
- Implemented and set up Dell PowerEdge FX2s chassis server according to company standards, and standalone application servers.
- Managed Windows Server 2022/2019 environments effectively, ensuring stable and reliable server operations.
- Created and deployed Virtual Machines from Templates and Snapshots, enabling efficient deployment and management within the virtual environment.
- Configured VMware features such as V-Motion, HA, and DRS, and deployed VMware ESXi 7.0 servers and vCenter Server 7.0 for managing over 100 ESXi servers across multiple data centers.
- Deployed distributed switches (VDS) to centralize network management and streamline network configuration across multiple hosts and clusters.
- Configured virtual machine port groups, VLANs, and uplinks to enable communication between virtual machines and external networks.
- Managed disk storage, storage area networks (SANs), and file systems to ensure storage capacity and data availability.
- Led Migration Projects to seamlessly move virtualized workloads between data centers using HCX mobility groups and bulk migration capabilities.
- Conducted regular maintenance tasks such as firmware updates, hardware replacements, and capacity planning to ensure optimal performance and availability.
- Responsible for managing file systems on servers and ensuring they are properly configured and optimized for performance and storage efficiency.
- Worked on the ServiceNow ticketing system to oversee change management workflows, including planning, approving, and tracking virtual environment changes, meeting SLA benchmarks.
- Managed and automated routine maintenance tasks on clients PC using PowerShell for Windows servers and Power CLI for VMware environments.
- Created user accounts and profiles, assigned permissions through Active Directory services to optimize the network traffic, and managed Group Policy settings to enforce security settings and configurations to the organization needs.
- Participated in 24/7 out-of-hours support for IT application systems, including weekends as required.
- Regularly conducted vulnerability scans across the infrastructure to identify security weaknesses, promptly applied patches, and updates through SCCM.
- Actively engaged in disaster recovery planning, comprehending BC standards, and organizing BCP (Business Continuity Planning) operations for critical business applications.

**2. System Administrator**

UPS, Louisville, Kentucky

03/2021 – 01/2023

- User Worked with facilities and Network teams in testing, planning, and coordinating server placements, rack allocations and user relocations in different offices.
- Deployed CISCO UCS B200 M6 Blade servers for ESXi hosts and EMC SAN storage systems in disaster recovery scenarios.
- Reduced data center footprint by 20% through migration of physical server infrastructure to VMware vSphere 6.7 virtual environment.
- Conducted regular maintenance tasks such as software updates, patches, and version upgrades to keep applications running on Windows server 2019 up to date and secure.
- Implemented and managed Active Directory infrastructure, including user and group management, Group Policy configuration, and domain controller maintenance, ensuring secure and efficient centralized management of Windows-based resources across the organization.
- Installed, configured, and maintained various windows server roles and features, including DNS, DHCP and Remote desktop services.
- Generated Thin provisioned VMs according to specific client application requirements, with the capability to increase hard disk sizes as per requests.
- Setup a few network services on Red Hat Linux, SUSE, and Solaris servers, including LDAP, NFS, NIS =, and send mail.
- Configured Virtual Distributed Switches and implemented VLAN configurations for production environments.
- Implemented affinity and anti-affinity rules in clusters to optimize resource utilization and enhance fault tolerance.
- Worked alongside the development team to troubleshoot performance issues within a web application, identifying insufficient server resources as the root cause and proposed a server upgrade as a solution.
- Conducted thorough analysis of available updates, patches, and hotfixes using SCCM to identify critical security vulnerabilities, bug fixes, and performance enhancements relevant to the organization's environment.
- Responsible for backup/recovery strategy of all ESXi servers, planning and implementing fault tolerance and strategies for backup and restoring files on the network.
- Utilized Avamar to streamline data backup, enabling efficient storage management, rapid recovery, and disaster recovery capabilities across the infrastructure.
- Provided technical support and troubleshooting assistance to application teams and end users resolving virtual infrastructure related issues.

**3. Platform Engineer**

City National Bank, Los Angeles, CA

11/2019 – 02/2021

- Co-ordinated the smooth transition and consolidation of entire IT infrastructure into the VMware virtualization platform where this improved resource management, scalability, and ensured continuous service delivery, the result was significant cost savings and improved operational efficiency.
- Updated and Configured VMware ESXi 6.5 and vCenter Server 6.5 by adding 30 ESXi hosts and 300= virtual machines.

- Collaborated with storage teams and implemented VMware vSAN for hyper converged infrastructure reducing storage costs by 20%.
- Involved in setting up, configuring, and managing enterprise servers running Microsoft Windows 2019/2016.
- Configured RAID 1 and RAID 5 on HP ProLiant BL385 Gen10 servers to ensure data redundancy and fault tolerance for critical business applications.
- Maintained VMware ESXi hosts, efficiently updating with patches and using vMotion, Storage vMotion to migrate virtual machines and minimize downtime during the process.
- Planned and executed Patch management and software upgrades for VMware vSphere, vCenter server 6.5, and ESXi hosts to ensure system security and stability.
- Configured Linux services and daemons, including Apache, Nginx, MySQL, PostgreSQL, and SSH.
- Implemented monitoring and alerting solutions to monitor the health, performance, and security of VMware-based environments on AWS.
- Configured network settings, including IP addressing, subnetting, routing, and DNS resolution, on both Windows and Linux systems.
- Automated tasks using PowerShell (for Windows) and shell scripting for Linux to automate routine tasks, system configuration, and maintenance procedures.
- Used WinSCP for remote configuration tasks, enabling secure editing and management of configuration files and scripts on ESXi hosts and virtual machines (VMS) without direct console access.
- Supported Microsoft Exchange 365 via Exchange admin center for shared mailboxes, GAL, SMTP addresses etc.
- Created and maintained different VMware clusters for Quality Assurance (QA), Development, and Production instances, ensuring that environments remain isolated and resource usage is optimized.
- Automated failover and failback procedures for virtual workloads by implementing Site Recovery Manager (SRM) to provide disaster recovery solutions.
- Responsible for Active directory, GPO, Domain users, administrating users and groups and given appropriate permissions and to access LAN and Domain environment.
- Maintained SLA targets by swiftly diagnosing critical P2 incidents and efficiently managed P3 service requests, ensured minimal disruption to business operations while maintaining a high level of user satisfaction.

#### **4. Windows Administrator**

Dynamix, Hyderabad, India  
11/2017 – 09/2019

- Worked with the storage architecture team to design and implement a scalable storage solution, ensuring optimal performance, reliability, and data availability for critical business applications.
- Managed Windows Server 2016/2012 R2 by the organization's Windows build standards on Intel Server Platforms and Dell Power Edge servers.
- Managed VMware Workstation, ESXi 6.0, and vCenter server 6.0 and utilized for creating, testing, and deploying virtual environments.
- Utilized OVF templates to deploy virtual machines (VMS), while optimizing network configurations to improve performance and scalability.

- Worked within Agile development environments, participating in sprints, daily stand-ups, and backlog grooming sessions to deliver VMware solutions that meet evolving business requirements.
- Installed and migrated virtual machines (VMS) from legacy systems to DELLVXRail hyperconverged infrastructure.
- Oversaw VM backup operations using DELLEMC technologies to enhance data security and expedite recovery during critical situations.
- Planned, coordinated, and executed migrations to Office 365 from on-premises environments or other email platforms, ensuring data integrity and minimal disruption.
- Configured and managed user accounts, groups, and permissions within Office 365 Admin Center.
- Configured and installed AWS services including EC2, Amazon VPC, S3 Storage, and ELB leveraging the capabilities to build scalable, reliable, and efficient cloud-based solutions.
- Configured, and deployed patches, upgrades, and bug fixes on both physical and virtual Red Hat Linux servers utilizing Satellite Server and YUM repository.
- Managed SCCM, WSUS for enterprise Windows Patching Management solution for the organization of 100+ servers.

#### 5. System Engineer

Vedam Software Solutions, Hyderabad, India

09/2015 – 11/2017

- Managed the deployment, configuration, and maintenance of ESXi hosts, vCenter server 5.5 and associated components.
- Deployed Windows 2012 Servers' hot plug capability to add processors, RAM, NICs, and drives to the virtual machine.
- Worked on the migration of physical machine to virtual machine (P2V) and virtual machine to virtual machine (V2V) using VMware converter.
- Maintained system security and performance by regularly updating server firmware, drivers, patches, and security measures.
- Performed routine system administration tasks, such as user management, file system management, disk partitioning, and software installation and updates.

#### **SKILLS:**

Active Directory, Agile, Agile development, Ansible, Apache, AWS, AWS ec2, AWS Services, Azure, Bash, CentOS, Cisco, Cisco Switches, Cisco UCS, Cloud Computing, Cluster, Clustering, CommVault, Composer, Configuration, Data integrity, Debian, Dhcp, Disaster Recovery, Dns, Ec2, Elb, Emc, Esxi, Firewalls, Firmware, Gpo, Group Policy, Hyper-V, IaaS, Iis, Itil, Ldap, Linux, Microsoft Azure.

## RESUMES FOR PROJECT MANAGER:

**RESUME OF VERONICA EFFRON****SENIOR PROJECT MANAGER****SUMMARY:**

With over 7 years of experience, I am a detail-oriented Certified Scrum Master and Project Coordinator. I have a proven track record of leading successful software and community projects with high-performance teams. My versatile expertise spans various sectors, including healthcare, finance, engineering, military, and community initiatives. I excel in managing both distributed and co-located agile teams and am recognized as a skilled servant leader. Fluent in both English and French, I am known for my exceptional communication abilities.

**EXPERIENCE:****1. Senior Project Manager**

Tata Consultancy Services, Rockville, MD  
06/2020 – 11/2023

- Guided and mentored Scrum teams in Agile principles, methodologies, and best practices, fostering a culture of self-organization and excellence in performance.
- Advocated for transparency and openness within teams to promote collaboration and drive productivity, ensuring alignment with organizational objectives.
- Provided strategic leadership to enhance deliverable quality continually and uphold adherence to the Definition of Done.
- Facilitated seamless communication and collaboration among key stakeholders and cross-functional teams throughout the Software Development Lifecycle, including Requirements Elicitation, Application Architecture Definition, and Design phases.
- Collaborated closely with senior management to establish clear goals and objectives for cloud architecture infrastructure initiatives, leveraging deep technical expertise.
- Conducted comprehensive training sessions for Scrum teams on facilitation techniques for Agile and Scrum ceremonies, including Sprint Planning, Stand-ups, Sprint Check-in, Sprint Review, Demos, Retrospective, and Sprint report generation.
- Spearheaded the development and oversight of two teams within the Scrum framework and Agile processes, driving continuous improvement and efficiency gains.
- Assisted Product Owner and Solution Architect in user story creation, prioritization, and Backlog grooming sessions, ensuring alignment with business priorities.
- Managed five Scrum teams, resulting in a notable 25% increase in Return on Investment (ROI) over a four-year period.

**2. Senior Project Engineer**

T&T Consulting, Falls Church, VA  
01/2019 – 06/2020

- Led the transition of four teams from a traditional waterfall approach to Agile methodology, employing coaching methods to effectively instill Scrum values and practices.
- Played a critical role in implementing scaled Agile frameworks and practices, ensuring they were aligned with organizational objectives and priorities.



- Offered strategic direction to product teams, streamlining their workflows and productivity by introducing scalable methods to accelerate site deployment and integration with enterprise systems.
- Leveraged technical expertise across the Software Development Lifecycle, from Requirements Elicitation to Application Architecture Definition and Design, fostering collaboration across teams and delivering high-caliber solutions.
- Orchestrated retrospective meetings to drive continuous improvement efforts, fostering an environment conducive to open discussions on challenges and innovative solutions.
- Acted as a liaison between key stakeholders and development teams, ensuring clear communication and alignment on project goals and objectives.
- Facilitated daily stand-up meetings, proactively identifying and resolving obstacles to ensure smooth progress and timely completion of project milestones.
- Advocated for the adoption of Scrum principles and practices, spearheading ongoing improvement initiatives to enhance team performance and project outcomes.
- Provided valuable insights and recommendations for refining production support processes, resulting in enhanced operational efficiency and increased customer satisfaction.

### 3. Scrum Master

Pinnacle Bank, Kansas City, KS

07/2017 – 01/2019

- Proactively fostered team self-sufficiency through the identification of risks, resolution of issues, and removal of impediments to drive continuous process enhancements.
- Actively participated in product discovery meetings, facilitating requirement gathering and analysis sessions, conducting comprehensive document reviews, and collaborating on plan setup and configuration with clients.
- Implemented robust tracking of Performance Indicators/Metrics, including Velocity, burn down charts, and Release progress, promptly addressing any emerging issues.
- Supported Scrum teams in crafting User Stories and skillfully managed progress to ensure alignment with project goals.
- Provided coaching to teams, Scrum Masters, Business Analysts, Managers, and Executives on Agile values and principles, fostering a culture of continual improvement in practices and artifacts.

### 4. Oracle Application Engineer

Computer Sciences Corporation, Falls Church, VA

12/2012 – 04/2017

- Spearheaded Oracle Application development and maintenance for the DHS Information Technology Infrastructure Program (ITIP), providing crucial support to the Transportation Security Administration (TSA).
- Installed and configured Oracle-based applications on the Unix Solaris 10 platform, ensuring seamless functionality.
- Facilitated secure access to essential data from the Oracle database for TSA/ITIP team members, adhering to TSA protocols and standards.
- Played a key role in 24/7 support operations, collaborating closely with a cohesive team to address critical issues promptly.



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**EDUCATION:**

- Management and Information Systems (MIS) – University of Maryland
- Combat Engineer Certification – US Army School of Engineer

**CERTIFICATIONS:**

- CompTIA Security + Honors & Awards
- Project Management Professional (PMP)
- Scrum Master
- Safe Advance Scrum Master
- Splunk Enterprise Security Certified Administrator Professional Scrum Master (PSM1)

**SKILLS:**

Agile, Asp, Atlassian, Atlassian JIRA, Aws, Azure, Azure Devops, Cloud architecture, Cloud Computing, Configuration, Continuous Integration, Devops, Excel, French, Jenkins, Jira, Kanban, Oracle, Oracle database, Pmp, PostgreSQL, Risk Assessment, Scrum, Scrum master, Scrum methodology, Solaris, Splunk, Sprint Planning, Sql, SQL Server, Srs, Trello, Unix, User stories, Waterfall.

**RESUME OF VAMSHIDHAR B**

**SENIOR PROJECT MANAGER**

**SUMMARY:**

Project Manager with over 9 years of extensive experience in managing projects of varying sizes and complexities across a broad spectrum of institutions. Noteworthy achievements include:

Managing Over 100+ Engagements: Led a team of 10 consultants in managing projects encompassing over 50 projects strong leadership and organizational skills.

Large-Scale ERP/IT Infrastructure Upgrade: Spearheaded the ERP/IT infrastructure upgrade for the largest Ellucian ERP implementation at Arizona State University System in collaboration with key partners such as HP, EMC, and Meridian IT. The solution included offsite Disaster Recovery, server set deployments, storage system deployment, and network upgrades.

Special Projects Leadership: Led a special projects team handling major engagements such as IBM GoArmyEd/eArmyU and Ellucian Colleague Integration, showcasing proficiency in managing diverse projects simultaneously.

Software Development Management: Managed software development for custom software modules integrating IBM's GoArmyEd and eArmyU portal with the Ellucian Colleague ERP, ensuring seamless integration and functionality.

Recognition and Strategic Planning: Received recognition from Arizona State University System for successful module implementations and assisted C-level executives in establishing a strategy and budgetary plan to increase the special projects budget by \$500K for further technology improvements.

Enterprise Resource Planning (ERP) Implementations: Led ERP implementations from inception to Go Live, focusing on scheduling, training, migration, and conflict resolution across various functional teams.



**Project Management and Quality Assurance:** Provided project management, business requirements analysis, quality assurance, and implementation services for projects such as the Arizona State University System Ellucian Colleague ERP Implementation and joint state-wide eProcurement System.

**Technical Proficiency:** Demonstrated technical proficiency in managing SQL databases, optimizing SQL queries, installing packages and patches, and administering applications such as Evisions Argos and Smartsheet.

**Relationship Management and Communication:** Developed strong relationships with functional teams and stakeholders, effectively managing communication and expectations throughout project implementations.

### **EXPERIENCE:**

#### **1. Senior Project Manager**

Arizona State University, Phoenix, AZ (Remote)

10/2018 – Present

- Managed projects of varying size and complexity across over 25+ engagements with a team of 10 consultants.
- Managed the ERP / IT infrastructure upgrade for the largest Ellucian ERP implementation at Arizona State University System in collaboration with HP, EMC, and Meridian IT.
- Solution included offsite Disaster Recovery, Development/Test/Production server sets for the ERP application, a new EMC storage system deployment as well as various network upgrades.
- Lead special projects team handling major engagements IBM GoArmyEd/eArmyU and Ellucian Colleague Integration.
- Managed software development for Ellucian Colleague ERP custom software module handling the integration between IBM's GoArmyEd and eArmyU portal and the Ellucian Colleague ERP.
- Supported over 10 Colleague ERP schools during the implementation.
- Received a recognition from Arizona State University System, on behalf of the team as ASU became the 2nd largest army educator upon completion of the module implementations.
- After completion of the initial round of projects, assisted CTC C-level executives establish a strategy and budgetary plan to increase the special projects budget by \$500K for continued improvement of technology for next phase of the projects.
- Arizona State University System Ellucian Colleague ERP Implementation.
- Provided project management, business requirements analysis, quality assurance and implementation services for Arizona State University System, Ellucian, Accenture, Ariba joint state-wide eProcurement System.

#### **2. Ellucian ERP Project Manager**

University of Baltimore Maryland County, Dallas, TX (Hybrid)

03/2015 – 10/2018

- Leading Enterprise Resource Planning (ERP) Implementation (Colleague) from inception to Go Live with focus on scheduling, training, migration, and conflict resolutions.
- Plan, organize, prioritize, and manage multiple work efforts across functional teams (Registration, Financial Aid, Finance, Bursar, HR, Payroll, Curriculum/Academia, Admission G Recruitment, CETL).
- Implement and manage project changes and interventions to maintain overall project/program schedule.

- Develop strong relationships with functional teams and team leads, and manage communication and expectations throughout the implementation.
- Develop and maintain Evisions Argos datablock and custom reports..
- Restore, maintain, and set up security for SQL Database in the Colleague Server as needed.
- Work with functional teams in optimizing SQL Queries and data extractions.
- Install packages, patches, maintain security classes related to supporting Colleague and Self Service.
- Overseeing the implementation of various applications including but not limited to Softdocs, Touchnet, Evisions Argos, Synoptix, Ellucian Ethos Integration, ILP integration/workflow.
- Administering Smartsheet which include creating and maintaining Student/Staff Helpdesk ticketing system, ITS Hiring G security access workflow.

### 3. Business Analyst

United Healthcare, Houston, TX  
07/2014 – 03/2015

- Developed a well-structured interview protocol for customer discovery.
- Created a current and future business process map that effectively outlines the workflow in a clear manner.
- Generate user stories for your stakeholder personas with clear and measurable acceptance criteria.
- Created detailed roadmap that outlines the tasks and activities needed for a rollout as well as a strategy to guide the organization as a whole through this transition.
- Attended meetings to report on findings and to brainstorm and share new ideas with other team members.
- Updated and developed scripts and queries to extract and analyze data from multiple sources
- Created visual representations of data findings using various chart types for presentations to stakeholders.
- Exercised critical thinking to resolve errors in reports and performed independent analysis of projects.
- Modeled resulting data and participated in Agile Scrum meetings to stay updated on project developments and provide input on task prioritization.
- Conducted market research to identify industry trends and inform strategic planning initiatives
- Demonstrated respect, friendliness, and willingness to help wherever needed.
- Reviewed system documentation for accuracy, consistency, and adherence to best practices
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.

### 4. Programmer Analyst

Costco Wholesale, Dallas, TX  
02/2013 – 07/2014

- Application design and analysis in Visual Basic 6.0, Visual Fox Pro 8.0, VB.Net, ASP.Net, Crystal Report, Embarcadero, and SQL Server 8.05.
- Implementation of new application(s), database tables, and store procedures.
- Maintaining and optimizing existing program applications.

**EDUCATION:**

- Bachelor of Computer Science  
Osmania University – 06/2008 – 05/2012

**CERTIFICATIONS:**

- Certified Scrum Master
- Scrum Alliance
- PMP

**SKILLS:**

Acceptance testing, Agile, Alm, Automated Testing, Avaya, BMC Remedy, Business Development, CMS, Erp, Erp software, Excel, Hana, Jira, Microsoft Excel, Microsoft Office, Microsoft project, Microsoft teams, Ms. Project, OpenText, Pmo, PowerPoint, Qtest, Regression testing, Rfi, Sap, Sap ecc, Scrum, Scrum master, ServiceNow, SharePoint, Tableau, Test scenarios, Tosca, Uat, User Acceptance Testing, Visio, Waterfall, Wbs.

**RESUME OF STEVEN RODRIGUEZ****SENIOR AGILE PROJECT MANAGER****SUMMARY:**

With over a decade of project management expertise, I have successfully led software implementation projects exceeding \$1M in value. I excel in overseeing medium to large-scale projects with diverse teams of 20+ individuals, utilizing agile methodologies like Scrum and Kanban. My strength lies in effective communication and stakeholder engagement, particularly in client-facing roles, and I prioritize maintaining well-informed teams. Known for my meticulous organizational skills, I've managed up to 10 concurrent software projects across the entire development lifecycle. Additionally, I bring 7+ years of experience in mentoring junior project managers and project coordinators. I'm well-versed in various project management software, including JIRA, Smartsheet, Monday, Asana, Productive, Forecast, G- Suite, and more.

**EXPERIENCE:****1. Senior Agile Project Manager**

Dassault Systems  
01/2021 – Present

- Project manager in an agency environment responsible for leading several e-commerce projects and teams of developers, QA analysts, product managers and designers.
- Achieved \$70k+ in cost savings by implementing a structured project management plan where I requested securing a signed project charter and an approved scope of work which prevented the organization from embarking on a project where the client ended up not following through.
- Rescued a struggling project by taking over as an Agile Project Manager, addressing multiple challenges. Restructured the project by implementing Scrum ceremonies, refining planning, and optimizing team roles. Introduced transparent time tracking, enhanced client communication, and emphasized Agile methodologies. Within two months, turned the project profitable, empowered the team to focus on their tasks, and enhanced project visibility for the client through backlog management and progress tracking.

- Rescued a high-stakes project with a budget exceeding \$170k from potential failure in an agile setting by providing weekly progress reports, showcasing completed milestones, and highlighting upcoming critical milestones. These reports alerted senior client management, leading to timely interventions that saved the project from significant losses and ensured successful delivery.

## 2. Agile Project Manager

Coracie Media

01/2020 – 12/2020

- Led 10+ people as part of a remote team, up to 6 projects concurrently.
- Led and delivered successful projects resulting in \$200k+ in revenue.
- Proactively managed third-party vendors for project support, overseeing up to 10 vendors simultaneously.
- Acted as the primary client liaison, translating customer needs and challenges into actionable requirements and user stories for project teams.
- Maintained regular, effective communication with clients and all levels of agency, ensuring successful project outcomes and client satisfaction.
- Updated the agency's project management approach by creating standardized project templates and implementing systems and processes that captured valuable lessons learned from both struggling and successful projects to develop processes for evaluating projects and planning for success from the outset.

## 3. Technical Project Manager

Terracon

01/2012 – 01/2020

- Worked with cross-functional teams and senior management in successfully delivering several projects with teams of up to 25 people.
- Ensured project integrity by initiating the re-validation process of a crucial deliverable. Discussed the significance of this process, mediated conflicts arising from the request, and ensured team alignment and execution, averting potential quality regulatory inspection failure.
- Stepped in on short notice to lead and seamlessly manage a 20-member project team during a project consultant's absence. Conducted a thorough project plan and report reviews, facilitated productive meetings with division team leads, and successfully sustained project operations. Demonstrated proficiency in strategic communication, effective planning, collaboration, time management, and proactive risk management, ensuring the project's uninterrupted and successful execution.
- Led a comprehensive project to replace outdated regulatory monitoring equipment in a mine. Conducted in-depth problem analysis, researched and selected suitable replacement equipment, and collaborated with suppliers to understand constraints, ordering processes, and installation requirements. Coordinated with third-party vendors for equipment installation and conducted rigorous testing, ensuring a seamless transition to the new equipment. This resulted in a 50%+ enhancement in data capture efficiency across the client's mine, providing enhanced visibility into the status of wells throughout the mine.



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**EDUCATION:**

- Bachelor of Science  
University of Windsor – 01/2012 – 12/2012

**CERTIFICATIONS:**

- PMP

**SKILLS:**

Agile, Agile methodologies, Asana, Client Management, Excel, Jira, Kanban, PMP, Scrum, Stakeholder Engagement, User stories.

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