



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

Procurement Type: Central Master Agreement

Vendor ID: VS0000005897

Legal Name: INFOJINI INC

Alias/DBA:

Total Bid: \$0.00

Response Date: 05/07/2024

Response Time: 12:32

Responded By User ID: statebids

First Name: Sandeep

Last Name: Harjani

Email: statebids@infojiniconsultin

Phone: 4432570086

SO Doc Code: CRFQ

SO Dept: 0705

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

Total of Header Attachments: 1

Total of All Attachments: 1



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 ESR05072400000006817	1

**VENDOR**  
VS0000005897  
INFOJINI INC

**Solicitation Number:** CRFQ 0705 LOT2400000011  
**Total Bid:** 0  
**Response Date:** 2024-05-07  
**Response Time:** 12:32:09  
**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				0.00

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services

**State of West Virginia**  
**Response To**  
**Prequalification Agreements IT Temp Staffing**

**RFP#CRFQ 0705 LOT2400000011**

**Due Date: 7<sup>th</sup> May 2024, 1:30 PM**



**Submitted By:**  
**Sandeep Harjani, President**  
**Infojini, Inc.**

**Office:** 10015, Old Columbia Road, Suite B215,  
Columbia, MD 21046

**Phone:** 443-257-0086

**FAX:** 443-283-4249

**Email:** [statebids@infojiniconsulting.com](mailto:statebids@infojiniconsulting.com)

[www.infojiniconsulting.com](http://www.infojiniconsulting.com)



**Submitted To:**

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

**Fax:** 304-558-3970

**Attn:** Toby L Welch



Cover Letter

Attn: Toby L Welch

Date: 05/07/2024

Sub: Infojini's Cover Letter in response to Prequalification's Agreements IT Temp Staffing issued by the State of West Virginia.

Infojini acknowledges that the West Virginia Purchasing Division is inviting bids on behalf of the West Virginia Lottery Commission. This initiative aims to compile a roster of prequalified vendors, facilitating subsequent bid acquisitions by the Agency through a delegated process specifically for Information Technology (IT) Staff, as outlined within the prequalification agreement.

Infojini is *ISO 9001, 20000-1 & 27001 certified, Microsoft Certified Silver Partner, Salesforce Certified Partner, and NMSDC Certified MBE firm* headquartered in the State of Maryland with regional offices in California, Texas, New Jersey, North Carolina, Massachusetts, and Georgia. We have *17+ years* of extensive experience providing IT Staffing Services to various Government, Commercial, and Non-Profit clients across various industry verticals such as Non-IT, IT, Healthcare, Finance, Education, Engineering, Transportation, Transit, Housing, Non-Profits, Telecom, and Government sectors. We possess unparalleled competencies across these verticals to provide trained professional resources with the right knowledge and skills to deliver high-quality solutions.

Infojini has proven processes, technical capabilities, organizational capacity, and readiness to provide the right talent within 24-48 hours. Infojini has an experienced Account Management Team, Bench Strength, Local talent Pool, experienced recruiters, a pre-vetted database of 3M+ resumes, 300,000+ prescreened candidates across the United States, and 30,000+ prescreened candidates in the State of West Virginia in line with the labor categories as required by the state.

Infojini's competency to provide Staffing Services to the State is backed by our key differentiators and unique discriminators such as:

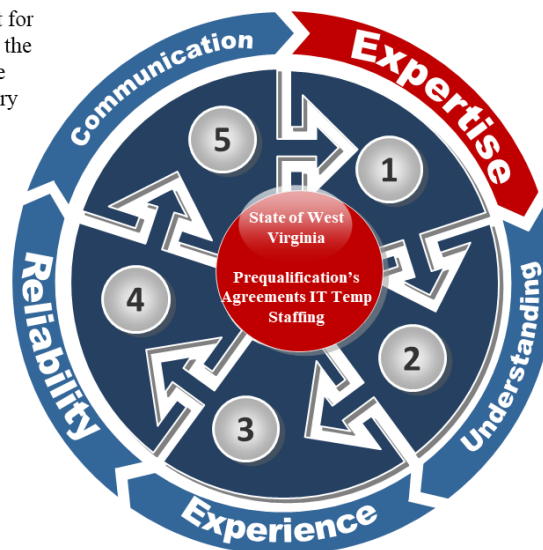
- ❖ *17+ years of experience providing Staffing Services.*
- ❖ *300+ similar Government Contracts*
- ❖ *Certified MBE by TX, NJ, NMSDC, MD, NY & other States, Certified DBE/SBE/MBE by MDOT*
- ❖ *Microsoft Certified Silver Partner, Salesforce Certified Partner*
- ❖ *Process-driven certifications: ISO 9001, 27001, 20000*
- ❖ *D&B Open rating score of 95*
- ❖ *Successfully placed 11000+ consultants to date*
- ❖ *Team of Proactive recruiters for maintaining a pipeline of qualified resources*
- ❖ *300, 000+ prescreened candidates across the United States*
- ❖ *30,000+ prescreened candidates in the State of West Virginia.*
- ❖ *Bench Pool of 500+ Consultants who are readily available to work on the project.*
- ❖ *300+ Recruiters skilled in fulfilling the Recruitment requirements.*

- ❖ 24X7 recruiting engine for a speedy turnaround.
- ❖ SME Screening Process to ensure 100% quality, domain - and skill-specific recruiting.
- ❖ 97.5% satisfaction rate given by the hiring managers of our clients.
- ❖ Retention Rate of 97%
- ❖ Infojini offers a complimentary replacement service within 90 days in the event of a candidate's departure or at the request of the client. This service is provided at no additional cost.
- ❖ **Experience with the State of West Virginia:** Infojini has experience in providing similar Staffing Services to various clients across the State of West Virginia, such as the West Virginia University at Parkersburg, Blue Ridge Community & Technical College, West Virginia University on behalf of its Board of Governors ("BOG", State of West Virginia, The West Virginia Purchasing Division - West Virginia Department of Health and Human Resources, West Virginia Health and Human Resources.

Our rationale to deliver the best value to the state throughout the life of the contract is based on our **5 Key Success Factors**.

Dedicated Account Management for transparent communication with the State of West Virginia to mitigate risk and ensure successful delivery of the contract services.

Financially stable, low risk on D&B report, great Paydex score, proven Recruitment Engine on contracts to provide qualified resources with the required experience within the shortest turnaround time. Dedicated Employee retention Team to reduce turnover.



Strong expertise in providing IT Staffing Services to various Government, Commercial, Education, City, and County clients across the State of West Virginia and other parts of the United States.

A team of 300+ dedicated recruiters with a strong understanding of background, Scope of Work, Terms and Conditions set by the state and leveraging experience towards delivering the right staff.

17+ years of experience in providing IT Staffing Services to various West Virginia Clients, including but not limited to the State of West Virginia, such as the West Virginia University at Parkersburg, Blue Ridge Community & Technical College, West Virginia University on behalf of its Board of Governors ("BOG", State of West Virginia, The West Virginia Purchasing Division - West Virginia Department of Health and Human Resources, West Virginia Health and Human Resources and many more.

**Figure 1 – 5 Key Success Factors**

Sandeep Harjani is identified as the point of contact for all required aspects, including contractual obligations, negotiation, clarification, and signing authority. Please find below the details of the primary point/ of contact –

Primary Contact Information	
<b>Contact Name:</b>	Sandeep Harjani



<b>Title</b>	President
<b>Address:</b>	10015 Old Columbia Road, Suite B 215, Columbia, MD 21046
<b>Phone Number:</b>	443-257-0086
<b>Email:</b>	statebids@infojiniconsulting.com

If you have any questions, require more information, or desire to negotiate this proposal, please contact the authorized official to bind the firm to all statements and proposed services offered in this proposal, Mr. Sandeep Harjani, President, Infojini Inc.

Sincerely,

A handwritten signature in black ink, appearing to read "Sandeep", written over a light blue horizontal line.

**Sandeep Harjani, President**  
**Infojini, Inc.**

**Principal Office.** 10015, Old Columbia Road, Suite B215, Columbia, MD 21046

**Phone:** 443-257-0086 | **Email ID:** [statebids@infojiniconsulting.com](mailto:statebids@infojiniconsulting.com)

**Federal Tax Identification Number:** 20-4624920



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## **VENDOR QUALIFICATIONS**

### **1.1 Vendor Qualification and Experience Requirements**

Infojini Inc. meets the stipulated criterion of being in business for a minimum of five (5) years, specializing in providing IT staffing services. With 17 years of experience in the industry, we have established ourselves as a trusted provider of IT staffing services, delivering tailored solutions to meet the diverse needs of our clients.

To substantiate our compliance with this requirement, we are prepared to provide the necessary documentation demonstrating our company's existence and tenure in the industry. This documentation includes:

1. Business registration certificates.
2. Client references to our continuous provision of IT staffing services over the past five years.

We understand the importance of ensuring vendor credibility and are committed to providing transparent and verifiable evidence of our qualifications. Our extensive experience and track record of success position us as a reliable partner capable of meeting and exceeding the State's expectations.

We understand the significance of adhering to all Lottery policies and procedures and as Federal and State statutory and regulatory requirements. Infojini is committed to ensuring that our IT professionals comply with all relevant standards set forth by accreditation and licensure bodies.

Infojini assures that all proposed candidates undergo thorough background checks at our sole cost, including but not limited to checks performed by our organization and the Lottery. We understand the importance of transparency and will promptly provide all necessary documentation as requested.

Infojini ensures that our staff meets or exceeds the minimum experience requirements for each classification and target technology specified by the Lottery. Our rigorous vetting process guarantees that only qualified candidates are proposed for placement.

**Vendor should provide with their bid, a general company overview that must include information regarding the number of years of qualification, experience, training, and relevant professional education for each individual classification.**



**About Infojini, Inc.**

**Our Strengths:**

- 17+ years of experience in delivering IT Staffing Services to various public sector clients.
- ISO 9001:2015, ISO/IEC 20000-1:2018, and ISO/IEC 27001:2013
- Microsoft Certified Silver Partner, Salesforce Certified Partner
- 250+ dedicated recruiters with a specialized industry focus.
- Access to 3 million+ Resumes in our internal database of Ceipal
- Database of 300,000+ Prescreened Candidates across the United States
- Database of 35,000 Prescreened candidates in the State of West Virginia.
- High customer satisfaction, and retention through our matured and strategic engagement process. **D&B rating score is 96/100**

**Experience:**

- Infojini has strong experience in providing IT Staffing Services.
- Strong local experience
- 300+ Staffing contracts
- More than 11,000 placements.

**Financial Stability**

- Over \$270M revenue since inception

Infojini is *ISO 9001, 20000-1 & 27001 certified, Microsoft Certified Silver Partner, Salesforce Certified Partner, and NMSDC Certified MBE firm* headquartered in the State of Maryland with regional offices in Virginia, California, Texas, New Jersey, North Carolina, Massachusetts, and Georgia. We have **17+ years** of extensive experience in providing IT Temp Staffing Services to various Government, Commercial, and Non-Profit clients across various industry verticals. We possess unparalleled competencies across these verticals to provide trained professional resources equipped with the right knowledge and skills to deliver high-quality solutions.

Infojini has demonstrated experience in providing IT Staffing Services to government, education, and commercial sector clients across different industry verticals including, but not limited to, *Administrative, Accounting, Training, Support Staff, Information Technology, Healthcare, Professionals, Light Industrial, Technical, Skilled Trades, and General Maintenance*. We provide temporary, direct hire, contract-to-hire, and payroll services.

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***Years of Qualification***

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With 17+ years of experience, we have cultivated deep expertise and industry insights, enabling us to address the evolving needs of our clients effectively.

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***Training***

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Our team undergoes rigorous training programs to stay abreast of the latest technological advancements and industry best practices. We invest in continuous learning and development to ensure that our consultants possess the skills and knowledge necessary to excel in their roles.



At Infojini, we understand the critical importance of ensuring professional compatibility and compliance with the specific needs of our clients. Our commitment to excellence extends beyond merely providing qualified candidates; we prioritize ongoing training and development to ensure our IT professionals are equipped with the latest technologies and skills to excel in their roles. As part of our comprehensive staffing solutions, we offer training programs focused on the latest tech and technologies, empowering candidates to stay ahead in the rapidly evolving IT landscape.

Furthermore, Infojini is proud to be Microsoft and Salesforce partners, underscoring our commitment to delivering best-in-class solutions to our clients. Our strategic partnerships with industry leaders such as Microsoft and Salesforce enable us to provide unparalleled access to cutting-edge technologies, resources, and support, further enhancing the value we bring to our clients.

Infojini believes in providing training programs to support the newly recruited staff as they learn the ropes of their position and help the veteran staff stay updated in their fields. We contemplate the importance of developing a training program that meets the needs of both staff members and the organization and keeps the organization growing and changing for the better. The training program comprises of processes:

- ✚ Training for new staff who have never done this work before.
- ✚ Training for new staff who may have experience in the work of the position but not in the method or style which the State uses.

**New Recruited:** Infojini understands that the newly hired staff mandates a training program so that they can start their jobs with some idea of what and how they are supposed to do. This will greatly diminish the chance of mistakes that may cost PHA prestige, public relations, credibility, lawsuits, or money. We believe it's our responsibility to prepare the employees for their assignments so that they perform exceptionally well at the client site. The process starts with the selection of the employee and prepares the employees by giving them a brief about the company, Project, Duties, and Scope of Work, explaining to them the culture, expectations, requirements, rules, terms, and conditions of the client during the onboarding session. This also covers all the instructions provided by the client related to the employee conduct at the client's office location such as dress code, Office behavior, etc.

**Training for Existing Staff:** Apart from the onboarding session that we provide, Infojini, Inc. believes that continuous training of our consultants and employees in new technology and business areas is essential to our success. Constant changes in client environments and technology demand that new training programs be developed to keep our employees/contractors up to date with technologies. Infojini invests heavily in training programs to ensure our employees have all the requisite skills and certifications to serve our clients. We provide the following training programs:

▲ Instructor-based Classroom Training	▲ Online Instructor-Led Training
▲ Online Training through CBTs	▲ Onsite Client site training
▲ Quality Training	▲ Soft Skills Training



▲ Time Management	▲ Safety Training
▲ HIPPA Training	▲ Skills Training
▲ Professional and Legal Training	▲ Team Training
▲ OSHA compliant Training	▲ Managerial Training etc.

**Skill Enhancement Training:** We invest a great deal in our employees to expand their knowledge base so that they will perform well for our clients and see the value Infojini provides them in their overall career development. We provide a complete training program or target training in a specific skill area based on client job descriptions or the employee's personal development needs. Our Skill Enhancement training process provides flexibility and allows employees to train in our office location or anywhere they have internet access. By offering our extensive training options, we reduce the learning curve and enable our employees to become more productive. Our courses are either assigned by our Subject Matter Experts (SMEs) or the employees may select the courses they determine will benefit their professional development. Our team's commitment to the training approach and its proven success is evident in the following:

- Tuition and training reimbursement is provided up to **\$5,400 per year per employee**, and participation is encouraged in professional associations and conferences.
  - Conduct 3 "boot camps" per year with 16 training sessions to bring our new staff members up to speed with Team/Project specific processes.
  - Leadership development program, available to project staff with high potential
- Organizational Training Plan (OTP) based on the project, organization, and individual.

**Example:** We encourage employees to be certified in their field of expertise. If the Project Manager/Client requests any specialized training or certification, Infojini Inc. will encourage and facilitate the requested training or certification. Some examples where Infojini Inc. has taken steps to enhance the staff's qualifications are:

1. One of the client contract managers needed our Network Support Analyst to get CCNA and CCNP certification to serve them better, so we encouraged and paid for their exam and class material. We also paid for their time while they were undergoing the training.
2. One of the client's Contract Managers needed all our employees on the project to have BCSI membership. We facilitated and took care of the project team's membership.

Every deployed personnel's behavior will be closely monitored by our Account Manager. If we discover that an employee is not functioning well or has certain behavioral concerns, we will warn the candidate. If the problem persists, the candidate will be terminated, and a replacement will be provided within 3- 4 days.

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### *Experience*

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Infojini has 17+ years of experience in providing IT Staffing Services to various clients. Infojini's ongoing similar staffing contracts with several local clients are mentioned in the table below:



Local WV Clients		
West Virginia University at Parkersburg	Blue Ridge Community & Technical College	West Virginia University on behalf of its Board of Governors ("BOG")
State of West Virginia	The West Virginia Purchasing Division - West Virginia Department of Health and Human Resources	West Virginia Health and Human Resources.

Please find below a partial list of our clients to whom we are providing similar Staffing Services:

State Clients		
State of Pennsylvania	State of California	State of Arkansas
State of Florida	State of Georgia	State of Iowa
State of Maryland	State of Michigan	State of Montana
State of Nebraska	State of New Jersey	State of North Carolina
State of North Dakota	State of New Mexico	State of Nevada
State of Ohio	State of Oklahoma	State of Oregon
State of Texas	State of South Carolina	State of Illinois
State of Utah	State of Virginia	State of Washington
State of Missouri	State of Tennessee	State of Massachusetts
State of Kentucky	State of Wisconsin	State of Minnesota
County/City Clients		
County of Sacramento	County of Los Angeles	County of Placer
Alleghany County, VA	Westchester County, NY	Montgomery County, PA
The City of Phoenix	Allegany County, Pennsylvania	City of Tacoma – Washington
Anne Arundel County	City of Everett, WA	City of San Antonio
Prince William County	Commission of Montgomery County	Oklahoma City-County Health Department (OCCHD)
Tarrant County	Cook County	City of Cincinnati
Prince George's County	City of Chesapeake	County of San Mateo
The County of Fresno		
Commercial Sector Clients		
Siemens Healthcare	Citadel Investments	Prism Communications
Constellation Energy	Barclays Bank	JP Morgan Chase Bank
Bank of America	Capital One	US Steel
Polaris Wireless	Blue Cross Blue Shield	Kenexa



Thomson Reuters	Synergy Systems and Services, Inc.	General Electric
Object Edge	Laureate Education	MSA
Respronics	Caesars Entertainment	Pepsico
<b>Healthcare Sector Clients:</b>		
Maryland Health Benefit Exchange	SC Department of Health and Human Services (DHHS)	NC Dept. of Medicaid and Medicare Information System (MMIS)
NC Department of Health and Human Services (DHHS)	State of Texas Health and Human Services Commission 's (HHSC)	Siemens Medical Solutions
Texas Dept. of Health and Human Services	Einstein Healthcare	Dept. of Health and Mental Hygiene
State of Virginia Medicaid	The University of Oklahoma Health Sciences Center Purchasing Department	Washington Health Benefit Exchange
<b>Transportation Sector Clients:</b>		
Texas Capital Metropolitan Transportation Authority	Maryland State Highway Administration	South Carolina Dept. of Transportation
Washington Dept. of Transportation	North Carolina Dept. of Transportation	Maryland Motor Vehicle Administration
Maryland Transit Administration	AMTRAK	Community Transit
Maryland Dept. of Transportation	Maryland State Highway Administration	Maryland Port Authority
Utah Transit Authority	METRA	MTA
<b>Other Clients:</b>		
Rural Health Network of South-Central New York	California Dept. of General Services	Superior Court of California, County of Los Angeles, CA
Charlotte Housing Authority	Maryland Judiciary Department	Office of Management & Enterprise Services
Louisville Water Company	Consolidated Technology Services (CTS)	Virginia Tech
BakerRipley	Maryland Department of State Police	Idaho Division of Veterans Services
City of Brooklyn Park Communications	Port of Seattle	CalPERS
NYCHA	Baltimore Metropolitan Council	The Sacramento Municipal Utility District
Washington State Department of Licensing	Office of State Courts Administrator	The Board of Directors of Sanitation District No. 1



Office of Management & Enterprise Services	The Board of Governors of the Federal Reserve System	The Metropolitan Water District of Southern California
NC Department of Revenue	Pennsylvania Dept. of Human Resources	Washington State Dept. of Labor and Industries

**Similar Ongoing Projects:** Please find a partial list of our similar ongoing projects within the last 5 years:

Agency	Contract Name	Duration
State of Virginia Medicaid	IT Staffing Services	March 2019 - present
Hampton Roads Transit	IT Staffing Services	May 2023 - Present
Alexandria City Public Schools	Staffing Services	Feb 2023 - Present
Harford County Public Schools	Temporary Staffing Services	March 2023 - Present
Lansing Community College	Financial Placement Services	August 2023 - Present
Rowan University	Staffing Services	January 2023 - Present
Shelby County Schools	Financial and IT Staffing Services	June 2023 - Present
The Franklin County Board of Commissioners	Financial Staffing Services	May 2023- Present
City of Hampton	Financial Staffing Services	Jan 2023-Present
City of Redmond	Financial and Healthcare Staffing Services	April 2023 - Present
City of Milwaukee	IT Staffing Services	Sep 2023- Present
Houston Housing Authority	Temporary Staffing Services	April 2023 - Present
Cincinnati Metropolitan Housing Authority	Temporary Staffing Services	Sep 2023 - Present
Housing Authority Birmingham District, AL	Temporary Employee Services	June 2023 - Present
Santa Clara County Housing Authority	Temporary Employee Services	June 2023 - Present
Housing Authority of Savannah	Temporary Staffing Services	September 2022 - Present
Fort Worth Housing Solutions	Temporary Services	Dec 2022 - Present



Agency	Contract Name	Duration
The Housing Opportunity Management Enterprises	Temporary Employee Services	Jan 2022 - Present
Texas Dept. of Health and Human Services	Staffing Services	April 2022 - present
Spokane Transit Authority	Temporary Staffing Services	Jan 2022 - Present
Delaware Office of Management and Budget	Temporary Employment Services	July 2021 - Present
Fort Bend Independent School District	Temporary Clerical Staffing Service	Dec 2021 - Present
Lancaster-Lebanon Intermediate Unit 13	Temporary Staffing Services	June 2021 - Present
Seattle Public Schools	Temporary Staffing Services	Sep 2021 - Present
SC Department of Health and Human Services (DHHS)	Temporary Employment Services	Nov 2021 - Present
California Dept. of General Services	IT Temporary Staffing Services	May 2020 - Present
California State University	Temporary Help Services	Nov 2020 - Present
Santa Clara Valley Transportation Authority	IT Staffing Services	July 2020 - Present
County of Placer	IT Staffing Services	Jan 2020 - Present
Washington Health Benefit Exchange	IT Staffing Services	Sep 2020 - Present
Cleveland Metroparks	Staff Augmentation services	March 2020 - present
The County of Fresno	Temporary Staffing Services	January 2020 - Present
Missouri Veterans Commission (MVC)	Staffing Services	Dec 2020 - Present
City of Columbia, MO	Temporary Employment Services	Nov 2020 - Present
Bi-State Development, MO	Temporary Help Services	May 2020 - Present
County of San Mateo	Temporary Staffing Services	May 2019 - Present
County of Sacramento	Temporary Employment Services	April 2019 - present
Maryland Health Benefit Exchange	IT Staffing Services	June 2019 - Present



Agency	Contract Name	Duration
State of Texas Health and Human Services Commission 's (HHSC)	Professional Staffing Services	Jan 2018 - Present
Texas Capital Metropolitan Transportation Authority (CMTA)	Temporary Staffing Services	Jan 2018 - Present
Houston Independent School District	Temporary Staffing Services	July 2018-Present
Southern California Association of Governments	IT Professional Staffing Services	May 2018 - Present
NC Department of Health and Human Services (DHHS)	Professional Staffing Services	March 2018 - present
County of Los Angeles	Temporary Employment Services	January 2017 - Present

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*Relevant professional education for each individual classification*

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In addressing this requirement, we ensure that each member of our team possesses the necessary educational background and qualifications to excel in their respective roles. Our approach includes:

1. **Tailored Education:** We understand the unique demands of each classification and strive to ensure that our team members receive education and training specific to their roles. Whether obtaining degrees and certifications or attending specialized training programs, we invest in our team's continuous learning and development.
2. **Industry Standards:** We adhere to industry standards and best practices when it comes to professional education requirements. This includes staying up to date with evolving industry trends, emerging technologies, and relevant certifications to ensure our team members are equipped to deliver optimal performance.
3. **Verification:** We maintain detailed records of our team members' educational achievements, certifications, and training credentials. These records are readily available for verification to demonstrate compliance with relevant professional education requirements.
4. **Continuous Improvement:** Education is an ongoing process, and we are committed to continuously enhancing the knowledge and skills of our team members. Through regular assessments, feedback mechanisms, and opportunities for professional growth, we ensure that our team remains at the forefront of their respective fields.

Infojini has been ranked as one of the INC 5000 fastest-growing companies for the last five years. Our quality of service has been recognized by various agencies; the following awards are a testament to their recognition:



#### Certifications



#### Partnerships



AppExchange Program  
**PARTNER**



Please find below our Endorsements of Excellence in Staffing Solutions from Industry Professionals

#### Testimonials

	<p><i>"We have worked with Infojini Inc. for several years. The relationship is built on trust, transparency, and a solid understanding of the positions which we desire to fill. Infojini Inc. has been very responsive and partnered with us to place good talent within our organization. They are an excellent resource for our staffing needs!"</i></p> <p><b>- Randy Sayers, Project Manager, Maryland Judicial Information Systems</b></p>
	<p><i>"Infojini consistently provided the best-qualified candidates that most closely matched our requirements. Our communication with them is excellent, and the few issues we encountered were handled expediently and professionally!"</i></p> <p><b>- Deborah Smith, Judicial Council of California</b></p>
	<p><i>"Infojini has been successful at meeting our staff augmentation needs and has been a thoughtful partner when we've needed their help in crafting an appropriate and cost-effective solution. In case where we've had an issue to work through with one of their staff. Infojini's management staff has been timely and effective in their response!"</i></p> <p><b>- Ken Hale, Manager-IT Project Management, Port of Seattle</b></p>
 <p>NC DEPARTMENT OF <b>HEALTH AND HUMAN SERVICES</b> Office of Communications</p>	<p><i>"Vendor works to accommodate contractors for travel reimbursements, payroll cycles, and out-of-pocket expenses. I was able to get a candidate I needed to sign on with Infojini. Infojini and the candidate were able to agree to rates, health benefits, and logistics."</i></p> <p><b>- Janet Hansel, Project Manager, North Carolina DHHS</b></p>
	<p><i>"We don't use temps very often, but Infojini Inc. is our go-to agency when we need temporary staff. We value our relationship with them and would definitely recommend them."</i></p> <p><b>- Patty Torres, HR Manager, Katena Products</b></p>

## 1.2 Staffing Experience Requirements for Each Classification

Vendor shall provide these services for each classification for bid by providing documentation to indicate they have provided staffing of at least three (3) individuals within the past five (5) years for any classification listed in section 4.2 below.

Documentation should include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4.



Infojini has successfully provided staffing services for each classification listed in section 4.2 within the past five (5) years. Please find below the partial list of our clients to whom we have provided similar services:

Position	Clients	Start Date	End Date
Business Analyst	• NC DOT	11-9-2020	04-14-2023
	• NC DHHS	4-19-2021	04-19-2022
	• SC DHHS	6-19-2018	6-21-2022
	• SC DSS	8-19-2015	8-25-2017
	• SC DOA	7-28-2016	12-31-2018
	• TX DOT (Texas Department of Transportation)	8-31-2020	3months
	• TX DOA	9-16-2020	8-31-2021
	• WA AOC	4-19-2017	6-14-2018
	• Los Angeles County Office of Education (LACOE)		
	• MDOT (MTA)	5-16-2022	2-14-2023
	• Mass DOT (Trial Court, MA)	5-20-2019	8-17-2019
	• County of Santa Clara	1-31-2021	12 months
	• TX DART	10-25-2022	12+months
	• Seattle Public Schools	11-14-2022	12+months
	• University of Colorado (1099)	9-13-2022	6+ month
	• AMTRAK	6-13-2022	6-13-2023
	• State of CT Judicial Branch	1-3-2023	24+months
	• NYCHA	11-10-2020	7-27-2022



	<ul style="list-style-type: none"> <li>• Texas Department of Agriculture</li> </ul>	7-18-2023	8-31-2024
	<ul style="list-style-type: none"> <li>• MN (Metropolitan Council)</li> </ul>	8-28-2023	6+ months
	<ul style="list-style-type: none"> <li>• State of Washington, Department of Licensing</li> </ul>	12-4-2023	12-4-2024
	<ul style="list-style-type: none"> <li>• Hawai'i State Hospital</li> </ul>	12-26-2023	12 months
	<ul style="list-style-type: none"> <li>• County of Sacramento</li> </ul>	1-4-2024	6-4-2024
Data Analyst	<ul style="list-style-type: none"> <li>• CMTA</li> </ul>	8-21-2019	6-20-2020
	<ul style="list-style-type: none"> <li>• NC DHHS</li> </ul>	12-9-2019	1-14-2020
	<ul style="list-style-type: none"> <li>• TX DOT - Texas Department of Transportation</li> </ul>	9-20-2022	12+ months
	<ul style="list-style-type: none"> <li>• FRB - Federal Reserve Board</li> </ul>	3-29-2021	1-2month
	<ul style="list-style-type: none"> <li>• NYCHA</li> </ul>	11-14-2022	6+months
	<ul style="list-style-type: none"> <li>• Universities at Shady Grove</li> </ul>	3-5-2024	3-5-2025
	<ul style="list-style-type: none"> <li>• CA - West Basin Municipal Water District</li> </ul>	3-12-2024	3-12-2025
Database Administrator	MDOT - MVA	10-28-2019	10-16-2022
	SC DSS	12-15-2014	12-7-2020
	JCC - Judicial Council of California	10-1-2014	9-30-2017
	WAHBE	8-23-2021	6+months
	NC DOR	2-12-2018	5-18-2018
	TX OAG	6-18-2018	6-21-2018
	Bi-State Development, MO	5-16-2022	12-7-2022
	TX DOT - Texas Department of Transportation	6-5-2023	12+ months



Help Desk Support	<ul style="list-style-type: none"> <li>LWC - Louisville Water Company</li> </ul>	3-14-2022	3-14-2023
IT Service Continuity Analyst	<ul style="list-style-type: none"> <li>City of Milpitas - California</li> </ul>	6-15-2023	3-6+months
	<ul style="list-style-type: none"> <li>State of Washington - Community Transit</li> </ul>	2-24-2024	6+ months
Network Engineer	<ul style="list-style-type: none"> <li>MDOT - MPA</li> </ul>	7-23-2020	8-31-2021
	<ul style="list-style-type: none"> <li>TX DOT - Texas Department of Transportation</li> </ul>	10-27-2020	12-4-2020
	<ul style="list-style-type: none"> <li>CalSTRS</li> </ul>	2-15-2016	3-2-2018
	<ul style="list-style-type: none"> <li>Calstrs</li> </ul>	4-25-2018	6-1-2018
	<ul style="list-style-type: none"> <li>SC DOR</li> </ul>	2-28-2013	10-16-2013
	<ul style="list-style-type: none"> <li>Los Angeles County Office of Education - LACOE</li> </ul>	2-13-2023	3+months
	<ul style="list-style-type: none"> <li>TX DART</li> </ul>	2-13-2023	12+months
	<ul style="list-style-type: none"> <li>County of Santa Ana</li> </ul>	3-13-2023	12+months
	<ul style="list-style-type: none"> <li>BCIT - Baltimore City Office of Information Technology</li> </ul>	4-3-2023	3+ Months (520 hrs)
	<ul style="list-style-type: none"> <li>Universities at Shady Grove</li> </ul>	7-31-2023	3-6 months
	<ul style="list-style-type: none"> <li>County of Santa Clara</li> </ul>	11-27-2023	6month
Project Manager	<ul style="list-style-type: none"> <li>MSDE</li> </ul>	10-22-2018	11-30-2021
	<ul style="list-style-type: none"> <li>NC DHHS</li> </ul>	9-14-2020	5-31-2022
	<ul style="list-style-type: none"> <li>MDOT - MVA</li> </ul>	10-30-2018	9-10-2021
	<ul style="list-style-type: none"> <li>SC OTIS</li> </ul>	3-6-2017	6-30-2022
	<ul style="list-style-type: none"> <li>SC DOT</li> </ul>	8-1-2018	9-5-2022
	<ul style="list-style-type: none"> <li>SC DSS</li> </ul>	11-28-2017	12-10-2018

	• CMTA	8-15-2019	11/12/2021
	• TX HHSC	2-22-2021	8-31-2022
	• TX DOT (Texas Department of Transportation)	5-24-2021	12+months
	• Port of Seattle	2-10-2020	9-30-2021
	• JCC - Judicial Council of California	2-26-2018	6-28-2019
	• CA State Lottery	12-18-2018	4-9-2020
	• County of Santa Ana	8-9-2021	16+months
	• NC DIT	7-1-2014	12 Months
	• NC AOC	4-19-2016	8-15-2016
	• NC DEPT OF COMMERCE, DIV OF EMPLOYMENT SECURITY	6-15-2015	4-15-2016
	• NC DOR	8-9-2022	10+ months
	• MD - JIS	8-29-2022	12+ months
	• KS EBIT	10-24-2022	2+months
	• Austin Independent School District	5-9-2022	6-30-2023
	• AMTRAK	12-13-2021	12-13-2022
	• NYCHA	3-9-2021	9-9-2021
	• Seattle Public Schools	2-1-2023	2-1-2024
	• MDOT - TSO	3-21-2023	3+months
	• BCIT - Baltimore City Office of Information Technology	4-3-2023	3+ Months (520 hrs)



	<ul style="list-style-type: none"> <li>State of Nevada (Mortgage Lending Division)</li> </ul>	5-22-2023	6+ months
	<ul style="list-style-type: none"> <li>New York State Department of Financial Services</li> </ul>	6-20-2023	6+months
	<ul style="list-style-type: none"> <li>San Bernardino County</li> </ul>	8-21-2023	12 months
	<ul style="list-style-type: none"> <li>State of Washington, Department of Licensing</li> </ul>	11-1-2023	4-1-2025
	<ul style="list-style-type: none"> <li>Orange County Information Technology</li> </ul>	1-3-2024	12 months
	<ul style="list-style-type: none"> <li>Hawai'i State Hospital</li> </ul>	12-1-2023	12 months
	<ul style="list-style-type: none"> <li>Gwinnett County</li> </ul>	4-9-2024	12-31-2024
Quality Assurance Analyst	<ul style="list-style-type: none"> <li>SC Clemson University</li> </ul>	1-4-2021	1-3-2022
	<ul style="list-style-type: none"> <li>SC DHHS</li> </ul>	5-30-2017	3-1-2019
	<ul style="list-style-type: none"> <li>Tarrant County</li> </ul>	8-7-2019	9-30-2020
	<ul style="list-style-type: none"> <li>U.S. House of Representatives</li> </ul>	1-9-2023	1-9-2024
Security Analyst	<ul style="list-style-type: none"> <li>TX DOT - Texas Department of Transportation</li> </ul>	9-21-2020	9-20-2021
	<ul style="list-style-type: none"> <li>WA DSHS</li> </ul>	12-11-2017	11-2-2018
	<ul style="list-style-type: none"> <li>SC Budget &amp; Control Board</li> </ul>	4-20-2015	6-23-2015
	<ul style="list-style-type: none"> <li>TX HHSC</li> </ul>	4-18-2022	5+months
	<ul style="list-style-type: none"> <li>TX DOT - Texas Department of Transportation</li> </ul>	6-13-2022	12+ months
	<ul style="list-style-type: none"> <li>CMTA</li> </ul>	5-18-2022	7+month
	<ul style="list-style-type: none"> <li>FRB - Federal Reserve Board</li> </ul>	8-29-2022	1-29-2023
Software Developer/Engineer	<ul style="list-style-type: none"> <li>TX CPA - Texas Comptroller of Public Accounts</li> </ul>	2-8-2016	8-9-2019



	• MWDSC	10-7-2019	1-17-2020
	• LA County	8-26-2019	3-16-2020
	• SC Clemson University	2-25-2013	2-13-2014
	• TX DOT - Texas Department of Transportation	12-14-2015	8-20-2016
	• Los Angeles County Office of Education - LACOE	2-27-2023	6+months
	• Philadelphia Gas Works	4-10-2023	3+months
	• Metropolitan Water District of Southern California	1-19-2024	1-19-2025
Systems Administrator	• Calstrs	7-2-2018	10-26-2018
	• CMTA	9-18-2017	3-2-2018
	• MN - Metropolitan Council	1-11-2022	8-31-2022
	• Prince George County	12-6-2023	18+ Months
Technical Writer	• TX DOT - Texas Department of Transportation	12-1-2020	7-16-2021
	• NC DIT	2-18-2019	4-26-2019
	• NC DHHS	11-16-2018	8-1-2019
	• NYCHA	3-30-2016	12-13-2018
	• NYPA - New York Power Authority	9-27-2022	9-27-2023
	• MDOT - SHA	8-28-2023	8-28-2024
	• Brandt - MD Dept of Natural Resources	3-11-2024	12-27-2024

In our commitment to transparency and accountability, we acknowledge the possibility that further information may be required to validate our claims regarding the provision of staffing services for each classification listed in section 4.2 of the RFP. Should the procurement team

require additional evidence beyond the initial documentation provided, we are fully prepared to accommodate these requests.

**Invoices as Evidence:**

Invoices serve as critical evidence to substantiate the transactions and engagements between our company and the client entities to whom we have provided staffing services. These documents outline the terms of the agreement, including the services rendered, the duration of the engagement, and the associated costs. By providing invoices, we offer tangible proof of our business transactions, reinforcing the authenticity of our claims.

Vendors must provide documentation to indicate that their company meets this requirement prior to award. The documentation should detail the entity, company or business to whom the individual was supplied and provide contact information for that entity.

**Reference 1**

Client	New York City Housing Authority
Contact Name	Jenny Amaya
Phone	Tel - +1 (718) 329 -7857 Cell - +1 (646) 907 -3824
Email	Jenny.Amaya.@nycha.nyc.gov

**Reference 2**

Client	State of Kansas
Contact Name	Mike Wilkerson
Phone	785-291-3209
Email	Micheal.wilkerson@ks.gov

**Reference 3**

Client	Synergy Systems and Services Inc
Contact Name	Abhay Nigam
Phone	Tel: 410-413-1872 X 1
Email	<a href="mailto:abhay@sss-inc.com">abhay@sss-inc.com</a>

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*Please find below the resumes of our placed candidates*

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**1.2.1 Resumes**

1.2.1.1 Business Analyst Resume 1

<b>Name -Hussein Idowu- Business Analyst</b>	
<b>Summary Qualifications</b>	
<ul style="list-style-type: none"> <li>15+ years of experience working as a Business Analyst.</li> <li>Experienced Business Analyst with expertise over 15+ years gathering and eliciting requirements and managing projects/programs in government, Healthcare, finance, and retail industry as a Business Analyst and Scrum Master.</li> <li>Accomplished team player with experience spanning the agriculture, airline, government, financial, and retail industries.</li> <li>Successfully led cross-functional teams in the delivery of large-scale software development projects, meeting strict deadlines.</li> <li>Proficient in Agile and Waterfall methodologies, ensuring optimal execution of the Software Development Life Cycle.</li> <li>Specialized in Corporate Development Initiatives and Thought Leadership, adept at defining goals, fostering consensus, and managing conflicts.</li> <li>Demonstrated ability to manage projects within a multi-vendor environment, overseeing cross-functional teams of 40+ members.</li> <li>Proactive and driven self-starter, recognized for exceptional interpersonal skills, team building, and leadership abilities.</li> <li>Implemented scrum norms, removing obstacles, and promoting self-management to maintain team focus and achieve success in dynamic environments.</li> <li>Expert in planning and tracking dependencies across engineering, infrastructure, and third-party engagements.</li> <li>Experienced in developing and delivering customer service mobile applications, leveraging technology to enhance the customer experience and ensure efficient resolution of inquiries and issues.</li> <li>Acted as a crucial liaison between stakeholders and IT development teams, facilitating software rollouts, upgrades, and migrations.</li> <li>Exceptional skills in facilitating, documenting, problem-solving, effective communication, and critical thinking.</li> </ul>	
<b>Education &amp; Certifications</b>	
<ul style="list-style-type: none"> <li>Master of Science in Management of Technology, University of Minnesota, Twin Cities, Minnesota</li> <li>Bachelor of Science in Chemical Engineering, University of Minnesota, Duluth, Minnesota</li> </ul>	
<b>Certifications</b>	
<ul style="list-style-type: none"> <li>Certified Scrum Master, PMP, Security+, CBAP (In Progress)</li> </ul>	
<b>Technical Skills</b>	
<ul style="list-style-type: none"> <li>Industries: Banking, Retail, Public Sector, Agriculture, Telecommunication</li> <li>Competencies: Project Management, Business Analysis, Financial Analysis, Marketing Analytics, Enterprise Architecture, Data Model Architecture</li> <li>Software/Tools: MS Excel, MS Office, Oracle SQLDeveloper, HP-ALM, Tableau, Power BI</li> <li>Databases: MS SQL Server, Oracle, Azure</li> </ul>	
<b>Chronological Order Work Experience</b>	
<b>Southwest Airline (SWA)</b> <b>Sr Business Analyst</b>	<b>Nov 2022 – Present</b>

- The project was to develop a comprehensive mobile application that allows customers to book flights, manage reservations, check-in, access boarding passes, view flight status and updates, track loyalty points and receive personalized notifications.
- Collaborated closely with Southwest Airlines C-Level executives, technology leadership, customers, developers, and designers to define project requirements and ensure alignment with customer needs and business objectives.
- Developed and executed project plans, including scope, timeline, budget, and resource allocation, leveraging tools such as Azure DevOps and Jira to drive project success.
- Managed project risks, issues, and dependencies, proactively identifying and mitigating potential roadblocks using Azure DevOps and JIRA, to ensure project timelines and deliverables were met.
- Coordinated cross-functional teams, including developers, UX/UI designers, testers, marketing professionals, and business partners, to ensure effective collaboration and timely completion of project milestones.
- Conducted regular status meetings, negotiations, and steering committee sessions, providing project updates to stakeholders, senior management, and business partners, ensuring transparency and alignment with project objectives.
- Facilitated retrospective meetings after each Sprint to gather feedback from team members, supporting the team in discovering concrete ways to improve their processes and enhance collaboration with business partners.
- Worked closely with the product owner, business partners, and development team to prioritize features and enhancements, ensuring the delivery of a high-quality mobile application that meets customer expectations.
- Conducted user acceptance testing and gathered customer feedback, incorporating necessary improvements to enhance the user experience and drive customer satisfaction, involving business partners in the testing process.
- Implemented Agile methodologies, including sprint planning, backlog refinement, daily stand-ups, and sprint reviews, to ensure efficient project execution and timely delivery of features, with input from business partners.
- Collaborated with third-party vendors and integration teams to ensure seamless integration of external systems and services, such as loyalty program platforms and real-time flight status updates, in line with business partner requirements.
- Monitored project risks, issues, and dependencies, proactively implementing mitigation strategies and negotiation tactics to ensure project success and maintain positive relationships with business partners.
- Provided coaching and mentoring to team members, offering guidance and support in Agile processes, methodologies, and effective collaboration with business partners.
- Ensured compliance with regulatory guidelines and industry standards, including data security and privacy regulations, throughout the project lifecycle, working closely with business partners to address their specific requirements.

**Cargill, Minnesota**  
**Project Manager**

**Jan 2022 – Nov 2022**

Part of an Agile Team responsible for developing and performing software UAT and regression testing to investigate bugs and defects on Cropland Agriculture Production

Systems. These systems are supporting farmer-led regenerative agriculture efforts on 10 million acres of cropland in North America.

- Facilitate review meeting and planned war room meeting with Business and IT to make sure everyone understands the requirements.
- Manage dependencies and impacts then communicate status to team ensuring development and testing are on track.
- Write independent, negotiable, valuable, estimable, small and testable (INVEST) acceptance criteria, review them with application architect, developers and QAs for story pointing and refinement. Separate common features/criteria (security, latency, etc.) for stories and included them in definition of done.
- Analyze stakeholder needs in accordance with project life cycle methodology utilizing reporting tools, requirements gathering methodologies, process models, data models and prototypes.
- Gather and elicit business requirements, pass them to the developers and, manage requirements traceability matrix (RTM) to make sure the requirements successfully reach to the finish line.
- Prepare and maintain Project Scope, Project Timelines, Burndowns, Sequence of Execution (SOE) and Project signoffs for projects with moderate budgets and immediate duration.
- Manage Product backlogs for performance improvement and prioritized them to respective Sprints releases for different release-cycles.
- Work with developers, vendor consultants and numerous data sources to gather data requirements and mapping specifications.
- Address and clarify specifications for business partners on data mapping related issues. Managed data acquisition and data mapping activities.
- Create process diagram and dependency diagram of the complex system for different line of business using Microsoft Visio
- Manage small to large-scale assignment concurrently in a fast-paced environment.
- Conduct presentation to the team with the help of Power Point Presentation.

**MNIT, Minnesota**  
**Sr Business Analyst**

**Jun2020 – Dec 2021**

Successfully modernized the Permit Tracking System (PTS) app to function with multiple web browsers, reducing user frustration and ensuring continued usability after Internet Explorer's retirement.

- Led daily scrum, backlog refinement, sprint planning, sprint review, and retrospective meetings for the development team, facilitating effective collaboration and timely delivery of the online application.
- Collaborated closely with the product development team and support teams, including infrastructure and operations, to ensure seamless pilot and statewide production releases.
- Improved forecasting accuracy by implementing frequent estimating sessions, analyzing historical data, and refining estimation methods.
- Proactively identified and resolved roadblocks to maximize development team efficiency, fostering a productive and inspiring work environment.

- Effectively prioritized development work at multiple levels (enterprise roadmap, product roadmap, development team roadmap, and product release plan) to align with company mission, vision, and goals.
- Provided comprehensive status reports comparing planned and actual work progress at various levels, enabling effective monitoring and decision-making.
- Utilized analytics, such as capacity management and team/organizational capacity, to assess resource requirements for development and support tasks.
- Implemented best practices, standards, processes, and procedures for infrastructure and operations-related tasks, ensuring adherence to enterprise planning requirements.

**Wells Fargo, Minnesota**  
**Sr Business Analyst**

**Dec 2019 – May 2020**

Implemented a comprehensive quantitative and qualitative review procedure for the Risk Control Self-Assessment (RCSA) data quality program, driving continuous improvement and stakeholder satisfaction. Oversaw the program's implementation, reporting, and budget management, demonstrating effective project leadership and governance skills.

- Led impactful scrum ceremonies to ensure on-time project delivery, fostering accountability and transparency throughout the implementation of the roadmap and detailed plan. Resulted in improved team collaboration and successful outcomes.
- Played a key role in developing a robust methodology for prioritizing business processes, enabling effective modeling and evaluation. Leveraged cross-functional teamwork and analytical skills to deliver valuable insights and recommendations.
- Developed visually dynamic Tableau reports with drill-through, drill-down, and slider operations, enhancing data exploration and improving report representation. Transformed complex information into actionable insights.
- Facilitated engaging sprint review sessions for the Pre-Risk and Control Self-Assessment (RCSA) Data Quality Review (DQR) project, fostering continuous improvement and addressing gaps for future iterations. Encouraged collaboration and innovation within the team.
- Actively involved in change management procedures for enterprise control categorization and operational risk taxonomy, ensuring alignment with industry best practices and driving positive organizational change.
- Collaborated seamlessly with Risk teams and Enterprise Control Activity (ECA) teams to ensure consistent usage of master and reference data for risk identification and assessment. Enabled streamlined risk assessment results aggregation and insightful reporting.
- Leveraged Jira dashboard and Information Radiator to create, evaluate, and report key metrics such as burndown, burnup, cycle time, lead time, velocity, Definition of Ready (DoR), and Definition of Done (DoD). Provided valuable data-driven insights for effective project management and decision-making.

**New York City Department of Education – NYCDOE, NY**  
**Lead Business Analyst (PMO)**

**Dec 2017 - Dec 2019**

STARS (Scheduling, Transcript & Academic Reporting System): STARS suite comprises of 3 applications including STARS CLASSROOM, STARS ADMIN & STARS CLIENT used for scheduling and grading students within approx. 1800 NYC schools. ATS (Automate the Schools – Legacy/ Mainframe System): ATS is the largest student information system which

standardizes the collection and reporting of data for all students within NYC schools (more than 1.7 million students approx.). It performs various functions including student enrollment, student biographical information, student attendance, student services including health and immunization, transportation and food services.

**Roles & Responsibilities:**

- Planned and Executed the entire IT Sustainability Delivery Engagement, contribute to managing executing a budget for IT Sustainability along with the Application Management and Technical team.
- Worked with the Enterprise Platform Architecture (EPA) group director to provide a suitable Request for Proposal (RFP) response for the Component & Security Remediation lines.
- Formulated the Statement of work (SOW), Operation Strategy, Sizing & Governance Model for the execution
- Facilitated scrum ceremonies such as Sprint Planning, Sprint Refinement, Daily Scrum, Sprint Demo and Sprint Retrospective in Agile Scrum Methodology.
- Created, managed, and communicated a cohesive program plan and phasing.
- Analyzed productivity, customer feedback, and quality data to locate and prioritize opportunities and measure success.
- Performed detailed impact assessment to indicate which applications or areas of the application(s) the reported vulnerability exposes, look up the criticality and the sensitivity of the application(s) from the application asset portfolio and accordingly determine the remediation sequence.
- Identified the business implications due to the vulnerability, understand the technical complexity involved in remediating the vulnerability and use the ITSM tool for creating a Change Request, work with the Business, IT Application Owners and Tech SMEs to prioritize the remediation of the vulnerabilities for each of the application and initiate the request .
- Responsible for managing the execution of the entire application(s) remediation workflow from solution analysis to implementation, coordinating team meetings and communicating appropriate project status to Business & IT Application Owners.

**3M Company, Minnesota**

**Jul 2007 – Nov 2017**

**Project 1 (Project Manager):** Supported application implementation activities to support incident and event management, create interfaces with external systems and develop reports for internal use.

- Worked with management stakeholders to create a Project Charter, which was subsequently presented to executive senior leadership for approval.
- Led a team of Business and Technical Architects in Scope Definition, Business Design, and Technical Design, resulting in the development of a complete business case and implementation roadmap.
- Worked with stakeholders to identify their business needs for the project.
- Reviewed and analyzed project documents such as the project plan, project progress report, issue log, change request log, resource breakdown structure, risk register, stakeholder register, minutes of meetings, and various other ad hoc documents.
- Ran weekly meetings, facilitating communication and maximizing productivity.
- Coordinated project support efforts and deployment support of weekly development Builds and quarterly product releases.

- Created and managed the WBS (work breakdown structure) for the entire project team.
- Engaged with Product Owner, Business Stakeholders, and the delivery team to understand business needs and work with them to identify appropriate solutions.
- Prepared and provided detailed weekly progress reports to the Project Managers and the business stakeholders.
- Reviewed the developed solution and assisted stakeholders during acceptance and deployment.
- Drafted and finalized project plans to ensure on-budget, on-scope, and on-time deliveries.

**Project 2 (Business Analyst):** Supported Business Transformation of the legacy ERP system to cloud-based application as part of the corporate technology strategy.

- Gathered Business Requirements while collaborating with stakeholders to gain a better understanding of the Business Processes.
- Evaluated solutions for business problems/bottlenecks and assessed alternate methods to increase efficiency and improve control. Analyzed and documented information system requirements and their corresponding impact on business processes.
- Created and maintained a comprehensive project schedule using MS Project for the development of communication deliverables to meet portfolio, program, and project needs.
- Leveraged MS Word, MS Excel, MS Access, MS Project, MS Visio for documentation and analysis reports, among other project management and reporting tools.
- Analyzed business requirements to develop functional and detailed design specifications.
- Conducted functional walkthroughs, User Acceptance Testing (UAT) sessions, and oversaw the development of User Manuals for customers.
- Assisted the Program Manager in coordinating all aspects of the project, including initiation, planning (including budgeting), scheduling, task assignment, and tracking.

#### 1.2.1.2 Business Analyst Resume 2

Name - Lisa Dollar- Business Analyst	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Business Analyst.</li> <li>• Participated in full-cycle ERP implementations.</li> <li>• Strong hands-on experience with Oracle ERP design and implementations.</li> <li>• Analyze, design, configure, and support business applications.</li> <li>• Assist with customer, product, and process integration related to evolving business requirements.</li> <li>• Work with various teams to design, develop and maintain Momentum software to support strategic and financial initiatives.</li> <li>• Troubleshoot Momentum issues, whether related to core functionality or those originating from customization, extensions, or interfaces.</li> <li>• Create test plans, test cases, test scripts and perform functional testing</li> <li>• Have strong problem-solving skills including analytical, logical, investigative, and methodical.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>• Graduated from University of Texas at El Paso with BBA in Accounting</li> <li>• Certified Public Accountant (inactive)</li> <li>• Certified Oracle Implementation Specialist</li> </ul>	
Technical Skills	

- Oracle: Financial Accounting Hub, GL/FSG, Web ADI, Payables, Receivables, Fixed Assets, Cash Management, Internet Expenses, Project Costing, Project Billing, Grants Accounting, e-Business Tax, Purchasing, Inventory, Cost Management
- Other: Excel, MS Project, Visio, JIRA, Concur – SAP, Excel4Apps, SQL Developer, Agile project methodology, Certified Oracle Implementation Specialist

### Chronological Order Work Experience

**EBI Consulting**  
**current**  
**ERP Business Analyst**

**05/2022-**

- Participated in full cycle ERP implementations.
- Strong hands-on experience with Oracle ERP design and implementations.
- Analyze, design, configure, and support business applications.
- Assist with customer, product, and process integration related to evolving business requirements.
- Work with various teams to design, develop and maintain Momentum software to support strategic and financial initiatives.
- Troubleshoot Momentum issues, whether related to core functionality or those originating from customization, extensions, or interfaces.
- Create test plans, test cases, test scripts and perform functional testing
- Have strong problem-solving skills including analytical, logical, investigative, and methodical.

**Mood Media**  
**05/2022**  
**Oracle EBS Functional Analyst**

**10/2019 -**

- Provide Oracle training and systems support to Finance teams in North America and Europe. Accomplishments:
- Conducted a complete process re-engineering for Accounting and Finance departments. Shortened monthly close from three weeks to one week.
- Involved in Oracle and other ERP implementation.
- Developed financial and operational reports using Excel4Apps that improved the ability to validate and support GL balances.
- Provided technical support for EBS 12.2 upgrade and integration of new acquisitions
- Developed SQL queries to extract data for analysis and troubleshooting
- Prepared project documentation such as requirements, process flows, technical specs, use cases, UAT plans, and training.

**McLane Inc.**  
**10/2019**  
**Oracle ERP Senior Business Analyst**

**11/2011 –**

- Provide functional analysis, configuration, setup, documentation and training for Oracle Financials projects. Document business requirements and module setups. Conduct training and user acceptance testing. Coordinate issues tracking and resolution. Work with end-users to develop cost effective solutions to business problems. Accomplishments:
- Act as SME for ERP Implementation
- Implemented General Ledger and Financial Accounting Hub for McLane core divisions and recent acquisitions
- Implemented Payables and E-business tax which provided considerable cost savings. By implementing E-business Tax and improving processes in accounts payable, was able to generate savings over \$100k per year.
- Implemented iExpense for acquired companies and improved expense report processes through integration with payroll
- Implemented custom AP invoice audit process that maximizes deductions and ensures that vendor issues are resolved in a timely manner
- Was integral part of applications upgrade from 12.1 to 12.2 and assisted with testing to ensure seamless experience for Finance users
- Developed SQL queries to extract data for analysis and troubleshooting
- Prepared project documentation such as requirements, process flows, technical specs, use cases, UAT plans, and training.

**SmartDog Services**

**02/2011 –**

**11/2011**

**Oracle Financials Consultant**

- Provide functional analysis and Oracle e-Business configuration in the areas of Accounts Payable, Accounts Receivable, General Ledger, Fixed Assets, Cash Management.
- Provide strategic and tactical planning, organization and direction in support of client project goals.
- Partner with Practice Directors and sales representatives in pre-sales efforts, scoping, developing project plans, budgets, implementation schedules, and prioritization of critical tasks.
- Lead small to medium sized functional teams consisting of client and consultant personnel.
- Identify critical paths, potential hurdles and recommend appropriate actions.

**Dallas Independent School District, Construction Services Office**

**02/2009 –**

**02/2011**

**Consultant, Manager Financial Services**

- Provide Oracle support and financial statement analysis and review for Construction Services Office.

<ul style="list-style-type: none"> <li>• Creating and modifying Discoverer reports for Construction Services management. Test Oracle patch set releases.</li> <li>• Improve business processes and system setups to increase efficiency and auditability. Maintain the bond program budgets and financial information.</li> </ul>	
<b>Dresser, Inc</b> <b>02/2009</b> <b>Oracle Systems Integrator</b>	<b>04/2008 –</b>
<ul style="list-style-type: none"> <li>• Implement Oracle Financials using Oracle AIMS methodology for Dresser business units as part of an integrated Oracle project team.</li> <li>• Document business requirements and module setups.</li> <li>• Assist business owners in preparing and presenting enhancement requests to change committee.</li> <li>• Prepare user test plans and conduct conference room pilots (CRPs).</li> <li>• Configure environment and convert data from legacy systems.</li> <li>• Provide post go-live support, including month end close and GL reconciliations.</li> </ul>	

#### 1.2.1.3 Business Analyst Resume 3

Name – Jennifer- Business Analyst	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Business Analyst.</li> <li>• Helped implement internally developed finance software, both low code and full SDLC</li> <li>• Researched, analyzed, and evaluated business rules and processes to develop requirements.</li> <li>• Evaluated complex systems and developed solutions while considering limitations and capabilities.</li> <li>• Coordinated use case development and requirements gathering.</li> <li>• Developed requirements and design documents to communicate all conclusions, processes.</li> <li>• Wrote clear, well-organized user guides and system documentation.</li> <li>• Helped translate manual processes into low-code, no-code solutions using MS Power Automate</li> <li>• Completed information security audit and developed security documentation for internally developed cloud software, including DevSecOps based on NIST.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>• MBA, Western Washington University, Bellingham, WA, 2011</li> <li>• Bachelor of Journalism, University of Missouri-Columbia</li> <li>• Certification of Capability in Business Analysis Studies, IIBA, 2024</li> <li>• Privacy, Law &amp; Cybersecurity Cert. Studies, Webster University, 2022</li> <li>• Business Analyst Cert. Studies, University of California-Berkeley, 2021</li> <li>• Project Management Certificate, City University, Seattle, WA, 2018</li> </ul>	

Technical Skills	
<ul style="list-style-type: none"> <li>• Microsoft Office, MS Power Automate, MS Project, MS Visio, Power BI</li> <li>• Virtual collaboration: MS Teams, Slack, WebEx</li> <li>• Specialty software: JIRA, SQL, Cameo No Magic, Tableau, Enablon</li> </ul>	
Chronological Order Work Experience	
<b>NC Dept. Of State Treasurer, Raleigh, NC</b> <b>Business analyst</b>	<b>Apr. 2023 - Apr. 2024</b>
<ul style="list-style-type: none"> <li>• Helped implement internally developed finance software, both low code and full SDLC</li> <li>• Researched, analyzed, and evaluated business rules and processes to develop requirements.</li> <li>• Evaluated complex systems and developed solutions while considering limitations and capabilities.</li> <li>• Coordinated use case development and requirements gathering.</li> <li>• Developed requirements and design documents to communicate all conclusions, processes.</li> <li>• Wrote clear, well-organized user guides and system documentation.</li> <li>• Helped translate manual processes into low-code, no-code solutions using MS Power Automate</li> <li>• Completed information security audit and developed security documentation for internally developed cloud software, including DevSecOps based on NIST.</li> </ul>	
<b>Wells Fargo (2 contracts with break), Charlotte, NC</b> <b>Business analyst/project manager</b>	<b>Nov. 2021- Nov. 2022</b>
<ul style="list-style-type: none"> <li>• Scrum Agile team working sprints with Jira in Regulatory Affairs and Engineering; teamed on Enterprise Internal software upgrade</li> <li>• In Regulatory Affairs, elicited and defined requirements (BRDs) from product owners, wrote and refined user stories, use cases and worked with other technical documentation including data dictionary, wireframes and user guides to ensure requirements and functionality for product teams in SDLC and Minimum Viable Product (MVP) for SaaS in release planning</li> <li>• Teamed with senior engineers on new Strategy and Digital Innovation team supporting Google and Microsoft Azure hybrid cloud launch</li> <li>• For senior engineers, managed senior executive presentation development for project updates</li> </ul>	

<b>Vitalograph, Lenexa, KS</b> <b>Aug. 2021</b> <b>Business analyst/project manager</b>	<b>May 2021-</b>
<ul style="list-style-type: none"> <li>Helped manage clinical trials for leading drug manufacturers per GCP and HIPAA</li> <li>Wrote Customer Requirements Specifications (CRS), performed User Acceptance Testing</li> <li>Recognized faulty software patch as data malfunction bug across multiple studies</li> </ul>	
<b>Boeing Commercial Airplanes, Everett, WA</b> <b>June 2020</b> <b>Engineering business analyst</b>	<b>June 2012-</b>
<ul style="list-style-type: none"> <li>Worked on Kanban Scaled Agile Framework (SAFe) team implementing Enterprise Cameo-No Magic for transition to Models Based System Engineering (MBSE)</li> <li>Acted as technical editor, liaison with business, subject matter experts (SMEs) and IT, evaluated process flows in Visio and updated Engineering policy and procedures per regulations.</li> <li>Environment, Health and Safety/EHS compliance staff analyst (6 years)</li> <li>Evaluated existing software tools, compared alternative products to identify requirements for new Enterprise COTS software, interfaced with 3rd party vendors in Request for Proposal (RFP)</li> <li>Implemented Enablon integrated risk management software, reducing programs from 300 to 15.</li> <li>Analyzed KPIs for metrics using Tableau to meet regulatory requirements per OSHA, HIPAA</li> <li>Managed 5-year site audit, including, all corrective actions (CAPAs) per ISO 9001 to reduce risk.</li> <li>Training SME, reducing overlaps and cutting costs by \$500,000</li> <li>Led environmental and safety presentations for Executive EHS Council</li> </ul>	
<b>Callison RTKL, Seattle, WA</b> <b>Oct. 2009</b> <b>Marketing proposal coordinator</b>	<b>Feb. 2005-</b>
<ul style="list-style-type: none"> <li>Managed RFx (RFI/RFP) proposal process, helping firm retain global No. 1 retail stores position.</li> <li>Made presentations and supported corporate communications including public relations.</li> <li>Helped launch business development effort in green building, including LEED training.</li> </ul>	

#### 1.2.1.4 Data Analyst Resume 1

Name – Daniel- Data Analyst	
Summary Qualifications	
<ul style="list-style-type: none"> <li>15+ years of experience working as a Data Analyst.</li> <li>Over 15 years of experience as a data professional and business intelligence.</li> <li>Expertise in managing design DataWarehouse, data management / data governance, data analysis and BI reporting.</li> <li>Data Analyst experience includes strong SQL skills using MS SQL Server R2 through SQL Server 2019, (SSIS, SSRS) / Snowflake / AWS/ POSTGRES, MS Access, Advanced Excel (PowerPivot, VBA scripting, macros etc...), Agile / SCRUM Methodology.</li> <li>Looker and Power BI Development.</li> <li>Previous experience includes technical writer with experience writing business proposals and published government reports.</li> <li>Experienced project / proposal manager managing timelines, schedules, staff and project scope.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>Masters of Library and Information Science, The University of Pittsburgh, Spring 2011 GPA 3.56</li> <li>Bachelors of Science in Information Sciences and Technology, Penn State University, Spring 2009 GPA: 3.2/4.00</li> </ul>	
<b>Certifications</b> <ul style="list-style-type: none"> <li>MCSE: Data Management and Analytics 70-466 Implementing Data Models and Reports with Microsoft SQL Server</li> <li>MCSA: SQL Server 2012 (70-461 Querying Microsoft SQL Server 2012; 70-462 Administering Microsoft SQL Server 2012 Databases ; 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012)</li> <li>Data Science Specialization John Hopkins –Coursera (Data Scientist Toolbox; R Programming; Getting and Cleaning Data; Exploratory Data Analysis)</li> <li>R Programming for SPSS Users</li> <li>Data Analysis with Python - Coursera</li> </ul>	
Technical Skills	
<ul style="list-style-type: none"> <li>MS SQL Server 2014-2020 (SSIS, SSRS), Looker BI / LookML / PowerBI / Sisense, PostgreSQL Snowflake, MS Access, SPSS, R, Python, MS Office Suite, SharePoint, ContentDM, MoveIT, JIRA / Confluence / BitBucket , ArchiveMatica, Rational Robot</li> </ul>	
Chronological Order Work Experience	
<b>Business Operations – JazzHR</b> <b>Current</b> <b>Senior Data Analyst</b>	<b>06- 2021 –</b>

- Responsible for the creation / development and maintenance of internal reporting for JazzHR. Using the BI Tool Periscope, I created over 50 various dashboards and KPIs for the Sales / Executive and Customer Service Teams. This involved merging and joining data from our Salesforce, Billing Software , Application Data and additional Ad-hoc data.
- The insights provided into our data led to increased visibility and forward driven decision making. Analysis of the entire process from Campaign – Lead – Opportunity – To Win allowed management able to forecast potential revenue and better evaluate sales team and marketing effectiveness. I created Daily Pace Tracking to keep the organization up to date on current key metrics against our monthly goals. My analysis led to increased monthly revenue along with better key indicators of potential churn of customers.
- In 2022 JazzHR merged with the Organization Jobvite and Lever creating a larger Organization now called Employ. Along with the maintaining of JazzHR reporting, worked on the Organizational project to move all data from all businesses into a central Snowflake database. With the newly formed Data team I worked to create ETL processes using Infomatica to bring in data from our various sources into a data lake. The next process was the creation of a specific JazzHR Data warehouse with the multiple needed Fact and Dimension tables with the correct business logic. The business decision was made to upgrade our BI tool from Periscope to PowerBI. I have created Ad-hoc Power BI reporting for specific requests and have been building self-service PowerBI dashboards to let the various teams with their data needs. Empowering the Organization to have self-service reporting has improved data availability, developer requests and increased accuracy in our reporting.

**Pharmacy Quality Solutions**

**1/2016- 0**

**6/2021**

**Senior Data Analyst / Looker Developer**

- Ensuring User Access / Development / Customer Satisfaction and Data Integrity to all data in the Looker BI environment.
- Implementation of the data warehouse environment, development of datamarts, data dictionaries, and SSIS reporting packages.
- Importing and integrating data from secondary sources including Census Data, American Community Survey and Centers for Medicare & Medicaid Services (CMS).
- Assisting with the creation of reporting packages that support standard and custom layouts, increasing the number of total reports that can be generated while decreasing the overall time and effort required to generate and deploy.
- Responsible for delivery of the reports to clients which includes setting up sFTP accounts and PGP encryption.

<ul style="list-style-type: none"> <li>Additional job responsibilities included investigating client data issues that are escalated to me from our Customer Service team. This includes writing complex queries to search claims for possible errors or anomalies in the data.</li> </ul>	<div style="display: flex; justify-content: space-between;"> <div> <b>SANDAG</b>  <b>12/2015</b>  <b>Digital Data Analyst II</b> </div> <div> <b>04/2014-</b> </div> </div> <ul style="list-style-type: none"> <li>Provide technical support to the Criminal Justice Division on crime related reports and projects. Manager of the internal intranet for SANDAG (SharePoint 2013).</li> <li>Responsibilities included:</li> <li>Created (SSRS) reporting services, custom SQL queries and creating stored procedures for the department.</li> <li>Provided data analysis for published reports on San Diego Arrest information, Census and American Community Survey (ACS) using R, SPSS and advanced excel techniques.</li> <li>Created the yearly arrests rate reports (Uploading federal data to our SQL database creating custom indexes; PowerPivot; ODBC connections; etc...).</li> <li>Managed the internal intranet (SharePoint 2010). Created specialized sites for each department and manage permissions and troubleshooting.</li> <li>Created training documentation and gave multiple training sessions to current employees on how to use SharePoint and its benefits.</li> </ul>
<div style="display: flex; justify-content: space-between;"> <div> <b>Esri</b>  <b>03/2014</b>  <b>Content Manager</b> </div> <div> <b>09/2011-</b> </div> </div> <ul style="list-style-type: none"> <li>Responsible for all administrative aspects of proposal development—ensuring security and integrity of all proposal documentation, coordinating internal flow and review of all proposal inputs, and directing production of final master proposal. Responsibilities include:</li> <li>Developed and maintained the proposal file structure, metadata, archive, and back-up capability and procedures for all proposal materials. (SharePoint 2010)</li> <li>Established and document electronic proposal file access and tracking protocols for ensuring the security and integrity of all proposal documentation.</li> <li>Responsible for acting as a proposal coordinator, this involved being the point of contact for project managers, pricing, legal and Senior Executives. As the coordinator was responsible for the final delivery of proposals and responsible for the technical writing, formatting and making sure the proposal adhered to the strict requirements of the RFP.</li> </ul>	<div style="display: flex; justify-content: space-between;"> <div> <b>IMF International Monetary Fund</b>  <b>03/2011</b>  <b>Digital Archivist</b> </div> <div> <b>08/2010-</b> </div> </div>

<ul style="list-style-type: none"> <li>Part of a group of archivists responsible for the management and maintenance of the IMF archives collection, participating in the implementation of strategies, policies and procedures for the management of and access to the IMF's collection of twentieth century archives relating to international finance and monetary policies.</li> </ul> <p>Responsibilities included:</p> <ul style="list-style-type: none"> <li>Participated in the development and implementation of procedures to ensure the accessibility, integrity, authenticity and security of IMF archives and their metadata over time, including processing, declassification review, digitization of selected collections, and long-term preservation of archival digital assets.</li> <li>Performing collection management, cataloging materials and the digital preservation of the Fund's various documents.</li> <li>Preservation of older websites and other digitally born materials. I was involved in the creation of the metadata for these records along with storing them in the digital repository.</li> </ul>
<p><b>Management Science Associates</b> <span style="float: right;"><b>01/2010-08/2010</b></span> <b>QA Analyst</b></p> <ul style="list-style-type: none"> <li>Executed manual and automated software test cases for cable network software (Gabriel)</li> <li>Created and maintain automated testing script using Rational Robot and Functional Tester</li> <li>Recorded and verify any bugs or issues in a bug tracking system (Track)</li> <li>Maintained test cases using software requirement documents</li> </ul>
<p><b>iMortgage Services</b> <span style="float: right;"><b>04/2009-08/2009</b></span> <b>Help Desk Associate</b></p> <ul style="list-style-type: none"> <li>Resolved hardware / software problems for iMortgage Services employees. (Active Directory, Exchange/File Server, Software issue, virus removal etc.)</li> <li>Responsible for configuring new employee's workstations and phones; setting up Active Directory email.</li> </ul>
<p><b>Business Co-op - U.S. Steel</b> <span style="float: right;"><b>06/2008 - 04/2009</b></span></p> <ul style="list-style-type: none"> <li>Assisted in internal audits of various USS departments. (Adhering to Standard Operating Procedures; Training of employees up to date)</li> <li>Responsible for updating &amp; maintaining various company intranet sites.</li> </ul>

#### 1.2.1.5 Data Analyst Resume 2

**Name – Surya- Data Analyst**

### Summary Qualifications

- 10+ years of experience working as a Data Analyst.
- Proficiency in Software Architecture, Design, Database Design, Development, Integration Implementation and Maintenance of Business Intelligence and the related Database platforms.
- Good experience of Performance Analysis and SQL query tuning while designing scalable applications from scratch and maintaining existing ones, using Query Optimizer, Indexes, Execution Plans, Hints, Explain Plan.
- Expertise in using Performance Monitor, SQL Profiler and Database Tuning Advisor to solve Dead Locks/Long running queries.
- Experience in Designing and Building the Dimensions and cubes with star schema using SQL Server Analysis Services (SSAS).
- Experience with analyzing Data warehouse by building cubes using SQL Server Analysis Services (SSAS).
- Skillset in Developing and Extending SSAS Cubes, Dimensions and data source views SSAS-Data Mining Models and Deploying and Processing SSAS objects.
- Experience in using Joins and Sub-Queries to simplify complex queries involving multiple tables and established relationships between tables using Primary Key & Foreign Key Constraints.
- Expertise in writing performant MDX, DAX queries against cubes for SSRS datasets.
- Experience in calculating measures and dimension members using Multi-dimensional expression (MDX), mathematical formulas, and user-defined functions.
- Strong knowledge in Power BI on how to import, shape, and transform data for business intelligence (BI), Visualize data, author reports, schedule automated refresh of reports and create and share dashboards based on reports in Power BI desktop.
- Hands on Experience with Power BI Desktop, Power BI Mobile and the Power BI Service.
- Experience in creating aggregates, hierarchies, charts, filters, quick filters, table calculations with Power BI.
- Developed and Maintained ETL Pipelines using AWS Glue, processing Terabytes of Data daily to Transform and Load it into Amazon Redshift for Analytics.
- Implemented Jenkins-pipeline-plugin development and setup workflow for CI/CD.
- Implemented and managed Amazon Redshift data warehousing Solutions, enabling complex analytics and reporting for Business Stakeholders.
- Proficient in creating Triggers, Tables, Stored Procedures, Functions, Views, Indexes and Constraints.
- Experience in visualization tools like, Tableau, and Power BI for creating reports and dashboards.
- Worked on all activities related to high level design of ETL DTS package for integrating data from multiple heterogeneous data sources (Excel, Flat File, Text format Data) using Pentaho and SSIS.
- Used spark for real-time batch processing.

- Extensive exposure to schedulers like Autosys as part of batch scheduling.
- Highly experienced in whole cycle of DTS/SQL server integration services Packages (SSIS) for performing Data transfers and ETL Purposes across the different servers.
- Expertise in creating OLAP cubed and developing complex calculations, Aggregations, implementing dynamic security model using MDX functions in SSAS.
- Experienced in using various client tools such as SSRS, PerformancePoint, PowerPivot, PowerView, PowerBI desktop and good understanding dashboard design patterns and visuals.
- Experience on extracting data from Azure HD Insight and publish the transformed data into Azure SQL Data Warehouse and build reports on BI platform.
- Excellent analytical, problem solving, communication and inter-personal skills to manage and interact with individuals at all levels. Able to interact effectively with other members of the Business Engineering, Quality Assurance and other teams involved with the System Development Life cycle.

#### Education & Certifications

- Bachelor's in electrical and Electronics Engineering from Jawaharlal Nehru Technological University Year of Passing in 2014.
- Master's in computers and information Science Engineering from Southern Arkansas University in 2017.

#### Technical Skills

- Oracle Tools: SQL\*LOADER, SQL Developer, SQL Plus, SQL Developer, Data Modeler,
- Oracle Forms 9i/10g, Oracle Reports 9i/10g/12c, Crystal Reports, ETL, SSIS, Oracle XML/BI Publisher reports, Oracle RAC, Oracle Public Cloud (IaaS, PaaS, SaaS)
- Third-Party Tools: PL/SQL Developer, TOAD, Putty, WinScp
- Languages: SQL, PL/SQL, HTML, JAVA, Python, R and M
- Databases: MS-Office, Share point
- Internet Tools: XML, JavaScript
- Operating System: UNIX (Solaris, AIX), Windows 7/XP/VISTA.

#### Chronological Order Work Experience

**Amtrak, Washington DC**

**Mar 2023- Till**

**Date**

**Principal Data Analyst**

**Description:** Amtrak Police Department – Corporate Security supports elements for the patrol divisions within Amtrak police department reviews Classified federal briefing and prepare analytical reports.

**Responsibilities:**

- Creating various types of reports, including daily, monthly, quarterly, and Ad-Hoc reports.
- Analyzing the Data and support the Agencies Goals and Customer -oriented policing efforts.
- Performed performance tuning and optimization of SQL queries to improve query performance and to reduce runtime.
- Utilized power query in power bi to pivot table and un-pivot the data model for cleansing and data massaging.
- Performance tuning of multiple databases by fixing indexes.
- Written complex T-SQL queries and created Triggers, Stored Procedures, Function and Views to get data from multiple databases.
- Refreshing the cube to get the latest information updated and deployment of Cubes to the production server.
- Experience in Azure infrastructure management (Azure Storage, Azure AD and Office365).
- Worked on Microsoft Azure Data Factory, Azure Storage Explorer.
- Worked on coping data in on-premises SQL Server and write to Azure Data Lake Store in ORC format.
- Experience in Performance, Tuning operation on Azure Data Lake for big data analytics.

**Fairfax County, Fairfax VA**  
**2023**

**Jan 2021 to Feb**

**Data Analytics Analyst**

**Description:** DIT supporting the Department of Budget and Management with the Agencies and the ACS Data that provides and supports the American Community Survey Providing data from Various Sources and Implementing Various Power BI Dashboards.

**Role and responsibilities:**

- Created and Modified SQL packages, Triggers, Procedures, Functions and Cursors.
- Created new database objects like procedure, functions, packages, triggers and views using T-SQL in development production environment for SQL server.
- Hand on experience in Business Intelligence Process for Data Integration and Migration services.
- Implemented cell level security in cubes using MDX expressions to restrict users of one region viewing data of another region using SSAS.
- Created Cubes using different types of OLAP methods like Multidimensional OLAP (MOLAP), Relational OLAP (ROLAP).
- Transferred data from various OLTP data sources, such as Oracle, MS Access, MS Excel, Flat Files, CSV files into SQL Server 2008R2.
- Implemented security in Pentaho reports by assigning permission to specific users to view the reports.

- Created several SSIS Packages from different data sources like CSV Files, Excel Files, Oracle DB, SQL DB, MS Azure.
- Good knowledge of Data Marts, Operational Data Store (ODS), OLAP, Dimensional Data Modeling for FACT and Dimension Tables using Analysis Services.
- Design and construction of large relational databases.
- Worked with SSIS tool suite, designed, and created mappings using various SSIS transformations like OLEDB Command, Conditional Split, Lookup, Aggregator, Multicast and Lookup.
- Involved in managing the data and creating new entities and attributes using the Master data services (MDS).
- Worked on Views, cursors, CTE's, schemas, permissions, and performance issues with client/server database design.
- Deployed reports on Pentaho BI Server to give central web access to the users.
- Created several dashboards in Pentaho using Pentaho Business Analytics Platform
- Used Pentaho Schema Workbench to create Cubes, Dimensions and fact tables in Pentaho.
- Conducted database management, performance measurement and performance tuning for new databases and existing databases by using SQL Profiler and SQL Analyzer.
- Deploy SSRS report in SharePoint for web-based access for multiple end users.
- Expert in developing T-SQL (DDL, DML) statements, Data Integrity (constraints), Rules and Validation issues including complicated joins and cursor loops, creating indexes for fast retrieval of data, creating views, indexes, triggers, cursors, stored procedures and functions.
- Successfully redesigned and migrated complex applications from Access to SharePoint and SQL Server 2008 by evaluating database structures and data movements.
- Transferred data from various OLTP data sources, such as Oracle, MS Access, MS Excel, Flat Files, CSV files into SQL Server 2008R2.
- Used various Transformations in SSIS Dataflow, Control Flow using for loop Containers and Fuzzy Lookups etc.
- Used Data Transformation Services (DTS) an Extract Transform Loading (ETL) tool of SQL Server to populate data from various data sources, creating packages for different data loading operations for application.
- Developed training documents, helps with assignment of duties based on technical fit, and assists in training new associates.

**Environment:** SQL Server 2012/2008R2, SQL Server Integration Services (SSIS), SQL Server Analysis Services (SSAS), Tableau, Visual Studio 2010, MS Excel, Azure, Windows XP

**Prince George's County, Upper Marlboro, MD  
MSBI/Power BI Report Developer**

**Aug 2019 to Jan 2021**

Description: The Office of Information Technology (OIT) provides support for all of the agencies, departments and branches in the County government. OIT is a dynamic organization focused on Exploring and leveraging technology to move the County forward. Increasing services to citizens and constituents Providing infrastructure for the County Providing data management and business intelligence to the County Government

**Responsibilities:**

- Involved in Planning, Defining and Designing data, based on business requirements and provided documentation.
- Developed dashboards and ad-hoc reports using MS Power BI and SSRS for senior management team for analysis.
- Created calculated measures in a cube by using MDX scripting and worked on slowly changing dimensions.
- Initially loaded data into staging tables using different transformations, control flow tasks, loop containers and data flow tasks, then moved the data into dimension and fact tables.
- Built MDX queries and Data Mining Expression (DMX) queries for Analysis Services & Reporting Services.
- Created Data-data packages in SSIS as part of the automating the process for billing method.
- Created and Configured Data Source & Data Source Views, Dimensions, Cubes, Measures, Partitions, KPI's & DAX Queries using SQL Server Analysis Services Tabular Model.
- Involved in performance tuning to optimize queries and enhance the performance of databases, SQL queries, and stored procedures using SQL Profiler, Execution Plan and Index Tuning Wizard
- Wrote complex Stored Procedures, functions and triggers as and when needed and to convert data logically as per the business requirements to improve the productivity of the claims processing system.
- Set up different kinds of transformations like Derived Column, Conditional Split, Lookup, Merge, Row Count, Data Conversion etc., in all the SSIS Packages.
- Set up ETL Jobs to run on a nightly basis into the Data marts by Scheduling SSIS Packages via SQL Server Agent.
- Design data model and creating the schema on Azure SQL.
- Designed and developed various types of reports using Power BI.
- Worked with complex reports for Batch process using Power BI and with building the portal to access all the reports.
- Experienced in creating Ad-hoc reports, data driven subscription reports by using parameters, queries and reports in SSRS Report Builder, developed data-driven subscription to end-users.

- Extracted data from various sources like SQL server 2005/2008, Oracle, CSV, Excel and text file from Client servers and through FTP.
- Responsible for Deploying, Scheduling Jobs, Alerting and Maintaining SSIS packages using integration services catalog.

**Environment:** MS SQL Server 2017/2019, Power BI, T-SQL, SSIS, SSAS, SSRS, Tableau Desktop (Desktop, Server), Microsoft Visual Studio, Azure, Tableau, SQL Server Management Studio, MDX, Excel, Windows server, Visual Studio 2017, TFS

**Volkswagen Group of America, VA**  
**July 2019**  
**Data Analyst**

**Aug 2017 to**

**Responsibilities:**

- Worked with different team's client, analytics, data sources, QA and visualization.
- Worked in agile process having expertise in life cycle of a project from start to end.
- Created data warehouse and data marts from scratch based on data structures and reporting needs.
- Worked on writing ad hoc SQL scripts which are required for reporting purposes. Worked on creating basic dashboards in tableau connected to Azure SQL database for client reporting.
- Worked on user management for power bi. Sharing the dashboard access for power bi online.
- Worked on Power BI dash boards and ad hoc DAX queries for power bi.
- Extensive back-end support for many various reports on Tableau and Power BI.
- Created store procedures, functions, triggers, indexes, views based on data processing and data cleansing.
- Created various SSIS packages for data movements and transformations. Worked on Python code to load data from Google buckets to big query tables, used data flow for ELT (Extract Load Transform) in Big Query.
- Worked on creating POC for data movement in NiFi (Hortonworks), C# programming used in script task for SSIS and in Azure functions to create retrievers for data pull from API.
- Hands on experience in working with Applications Migration and App Development in AZURE.
- Worked on Web jobs, AZURE data factory, Logic Apps for application and project development in Azure.
- Worked on Web Applications in Azure and Azure functions to pull data from API to blob Storage and SQL.
- Worked on deploying web sites in Azure and used MVC framework on backend.
- Extensive knowledge in developing PL/SQL codes using Oracle 11g.
- Create and review SSAS tabular cubes for consuming as a data source for reports, Dashboards, Pivot table.

- Worked on creating multiple databases from scratch.
- Worked on Azure SQL data warehouse and database development.  
Environment: MS SQL Server 2012/2014/2016, Power BI, AZURE, Google Big Query, Tableau, Excel, Server Integration Services (SSIS), SQL Server Reporting Services (SSRS), SQL Server Analysis Services (SSAS), SQL Server Management Studio (SSMS) and Oracle 11g.

**Humana Kentucky  
2017**

**Dec 2015 to July**

**MSBI/Power BI Developer**

**Responsibilities:**

- Designed ETL processes for extracting, transforming and loading of OLTP data into a central data warehouse.
- Worked on development of SSIS packages for various inbound/outbound data, OLAP data architecture as well as Report functionalities in SQL Server 2014.
- Developed DTS packages to copy tables, schemas, and views and to extract data from Excel and Oracle using SSIS.
- Extensively worked on DTA, DMV's, Online indexing, Data Partitioning and tuning of long running stored procedures and complex queries designed the data warehouse structure, data modeling and developed it using the Erwin tool, MS Visio.
- Created Cubes using different types of OLAP methods like Multidimensional OLAP (MOLAP), Relational OLAP (ROLAP).
- The enhancement was planned by importing a few tables from different databases modifying the existing table structure, creating necessary views and temporary tables, corporate data warehouse and migrating data from the OLTP systems to corporate data warehouse.
- Designed, Managed and published various reports using SQL Server Reporting Services 2012 and PowerBI.
- Developed various T-SQL stored procedures, triggers, views, and adding/changing tables for data extraction, data load and transformations.
- Created complex T-SQL Queries, Stored Procedures, Indexes, Functions and, Views to support efficient data storage and manipulation
- Developed Dynamic packages using SSIS and Implemented Incremental Data Loading.
- Involved in Analyzing, designing, building of OLAP cubes with SSAS 2012(R2) Identified and defined Fact relationships in SSAS.
- Published the dashboard reports to Power BI service for navigating the developed dashboards in web.
- Developed complex SQL queries using stored procedures, common table expressions (CTEs), temporary table to support Power BI and SSRS reports.

- Installed and configured SQL Server 2014 in Test environment with latest service packs and migrated few databases.

**Environment:** SQL Server 2014/2012/2008R2, SSIS, SSRS, SSAS, Business Intelligence Development Studio (BIDS), MS Excel, Windows XP, Power BI, Microsoft Azure, Azure DF.

**Cyient, India.  
2015**

**June 2014 to April**

**SQL Developer (SSIS, SSRS, SSAS)**

**Description:** Polaris Software Lab India Ltd. provides transaction software and services. The Company offers financial technology software products, integration, and consulting services. Polaris Software serves clients in banking, insurance, wealth, and asset management throughout the world.

**Responsibilities:**

- Involved in getting the User Requirements, Data Modeling & Development of the system.
- Created DTS packages to transfer the data from Oracle to SQL Server.
- Wrote T-SQL scripts to validate and correct inconsistent data in the staging database before loading data into database.
- Converted various SQL statements into Stored Procedures thereby reducing the number of database accesses (since stored procedures passes the whole block at one time).
- Performed tune to optimize SQL queries using SQL Profiler and Query Analyzer.
- Involved in performance tuning of the database and T-SQL queries using Explain plan.
- Designed and developed MS SQL server stored procedures using T-SQL statements from scratch.
- Developed triggers on views to populate these tables.
- Rigorously tested and debugged the stored procedures and used triggers to test the validity of the data after the insert, update and delete.
- Handling database objects with Enterprise Manager.
- Created SQL-Loader scripts to load legacy data into Oracle staging tables and wrote complex SQL queries to perform Data Validation and Data Integrity testing. Used TOAD against Database.
- Created new Procedures, Functions, Triggers, Materialized Views, Packages, Simple, Ref & Traditional Cursors, Dynamic SQL, Table functions as part of Project/Application requirements.

**Environment:** SQL Server 2010/2008R2, PL/SQL, TOAD, T-SQL, Dynamic SQL, SSMS, SQL Profiler, Query Analyzer, Enterprise Manager, Windows XP.

1.2.1.6 Data Analyst Resume 3

Name – Musab Salman	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 10+ Years of experience in Information Technology, finance, healthcare, government, and CRM domains.</li> <li>• Expertise in data analysis, data modeling, data visualization, data quality, financial analysis, and business analysis.</li> <li>• Holds an active public trust final suitability clearance from the Department of Homeland Security (DHS).</li> <li>• SAFe Agile for Teams Certified.</li> <li>• Proficient in creating BI reports using various tools including Oracle, SQL Server, Redshift, Postgres, Snowflake, Access, Excel, Python, Power BI, IBM Cognos, SAP BO, and Tableau.</li> <li>• Skilled in data warehouse lifecycle management using SQL Server SSMS, SSIS, and SSRS.</li> <li>• Experienced in creating and integrating SAP BO Universe and Webi Reports.</li> <li>• Proficient in delivering Conceptual, Logical, and Physical Data Models for Data Warehouses.</li> <li>• Strong expertise in data modeling using 3NF and Multidimensional Data Modeling Schema.</li> <li>• Experienced in API GraphQL requests and responses, JSON data conversion, and data migration to the cloud.</li> <li>• Knowledgeable in machine learning using Python.</li> <li>• Proficient in industry standard methodologies like SDLC, SCRUM, AGILE, KANBAN, SAFe Agile, and Waterfall Methodologies.</li> <li>• Skilled in data cleansing, conversion, profiling, and mining for analysis, as well as data quality testing.</li> <li>• Possesses strong analytical, communication, and problem-solving skills with the ability to quickly adapt to new technologies through self-learning.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>• The University of Maryland Baltimore County, MD</li> <li>• Bachelor's degree in business technology administration major and accounting minor.</li> <li>• Overall GPA 3.03</li> </ul>	
Technical Skills	
<ul style="list-style-type: none"> <li>• Analysis and Modeling Tools: Erwin r9.6/9.5/7x, MS Visio.</li> <li>• ETL Tools: SSIS.</li> <li>• DBMS/Query Tools: SSMS, Oracle 12c, AWS Redshift, PostgreSQL, MS Access, SQLite, Snowflake.</li> <li>• Languages: SQL, Python, VBA.</li> <li>• BI / Reporting Tools: SAP BO, Tableau, SSRS, Excel, Pivot4J, Power BI, IBM Cognos.</li> </ul>	

- Other Tools: MS Office, Jira, Zephyr Scale, Rational, Salesforce, ALM, QTP, LoadRunner, HTML, CSS.

#### Chronological Order Work Experience

**Client: Enact MI/Genworth Financial**  
Consultant, Sr. Data Analyst

Jun 2022 – Present

- **Location:** Remote
- **Responsibilities:**
  - Coordinated Quality Assurance (QA), user acceptance testing (UAT), and regression testing for system development across multiple digital platform initiatives.
  - Developed QA, UAT, and regression plan documents for data modernization projects.
  - Executed test cases, monitored testing activities, and reported on test progress and product quality status.
  - Utilized API technology to integrate systems using Python, JSON, Tableau, and SQL Snowflake.
  - Developed criticality reports in Tableau to support metadata data management optimization.
  - Supported post-production validation and defect resolution efforts.
  - Wrote user stories and maintained story backlog.
  - Reported progress statuses and provided predicted completion dates.

**Client: USDA**

Nov 2019 – May 2022

Agile Quality and Business Process Performance Analyst

- **Location:** Washington DC
- **Responsibilities:**
  - Supported NRCS in monitoring contractor execution and project performance.
  - Provided trend analysis and project performance forecasts.
  - Utilized Agile tools for development team support and data extraction.
  - Conducted research analysis and provided recommendations for project improvement.
  - Created dashboards to identify trends for KPIs.

#### 1.2.1.7 Database Administrator Resume 1

<b>Name - Adil M- Database Administrator</b>
<b>Summary Qualifications</b>

- 15+ years of experience working as a Database Administrator.
- Managed technology/delivery for multiple customers. Hands on experience in project managing implementation and support of Oracle databases (9i/10g/11g/12c,19c), Oracle E-Business suite (11i & R12) , Oracle Exadata, OEM 12c and various Oracle products such as Data guard, Goldengate, RAC in different geographies and SQL Server Databases..
- A proactive and goal-oriented professional with an established record of success in leading corporate technology initiatives & innovation projects; flexible and able to adapt quickly to changing business environments and needs ensuring the delivery of new, highly effective business solutions on time and under budget.
- Lead multiple streams of work (Platform, Virtualization, Storage ,Network, Database etc.) within the Global Data Platform program of work
- Carried out numerous Oracle DB & ERP upgrades, implementations, support projects on high availability technologies such as Oracle RAC, Exadata, Dataguard, Streams, Performance tuning.
- Worked on data center strategies, business continuity, disaster recovery planning, Oracle RAC, Exadata, Dataguard, Golden Gate, Grid Infra and executions. Focused on achieving operational and strategic success for the organization by preparing long-term plans. Responsibilities included selection of hardware, software vendors, hosting, network operations etc.
- Handling service management, designing service strategy, responsible for conducting internal IT audits, involvement in Practice Management, Project Optimization and People Management. Well versed with ITIL V3 Concepts. Managed services by bringing operational efficiencies and stability to enterprise database teams.
- Deft at carrying out risk analysis, impact analysis, project delivery reviews and documentation .Strong problem solving and technical skill coupled with confident decision making for enabling effective solutions leading to high customer satisfaction. Thrive in both independent and collaborative work environments.
- Ensuring project delivery is met as per defined SOW/KPI/SLAs. Drive Quality and Process improvements, Automation and thereby enhancing customer experience

### Education & Certifications

- B. Tech – Computer Science
- Oracle Certified - Oracle R12 Install, Patch and Maintain Applications
- Oracle Certified -oracle 11i Install ,Patch and Maintain Applications
- Oracle Certified - Oracle 10g Database Administrator
- Certified Professional - ITIL Service Management

### Technical Skills

- Databases : Oracle 8i, 9i, 10g, 11g ,12c, 18c and 19c.
- ERP : Oracle EBS Applications - 10.x, 11.x, 11i, 12.X
- High availabilities: Exadata, RAC , Dataguard, Golden Gate, AOAG(Sql Server)
- Reporting Tools : Business Intelligence and Discoverer.
- Middleware : Oracle weblogic and 10g application server.
- Database & Apps Tools: TOAD, RMAN, EXP/IMP, Http watch, Oracle OEM and GRID,Sql Server
- Operating system: Linux, Solaris, AIX, HP-UNIX and Windows.

### Chronological Order Work Experience

**Autozone, Inc, Memphis, TN**  
**Current**  
**Senior Oracle DBA/Architect**

**Apr 2021 –**

- Managing infrastructure requirement for upcoming projects in terms of their Compute/Memory/Storage/Database requirement based on project need across multiple regions.
- Providing End to End Oracle database support on 12c and 19c, RAC and Non-RAC with high availability.
- Define road map to legacy application to migrate to on-prem or public cloud.
- Provide expertise in application, data and infrastructure architecture disciplines
- Drive Quality and Process improvements, Automation and thereby enhancing customer experience
- Experience in managing Vendor relationships (Product and Service Vendor)
- Regular meetings with key stakeholders for updates and feedback.
- Working on Oracle database migration to Google Cloud using the setup of GG replication.
- Designing the purge methodology for archival databases.
- Working on migration using Golden Gate and HVR tool to migrate on-prem databases to GCP cloud.

**Comprobase, Inc. Client: Spectrum: Charter Communications, Maryland Heights, MO**  
**Dec 2019 – Apr 2021**  
**Senior Oracle DBA**

- Managing infrastructure requirement for upcoming projects in terms of their Compute/Memory/Storage/Database requirement based on project need across multiple regions.
- Designing the database & Installing Oracle Grid and Database software's on both physical & virtual servers such as Exadata's, ODA's, and Real Application Clusters (RAC), RAC One Node and Standalone infrastructure.
- Upgrading Grid and databases from 12c to 19c version of Oracle.
- Applying different migration strategies for minimal downtime such as GoldenGate, Data Guard, Export & Import.
- Applying latest Security and Bug Patches (PSU, DBBP, JVM & BUG) to Oracle Grid and Databases
- Installing & configuring Oracle GoldenGate for real time replication.
- Installing & Configuring Oracle Data Guard for replication and Disaster Recovery purpose.
- Performing Point in time Restore and Recovery of databases.
- Setting up monitoring and alarms for databases & servers using OEM 13c & 12c.

- Decommissioning the databases and Engineered Systems which are no longer required.
- Resolving issues related to Oracle Grid and databases with in SLA which are user/customer impacting.
- Performance Tuning of databases or Queries using OEM, gathering stats, Explain Plan, AWR, ADDM, ASH,SQL Profiles and SQL Tuning Advisor etc.
- Monitoring and troubleshooting the Jobs, Maintenance Plans, Security Administration, DTS Packages.
- Data Files, log Files Maintenance and Space Management.
- Backup and restore of required data as per the request from Application teams.
- To Design and create specified databases and databases Objects as required for the Project work.
- Reviewing the new servers for health check and configurations when it comes our scope for support and making detailed documentation and analysis report.

**Comprobase, Inc. Client: Mastercard, O'Fallon, MO**  
**Dec 2019**  
**Senior Oracle DBA**

**April 2018 –**

- Handled the role of SME for transaction processing portfolio in Mastercard which includes 6 production databases along with lower environments on exadata and non-exadata RAC.
- Also a part of program delivery in Mastercard, responsible for alert reduction, quarterly patching (exadata QFSDP and PSU), cluster builds, database migrations or any new project requirement.
- Responsible for capacity planning, managing database upgrades & patch rollouts, database migration for data centre consolidation projects, troubleshooting performance issues, outage resolutions, planning and conducting audits.
- Supporting and troubleshooting the various issues relating to performance tuning, Goldengate and database administration.
- Interface with various business and technical teams for project or operational support
- Providing technical assistance to application development teams, Helping out in code migrations and carrying out critical application releases.
- Focusing on achieving operational and strategic success for the organization by preparing long-term plans.
- Scheduled many jobs to automate different database related activities including backup, monitoring database health, disk space, backup verification
- Setup Jobs, Maintenance plans for backups, Rebuilding indexes, check server health, alert, notifications
- Monitor Server Activity, Error Log, space usage and solving problem as needed

**Comprobase, Inc. Client: Pitney Bowes, Danbury, CT** **Dec 2017 – April 2018**

**Senior Oracle DBA**

- Handled and performed day to day database operations on oracle databases from 10g to 12c on Single node, RAC and Exadata. Databases are deployed on OS platforms such as IBM AIX, HP-UNIX, Linux, and Windows Server 2000/2003.
- Upgraded the database from 10.2.0.4 to 12.2.0.1 on AIX 64 power system.
- Maintaining X3-2 exadata databases server with 2 node oracle RAC.
- Upgraded the exadata compute node and storage from 11.2.3.3.0 to 12.1.2.3.2
- Upgraded the Infiniband from 2.1.3-4 to 2.1.8.1.
- Maintaining Oracle E-Business suite R12.2, Responsibilities include Patching, Cloning and SYS admin tasks.
- Regular Mining of the AWR for Performance issues and trend analysis for the ETL Workflow related PL/SQL and SQL code and proactively reporting issues to Development teams and suggesting improvements in the process.
- Planning & testing of enterprise DR drills, Failovers/Switchover.
- Database support for applications running on ERP (SAP & E-business), Thorough with SAP tools like BRTOOLS for carrying out DB activities.

**Comprobase, Inc. Client: PNC Bank, Pittsburgh, PA** **July 2017 – Dec 2017**

**Senior Oracle DBA**

- Responsible for migrating and improving the performance of the multiple databases and applications.
- Responsible for migrating from oracle Exadata with 11.2.0.4 database to non-exadata 12.1.2 Converged system (Cloud).
- Responsible for migrating 5 applications OFS (Oracle Financials) from one DC to another Data centre.
- Responsible for performance tuning of the databases.
- Providing day to day database support and carrying out migration activities to a different data centre.
- Regular Mining of the AWR for Performance issues and trend analysis for the ETL Workflow related PL/SQL and SQL code and proactively reporting issues to Development teams and suggesting improvements in the process.
- Pro-actively tune the queries to get better performance and throughput.
- Co-ordinating with all the respective application teams and understanding their expectations towards the batch runs and run-time performance of the applications.
- Used AWR, ASH, ADDM for tuning long running SQLs and fixed by adding additional indexes, changing access paths, rewriting queries, adding Partitioning and collecting statistics on ad-hoc basis.

**Bank of America, Jersey City, New Jersey**  
**June 2017**

**Dec 2014 –**

**Assistant Vice President – Senior Oracle DBA**

- Governance and Compliance database SME for performance Tuning of Oracle Database 11g running on Exadata.
- Handled 4 Node DWH Exadata RAC Database sizing more than 100+ TB (Physical Standby) as a Primary DBA
- Boosted performance by designing and developing scripts to refresh applications and build test databases with subset of refined data while also migrating large volumes of production data to archive databases.
- Software developers, design, code, test, debug and document programs as well as support activities for the corporate systems architecture.
- Analyzing the ETL failures and any Performance issues occurring during nightly batch runs and review custom OMR (object Maintenance Repository) logs for issues and report / identify and propose fixes and configuration changes to development teams.
- Prepared a road map for database upgrade from 10g to 11g with grid infrastructure upgrade. Co-ordinated with the stake holders and successfully executed the plan.
- Analysed the plan changes for the problematic SQL's and fixing it by using SQL baselines, SQL patch , SQL profiles, hints, parallel degree and other resolvable factors.
- Worked with developers in tuning SQL and suggesting changes, leveraged Real Time SQL Monitoring, SQLT extract, execute and trace analyzer tools to analyze poorly performing SQL.
- Written scripts to identify SQL plan changes between 11g Exadata Environment.
- Preparing the capacity and performance trend analysis of most occurring events spanning weekly and monthly time periods to help analyze the workload and identify the issues.
- Understand the application and provide assistance to ETL designers to build an efficient process.

**Wipro Technologies**  
**2014**

**Mar 2007- Dec**

**Project 1: MasterCard O'Fallon, Missouri**  
**Oracle Database Consultant**

Solely responsible for managing the RISK MODELING, FRAUD REPORTING application portfolios of global database support for MasterCard.

- Risk and Fraud portfolio is on 4 Node RAC on Exadata X3-2, Half Rack with golden gate Bi-Directional replication. Database size is of 11 TB with table partitioning enabled.
- Handled 4 node dataware house Exadata RAC Database sizing more than 100+ TB with 4 Node Exadata DR (Physical Standby) as a Primary DBA with Goldengate Bi-Directional replication.
- Responsible for exadata deployment, like acquiring the IP's, preparing the OEDA, co-ordinating with oracle on installations, post installation tasks, capacity planning etc.
- Performed exadata upgrade to 11.2.3.3 bundle full stack patch to enable Write-Back Flash Cache.
- Upgraded the RAC database from 11.2.0.3 to 11.2.0.4 along with GRID INFRA upgrade
- Installed single instance RAC-ONE database running on one node in a cluster.
- Collaborate with various stake holders in the organization to build and deliver cost effective database solutions using advanced oracle database technologies such as Virtual Grid and Dev-Cloud platforms.
- Responsible for activity tracking, status reporting, resource management and outage/escalation handling.
- Planning for major changes & Code release management.
- Providing technical assistance to application development teams. Helping out in code migrations and carrying out critical application releases.
- Configuration and troubleshooting of replication features such as Oracle streams, Dataguard and Golden Gate.
- Performance tuning of databases, stored procedures to optimize response time.
- Capacity planning, managing database upgrades & patch rollouts, database migration.

## **Project 2: Pitney Bowes Inc., Stamford, Connecticut**

### **Lead – Oracle DBA**

- Handling and performing day to day database operations.
- Oracle tower consists of all versions of Oracle databases from 8i to 11.2.0.3 on RAC and DG with Observer configured. Databases are deployed on OS platforms such as IBM AIX, HP-UNIX, Linux, and Windows Server 2000/2003.
- Responsible for leading a part of team of DBA's in the Global DBA support engagement at offshore.
- Ensured the DBA team deliverables are monitored and delivered consistently as per agreed Statement of Work.
- Responsible for DBA activity tracking, status reporting & escalation handling
- Maintain DBA design & awareness document with list of best practices in the form of policies, processes, procedures, templates & guidelines to deliver critical control metrics.

- Handled outage situations by conducting effective RCA. Implement action items to prevent outages in future
- Experienced in capacity planning, managing database upgrades & patch rollouts, database migration for data center consolidation projects, troubleshooting performance issues, outage resolutions, planning and conducting SOX audits.
- Planning & testing of enterprise DR drills, Failovers/Switchover.
- Configuration of Observer in Dataguard environment.
- Database support for applications running on ERP (SAP & Siebel), E-business platforms, Thorough with SAP tools like BRTOOLS for carrying out DB activities.
- Planning and testing backup & recovery mechanisms
- Oracle alert monitoring analysis and reduction in alerts through problem management.
- Performed oracle upgrades and migration on different platforms.

### **Project 3: King Khaled eye specialist hospital, Riyadh, Saudi Arabia**

#### **Lead – Oracle DBA/ERP**

- Migrated oracle ERP from 11.5.10.2 to 12.1.3 including platform migration from windows 2003 to Linux 5.5 and Storage migration from DELL to IBM & EMC mirror viewing.
- Upgraded the oracle database from 10gR2 to 11gR2.
- Defined Backup strategy and implemented RMAN backup.
- Configured Physical standby database to make it available for the switchover in case of failure of primary database as well as for reporting, off-loading queries. Carried out DR-DRILL's and FAILOVER's.
- Planning & Performing Backup and Recovery administration for Oracle Database including Hot and Cold Backup. (Using OS, RMAN), Logical Backup (Full, User, Table) and Bulk loads (using SQL\*Loader, imp/exp).
- Streamlining the process and automation of day-day work. Periodic review with customer on service levels achieved.

### **Project 4: Cholamandalam Finance, Mysore, India**

#### **Team Lead – Oracle DBA/ERP/Applications [Off Shore]**

- Responsible for overall Database & Applications system to ensure smooth and proper operations of the firm.
- Resolved the Block Corruption issues.
- Involved in Database level tuning – SGA & other memory structures.
- Upgraded the database from 10.2.0.1 – 10.2.0.4 patch set on PROD and DR server [2 dry runs].
- Successfully completed the Migration of 10gAS from 10.1.2.0.2 – 10.1.3.1.0.
- Upgraded the 10gAS O.H in R12 12.0.4 from 10.1.3.0 to 10.1.3.3.
- Performing Cloning, Patching, Resolving End-User and administrative issues.

- Involved in Capacity Planning, Preparing the Risk Registers, Service Improvement Plans and Providing the RCA driven solutions, Database tuning, SQL tuning using Statspack, Explain Plan & Tkprof etc.
- Client interaction for Requirement gathering, weekly and Monthly Technical Reviews.
- Maintaining the Process flow management and SLA Process adherence according to ITIL V3 standard.
- Worked as an escalation point to the customer from technical perspective and aggressive drive on actionable.

**Project 5: Lakshmi Machine Works, Mysore, India**

**Team Lead – Oracle DBA/ERP [Off Shore]**

- Implementation of High Availability and Disaster recovery solutions for 24x7 environments including Oracle Real Application Clusters (RAC), Standby Databases, Backup & Recovery and Disaster Recovery Solutions.
- Managing the multi-node environment, Patching, Cloning, Performing OS level Backups, Troubleshooting. Problems with the Web-servers, Web Listener, Forms Server, Concurrent Managers and Database.
- Lead the Problem Management and Incident Management teams with 4 senior personnel on various technologies such as Oracle Database, Oracle ERP 11i & R12, Oracle 10gAS, Oracle Web-logic in heterogeneous environment.
- Migration of ERP Tablespaces model to OATM with fewer consolidated tablespaces.
- Planned and implemented various automation processes. Periodic review with customer on service levels achieved, continuous improvements and challenges.
- Cloning from Multi Node to Single node.

**Project 6: Gati Ltd, Mysore, India**

**Team Member Oracle DBA/ERP [Off Shore]**

- Performing DB Refreshes, Flash Copy Backup's, Weekly activities such as Index Re-building, Re-Org and Gather stats, Patch management, Trouble shooting all the escalated issues.
- Upgraded Application from 11.5.8 to R12 (12.0.4) with the database 9.2.0.8 to 10.2.0.3 [4 Dry-Runs].
- Creation of table spaces, rollback segments, user maintenance, database security imposition by creation and granting of roles and privileges and backups.
- Maintaining the 100% uptime of Oracle Applications & Database systems.
- Applying patches such as Rollup, CPU, Patchset, Family, Maintenance and Interim patches to resolve Bugs fixes.
- Expert in utilities like ADPATCH, ADADMIN, ADCTRL, ADAIMGR, ADSPLICE, ADLICMGR, ADRELINK, ADIDENT.

- Review, approve and timely implementation of various Change Management proposals.
- Preparation of SOW, Monitoring of SLA and Vendor Management.

**Project 8: Maruti udyog Ltd, Mysore, India**

**Team Member – Oracle 10gAS and DBA [Off Shore]**

- Complete database management including the user management, taking backups, performance tuning, Managing RAC nodes & Standby database, controlling all user activities, tablespace and datafile management.
- 23 concurrent Oracle 10gAS servers and Oracle 9i Database on RAC environment, OS on Linux & AIX.
- Installation of OAS 10g R2, Upgradation of releases 10gAS 10.1.2.0.2 – 10.1.2.0.3 and Applying CPU patches.
- Successfully completed the Migration of 10gAS from 10.1.2.0.2 – 10.1.3.1.0.
- Deploying the WAR, EAR, forms, reports, creating the new OC4J Instances and OID Bulk Upload

**Project 9: Bharti Airtel, Mysore, India**

**Team Member – Oracle Weblogic admin and DBA [Off Shore]**

- Planning backup and recovery of Databases. Responsible for Disaster Recovery, security and mitigation of risks related to the designated systems. Validating Production Backups on a quarterly basis.
- Monitoring and optimizing the performance of the Operating Systems, Applications, Databases, Storage and backup infrastructure. Participate in code review in optimizing SQL statements.
- Maintaining the 100% uptime of Oracle Applications & Database systems.
- Data source creation, Deployment, JVM & thread monitoring, Start and Stop of the weblogic nodes Monitoring JDBC connections, Analyzing Heap dumps and Carrying out Trend Analysis.

**1.2.1.8 Database Administrator Resume 2**

Name - Sunil Kumar Janjirala- Database Administrator	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 13+ years of experience working as a Database Administrator.</li> <li>• 9+ years of experience in Administering and Maintaining the MS SQL SERVER in Production, Development and Testing in Clustered and Standalone Server Environment.</li> <li>• Experience in Migrating SQL Server 2008 to 2012/2014/2016.</li> <li>• Experience in Deploying SQL server databases to SQL Azure.</li> <li>• Implemented Side by Side Migration of MS SQL SERVER 2000/2005 to 2008/2008r2/2012/2014.</li> </ul>	

- Experience in SQL Server 2005, 2008, 2008R2, 2012, 2014, 2016 and 2017.
- Experience in Analysing monitoring purpose using SolarWinds Database performance analyser and Sentry1
- Experience in PowerShell scripts and PowerShell AD with SQL server PowerShell extensions.
- Expert in SQL Server S/W installation, applying patches, upgrading, configuring, trouble shooting of SQL SERVER on Windows 98/2000/03/08/12 servers and Clustered VMware Environments.
- Experience in implementing DISASTER RECOVERY AND HIGH AVAILABILITY concepts like Native Log Shipping, Custom Log Shipping, Mirroring and Replication (Snapshot and Transactional).
- Experience in analyzing and resolving Locks, Dead Locks and handling the Isolation Level and Concurrency Effects.
- Good Knowledge in querying the databases using the PowerShell scripts.
- Built multiple SSIS packages for data loading from OLTP to OLAP data warehouse
- Hands on configuring Temp DB with considerable Memory and Raid Levels for better performance.
- Experience setting up Clusters.
- Experience with Index Optimization.
- Experience in working on Performance tuning and Query Tuning.
- Good working knowledge on Always On and T-SQL enhancements of 2012 features.
- Extensively used the native tools like index tuning wizard, data base tuning advisor, profiler, Performance Monitor, activity monitor, Event viewer for performance analysis.
- Experience in working on Core DBA.
- Created Linked Servers between SQL Servers and to Oracle Databases, DB2
- Experience in administrative activities comprising Performance Tuning, Query Optimization, Client/Server Connectivity, and Database Health Check, Indexing, Updating Statistics.
- Experience in Backing up, restoring the data base manually and by scheduling the jobs and Maintenance Plans.
- Configured Security at ACTIVE DIRECTORY and SQL SERVER LEVEL by Creating Principals (logins) and Mapping users to roles. (Securable and Permissions).
- Experience in configuring Replication and troubleshooting the issues with transactional replication.
- Experience in Normalization, Database design, Performance Analysis and Production Support for very large (VLDB) and Complex Databases.
- Expertise in analysing and estimating the Execution Plan for better Query Optimization.
- Extensively used Repositories like Team Foundation Server (TFS), Visual source safe and Clear Case for Data Archival.

- Handled multiple SQL Instances on Cluster environment for Server Consolidation projects built on SAN using RAID levels
- Deployed and Debugged SSIS packages for import, export, and bulk insert data with transformations from various data sources.
- Experience in generating Reports (SSRS) in Business Intelligence Development Studio (BIDS) and SQL Server Data Tools.
- Explicitly used third party tools like Litespeed, Spotlight, Commvault and Red gate.
- Worked with a team of business analysts, data architects, application developers, ETL developers and testers, my objective was to deliver projects within scope, time and costs while following department standards, methodologies, and guidelines
- Involved in all phases of the SDLC (software development life cycle).
- Strong experience in mentoring with team members, documentation and 24/7 on call production support.

#### Education & Certifications

- B.S in Computers, Kakatiya University, India. 2011
- Masters in Informational Technology, Schiller International University, USA.
- Microsoft Certified Solutions Associate

#### Technical Skills

- Languages: T-SQL, My SQL, C#, ASP. NET, HTML, XML, C/C++, Java Script
- Operating Systems: Windows 2000/2003/2008/2012, UNIX (Sun Solar), LINUX
- Databases: MS-SQL Server 2000/2005/2008/2012/2014/2016, MS Access
- ETL Tools: Data Transformation Services, SSIS, SQL Azure
- Reporting Tools: SSRS, Business Objects
- DB Utilities: SQL Server Management Utility, Query Analyser, Profiler
- Application Software: Visual Studio 2005/2008/2012, Visual Source Safe, TFS, MS Office Suite
- Third party Tools: Spotlight, CommVault, Red gate, Lite Speed.

#### Chronological Order Work Experience

**Client: XPO Logistics, Chicago, IL**

**Jan 14, 2019-**

**Present**

**Sr. SQL Server DBA (Production Support/ Application DBA)**

**Responsibilities:**

- To manage and administrate SQL Server 2017/2014/2012/2008R2/2008R2 production /and Non-production servers.
- Administer all the SQL Server Builds and Migration Process for the Application end as a team lead.
- Working with team members, documentation and 24/7 on call production support.

- Analyse for monitoring purpose using SolarWinds Database performance analyser and Sentry1.
- Install and configure SQL 2017 servers in clustered and non-clustered environments.
- Configure high availability like Always On, Clustering, and transactional replication. Resolve clustering and transactional replication issues.
- Upgrade SQL server from SQL 2012 to 2017 using side by side migration techniques.
- Create, schedule database maintenance plan using SSIS Maintenance plan task.
- Configure and deploy SSIS Packages from Test to Production Environments.
- Migrated one of Business unit servers from On Prem to Azure and configured Geo-Replication.
- Configuring Elastic pool for Azure SQL databases to share the resources between databases.
- Created Runbook for Index maintenance
- Responsible for all On Prem and Azure deployments
- Maintaining Storage accounts on Azure portal for each environment to store backup files
- Write and develop on Stored Procedures, backup and restore data to prevent data loss
- Develop and build SSIS packages for data loading from OLTP to OLAP data warehouse, to create incremental packages for loading net changes.
- Providing Index recommendations and query recommendations for long running queries.
- Implement and Maintain frequent DBA tasks like scheduling jobs, creating maintenance plans and check servers for optimizations and implement them.
- Perform daily tasks including backup and restore by using SQL Server tools like SQL Server Management Studio, SQL Server Profiler, SQL Server Agent, and Database Engine Tuning Advisor.
- Implement SQL Principle, Securable, Permission, Roles and Authentication Modes as a part of Security Policies for various categories of users.
- Monitor all databases status including CPU, Memory, I/O, Space Management, Backup and Recovery.
- Develop Automated Backup jobs and DBCC scripts for databases and transaction logs.
- Responsible for Monitoring and Troubleshooting SQL Jobs, Scheduled Tasks, Disk spaces, error logs and making recommendations for performance improvement in hosted databases which involved index creation, index removal, file group modifications, and scheduling jobs to rebuild/reorg indexes and update statistics.
- Apply native tools like DATA BASE TUNING ADVISOR, PROFILER, PERFORMANCE MONITOR and ACTIVITY MONITOR for performance tuning and work on Query Tuning.
- Implement and execute successful Disaster recovery test for multiple databases to ensure redundancy of databases.

**Environment:** SQL Server 2008 and 2008 R2, 2012 and 2014, 2017 T-SQL, Access, SSIS, Windows 2005, 2008 and 2012/14 Servers, Sentry1, Database performance analyser, Share Point, F5 Load Balance, .NET, VMware.

**Client: United Health Group (Optum), Basking Ridge, NJ**  
**08, 2019**  
**Sr. SQL Server DBA/Programmer**

**Jan 2018-Jan**

**Responsibilities:**

- Installation of MSSQL Server 2016, 2014 on Production, UAT and Development environments.
- Managed and Administrated SQL Server 2017/2014/2012/2008R2/2008 production and Non-production servers.
- Migrating SQL Server Instances using Powershell
- Taking backups using Powershell
- Generating Reports (SSRS) in Business Intelligence Development Studio (BIDS) and SQL Server Data Tools.
- Extracted data from internal data warehouse system to SSRS
- Constructing more complex pipeline executions at the CLI (mastering the one-liner.) in Powershell.
- Handful of experience in working on XML Data
- Created, scheduled database maintenance plan using SSIS Maintenance plan task.
- Validation of Datatypes.
- Designed and developed SSIS packages using different control flow tasks, Transformations and dataflow tasks.
- Documentation, Training and mentoring the staff.
- Actively participated in forums, newsgroups and as a volunteer in Technology Meetings.
- Created Triggers for the Application
- Handful of experience in working with Audit
- Importing XML data by using SSIS
- Performed Database Integrity Checks, Database Maintenance plans, updated Database Statistics and performed Re-indexing, Rebuilding the indexes, online indexing at regular intervals for better performance.
- Assigned for Database Optimization that involved re-engineering the databases, data and index organizing, performance tuning and query tuning

**Environment:** SQL Server 2008 and 2008 R2, 2012 and 2014, 2017 T-SQL, Access, SSIS, Windows 2005, 2008 and 2012/14 Servers, Share Point, F5 Load Balance, JDE Application, .NET.Vmware

**Client: IAB (Interactive Advertising Bureau), New York**  
**Dec 2017**

**Oct 2017-**

### **Sr. SQL Server DBA/Developer**

#### **Responsibilities:**

- Managed and Administrated SQL Server 2014 production and Non-production servers.
- Developing Script to find the sensitive Columns and to encrypt those columns.
- Supporting Tableau team and Salesforce team.
- Implemented and Maintained routine DBA tasks like scheduling jobs, creating maintenance plans. Checked servers for optimizations and implemented them.
- Working with team members, documentation and 24/7 on call production support.
- Implemented and Maintained routine DBA tasks like scheduling jobs, creating maintenance plans. Checked servers for optimizations and implemented them.
- Analysed SQL Servers and Databases and came up with a plan for consolidation based on usage, performance, and compatibility.
- Working on Performance tuning on some Stored Procedures where need.
- Configuring high availability like Always On, Clustering, Database mirroring and transactional replication. Worked on resolving clustering, Database mirroring and transactional replication issues
- Analyzing and resolving Locks, Dead Locks and handling the Isolation Level and Concurrency Effects.
- Validating the Stored Procedures from Tableau and tuning when needed.
- Validating the data in Salesforce and modifying the query if needed.
- Performed daily tasks including backup and restore by using SQL Server tools like SQL Server Management Studio, SQL Server Profiler, SQL Server Agent, and Database Engine Tuning Advisor.
- Monitoring SQL server performance using profiler to find performance and deadlocks.
- Created Stored Procedures, Triggers, Views and Functions for the Application.
- Extensive testing on the Performance of the Stored Procedures.
- Used SQL Sentry for Performance tuning.

**Environment:** SQL Server 2012 and 2014 T-SQL, Access, Windows 2012/14 Servers, Share Point, Tableau, Salesforce, .NET, VMware.

**Client:** MSU, East Lansing, MI  
2017

**Dec 2016-Sep**

### **Sr. SQL Server DBA**

#### **Responsibilities:**

- Implemented Side by Side Migration from 2008 to 2016
- Creating and implementing multiple SQL Server Audits for Security.
- Creating and implementing DDL triggers to get the notifications of permissions.

- Creating and implementing PowerShell script to automate creating Logins and to Clone the permissions.
- Developing Script to find the sensitive Columns and to encrypt those columns.
- Developing, implementing, and periodically testing a backup and recovery plan for the databases
- Extensively used Repositories like Team Foundation Server (TFS) and Visual Source Safe.
- Installs revised or new systems by proposing specifications and flowcharts; recommending optimum access techniques; coordinating installation requirements
- Make and test modifications to the database structure as needed
- Maintain the database and update permissions
- Worked on DataMasking for masking the Account information and Student Personal information.
- Backup and restore data to prevent data loss
- Maintains database performance by calculating optimum values for database parameters; implementing new releases; completing maintenance requirements; evaluating computer operating systems and hardware products
- Ensure that builds are properly deployed in development, system, acceptance, and production environments.
- Supports database functions by designing and coding utilities
- Prepare test cases and strategies for unit testing and integration testing
- Provide technical and functional support to testing teams
- Assist Technical Writers in preparing project documentation
- Follow best practices to perform application coding.

**Environment:** SQL Server 2008 and 2008 R2, 2012 and 2014 T-SQL, Access, Windows 2005,2008 and 2012/14 Servers, Share Point, F5 Load Balance, JDE Application, .NET.

**Client:** Well Care Health Plans, Tampa, FL  
**Sr. SQL Server DBA**

**Jan2015 – Sep2016**

**Description:** Well Care Health Plans focuses exclusively on providing government-sponsored managed care services, primarily through Medicaid, Medicare Advantage and Medicare Prescription Drug Plans, to families, children, seniors and individuals with complex medical needs.

**Responsibilities:**

- Managed and Administrated SQL Server 2014/2012/2008R2/2008/2005 production and Non-production servers.

- Used Red gate tools for data integration project, tools like Data Compare and SQL Compare to do a comparison of large schema and data sources and destinations. Also, bought and used whole Red gate SQL-Tool belt.
- Created automation jobs using PowerShell scripts
- Moving data between On-Premises to Cloud and vice Versa.
- Worked in Fast-paced Agile Environments where we did lot of code deployments and code reviews.
- Worked on Schema Designing.
- Migrated Multiple Oracle databases to SQL Server Database using SSMA.
- Working as a Team Lead in Handling all the SQL Server Builds and Migration Process for the Application end.
- Real time trouble shooting production issues during on call schedule with minimum timelines in resolving issues.
- Built multiple SSIS packages for data loading from OLTP to OLAP data warehouse.
- Created Incremental packages for loading net changes only.
- Administered and maintained Hr/Payroll s/w.
- VMware administration (building new VMs, taking snapshots, and manage resources.
- Configured and maintained network Load Balance for share point environment.
- Worked on setting up active-active Clusters.
- Worked as a team to maintain 100 percent up time to keep the environment running irrespective of any infrastructural changes in the environment.
- Installed and configured SQL 2014/2008R2 and 2012 servers in clustered and non-clustered environments.
- Worked on configuring high availability like Always On, Clustering, and Database mirroring and transactional replication. Worked on resolving clustering, Database mirroring and transactional replication issues.

**Environment:** SQL Server 2005, 2008 and 2008 R2, 2012 and 2014 T-SQL, Access, Windows 2003 2005, 2008 and 2012/14 Servers, Share Point, F5 Load Balance, JDE Application, .NET.VMware.

**Client: Social Interests, Sacramento, CA**  
**Dec'2014**  
**Sr. SQL Server DBA**

**Jan'2014 –**

**Responsibilities:**

- Installation of MSSQL Server 2012, 2008R2 on Production, UAT and Development environments.
- Code-reviews and performance tuning queries
- Working on tickets/incidents within the SLA's, as a part of operations support DBA.
- Administered and maintained SSRS and Business Objects Environments for Reports.
- Using ETL Tools like SSIS for the data Transformation.

- Maintaining the database consistency with DBCC at regular intervals, Managed Disk space and memory and User connections and Monitored SQL server performance using profiler to find performance and deadlocks.
- Provided expertise in Data warehouse and Data Marts methodologies as well as extensive knowledge of OLTP/OLAP technologies.
- Strong knowledge in working on Very Large databases (OLTP) and involved in troubleshooting the problems and dealing with complex databases.
- Implemented & managed database clustering, failover as per client requirement Active/Passive & executed of any upgrade such as Service Pack, Hot fixes in Active/Passive clustering.
- Mirroring experience with both synchronous and Asynchronous and applying service packs.
- Handful of experience in configuring Log shipping and troubleshooting the related issues.
- Performed Database Integrity Checks, Database Maintenance plans, updated Database Statistics and performed Re-indexing, Rebuilding the indexes, online indexing at regular intervals for better performance.
- Assigned for Database Optimization that involved re-engineering the databases, data and index organizing, performance tuning and query tuning.
- As a part of the team, configured Transactional Replication with multiple publishers and centralized subscriber for real time reporting.
- Also implemented Mirroring for DR Plan.
- Good knowledge and handful of experience in configuring and working with Always on Availability Groups.

**Environment:** MS SQL Server 2005, 2008R2, 2012, TSQL, OLTP, OLAP, Windows 2008, Spotlight, Lite Speed, Fog light, SSIS, SSRS, SSAS, Visio 2007.

**Client:** Selective Insurance, Branchville NJ  
**Dec'2013**  
**SQL Server DBA**

**Oct'2011-**

**Responsibilities:**

- Implemented SIDE BY SIDE Migration of MS SQL SERVER 2000 to 2005/2008 on Windows
- Moved files between the File Groups and partitioned the tables to improve the performance.
- Extensively used LiteSpeed backup with MS SQL SERVER 2005.
- Documented and performed the data base health checks regularly.
- Created new tables, stored procedures, and triggers IN T-SQL.
- Refactored and fine-tuned the queries and stored procedures in T-Sql.
- Documented and performed the data base health checks regularly.

- Refactored and fine-tuned the queries and stored procedures in T-Sql.
- Used native tools like DATA BASE TUNING ADVISOR, PROFILER and ACTIVITY MONITOR for performance analysis.
- Implemented log shipping for Production server data base as part of the disaster recovery.
- Created baseline and sampling intervals in the perfmon considering threshold values of the counters.
- Rebuilding indexes with different fill factors and update statistics manually.
- Implemented native log shipping for HIGH AVAILABILITY of the Production Server DATA BASE.
- Used SSIS packages to move data from dev to QA and QA to Production.
- Deployed maintenance plans for regular DBA activities in SSIS.
- Scheduled night jobs for importing large amount of data using SSIS Packages.

**Environment:** TSQL, MS SQL SERVER 2000/2005/2008/2008R2, SSRS, QUERY ANALYSER, VISUAL STUDIO 2005, VB.NET, C#, WINOWS SERVER 2008.

#### 1.2.1.9 Database Administrator Resume 3

##### Name - Torrance Barnum- Database Administrator

##### Summary Qualifications

- 15+ years of experience working as a Database Administrator.
- Served as Sr. DBA Team Lead for PostgreSQL, SQL Server and Oracle database related projects.
- Implemented backup and recovery plans, performance tuning, and Disaster recovery plans for Oracle, SQL Server, SQL Anywhere, Sybase, MySQL and PostgreSQL.
- Provided knowledge transfer to junior DBA's internally on database best practices and lead efforts to implement PostgreSQL, SQL Server and Oracle related projects from scratch.
- Installed and setup replicated instance of Oracle database for supporting Internet application and reporting.
- Implementing Database Auditing and PCI compliance for database security policies.
- Implemented Oracle RAC, SQL Server Always, MySQL Cluster, MySQL Replication, PostgreSQL Replication and Cassandra Cluster to project based requests.
- Designed and developed data model for application enhancements. Implementing Oracle Database Vault.
- Implement Database PCI compliance. Oracle database audit assessment.
- Re-organized database and re-architected application server to resolve performance issues.
- Monitored database and application, tuned SQL queries, indexes, Oracle initialization parameters, and clustered application servers and Linux servers.
- Used LDAP protocol for accessing and maintaining distributed directory information services over an Internet Protocol network. Supported application administrators, application developers with application and system design/architect, business analyst and configure PHP applications and database connections.



- Designed, developed reports using SSRS, and implemented Data Warehouse / DSS systems using Oracle Gather and analyze production database performance to ensure proficient performance on all production databases.

### Education & Certifications

- Miami North Western Sr. High School High School Diploma 1987
- FMU A.S. Degree CIS 1991
- Bachelor's Degree Information Technology, Argosy University 1995
- Master Degree Information Technology, Argosy University 2000.
- MCITP SQL Server DBA Certified, Oracle DBA Certified

### Technical Skills

- Proficient in Windows 2008-2017, Sun Solaris, Red Hat Linux, HP-UX, AIX, T-SQL, SQL\*Plus, PL/SQL, VMARE, UNIX Shell script Programming, Oracle, SQL Server, MySQL, Sybase versions 12-15, Sybase IQ, ASA, Unidata, Oracle 8-19c, Oracle Enterprise Manager (OEM)/Oracle Grid Control, Oracle E-Business Suite, Oracle Apps, Oracle Access Management, Oracle Hyperion, Big Data, Banner 8, Banner 9, Degree Works, Scribe, Dynamic SQL, definitions, RMAN, Oracle RAC, Data Guard, Oracle Steams, Export/Import, Data pump, SQL Server versions 6.5-2017, SQL Server Replication, SQL Server Cluster, SQL Server AlwaysOn, Microsoft Azure, Azure Security, Azure Virtual machine, Business Analysis, Oracle Business Objects, SQL Server Business Objects, SSIS, SSRS, SSAS, Java, and HTML. MCITP SQL Server DBA Certified, Microsoft Stack development tools, Cassandra, MongoDB and PostgreSQL

### Chronological Order Work Experience

**Omega Biz Inc. Atlanta, GA**

**Oct 2006 to**

**Present**

**Sr. DBA Consultant**

- Served as Sr. DBA Team Lead for PostgreSQL, SQL Server and Oracle database related projects.
- Implemented backup and recovery plans, performance tuning, and Disaster recovery plans for Oracle, SQL Server, SQL Anywhere, Sybase, MySQL and PostgreSQL.
- Provided knowledge transfer to junior DBA's internally on database best practices and lead efforts to implement PostgreSQL, SQL Server and Oracle related projects from scratch.
- Installed and setup replicated instance of Oracle database for supporting Internet application and reporting.
- Implementing Database Auditing and PCI compliance for database security policies.
- Implemented Oracle RAC, SQL Server Always, MySQL Cluster, MySQL Replication, PostgreSQL Replication and Cassandra Cluster to project based requests.
- Designed and developed data model for application enhancements. Implementing Oracle Database Vault.

- Implement Database PCI compliance. Oracle database audit assessment.
- Re-organized database and re-architected application server to resolve performance issues.
- Monitored database and application, tuned SQL queries, indexes, Oracle initialization parameters, and clustered application servers and Linux servers.
- Used LDAP protocol for accessing and maintaining distributed directory information services over an Internet Protocol network. Supported application administrators, application developers with application and system design/architect, business analyst and configure PHP applications and database connections.
- Designed, developed reports using SSRS, and implemented Data Warehouse / DSS systems using Oracle Gather and analyze production database performance to ensure proficient performance on all production databases.
- Databases supported on Windows, Unix and Linux. Unix scripting and creating crontab jobs for automated Database tasks.
- Provisioning databases using Delphix appliances.
- Migrating Oracle RDSM, SQL Server RDMBS, MySQL RDBMS, PostgreSQL RDBMS, and Cassandra RDBMS to AWS RDS, AWS EC2 and Microsoft Azure Cloud platforms.

**Omega Biz-Weather Channel, Atlanta, GA**  
**2006 Sr. DBA Consultant**

**March 2004-Oct**

Serve as DBA Architect Team Lead.

- Provided data modeling, database schema design, and database management policy and procedure documentation. Implemented enterprise apps such as PeopleSoft, Oracle Financials, Maximo and Great Plains. Implemented Database Audit and Security Policy & Procedures documentation. Installed, configured and administered Prod, QA and Test Oracle RAC environment for high availability. Installed, configured and administered Production, QA and Test SQL Server Cluster environment for high availability. Set up standby Oracle, SQL Server, Sybase, ASA and MySQL database servers for Disaster recovery. Created and modified physical database objects. Upgraded Oracle instance from Oracle 8i to Oracle 9i. Upgraded SQL Server instance from SQL Server 2000 to SQL Server 2005. Backup and recovery of databases and documented the procedure. Create test databases from the production environment.
- Create and maintain users, privileges, views, tables, synonyms, sequences and indexes in Oracle 8i, 9i, 10g SQL Server 2000 and SQL Server 2005 as per the need. Managed stand-alone report servers and their jobs. Supported PostgreSQL and SQL Anywhere RDBMS platforms as well. Provided 24x7 on-call support for OLTP database and disaster recovery support.

**NAMB, Alpharetta, GA**  
**2004**

**March 1999-March**

### DBA Manager

- Served as Database Manager.
- Implemented Database Management Policy & Procedures documentation.
- Managed Oracle, SQL Server, PostgreSQL, SQL Anywhere, Sybase, and MySQL databases for both Production and Development environments. Served as DBA Manager over 5 DBA's. Developed strategic database architecture plans and data modeling for Oracle, SQL Server, MySQL and Sybase databases. Developed and implemented database triggers, T-SQL and stored procedures within Oracle, SQL Server and Sybase. Managed and maintained Oracle instances 8i and 9i and SQL Server 6.5, 7.0 & 2000 Databases both production and development environments.

**Dept. Of Aviation, City of Atlanta**  
**March 1999**  
**DBA Manager**

**April 1997-**

- Provided production and development DBA Support Services for Oracle, SQL Server, SQL Anywhere, Sybase and MySQL database platforms. Managed a team of 5 Junior DBA's. Implemented and managed Maximo Data Warehouse Enterprise System. Provided Backup and Recovery plan for Oracle, SQL Server and MySQL Database platforms.

### 1.2.1.10 Help Desk Support Resume 1

**Name - Nkwambi Akombo- Help Desk Support**

#### Summary Qualifications

- 9+ years of experience working as a Help Desk Support.
- Oversee the daily performance of company computer systems, virtual machines and all applications and software.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Setup equipment for employee use; Install Software, modify and repair hardware and resolve technical issues, ensure proper installation of cables, OS or appropriate software.
- Utilize SCCM to push applications to users, image pc's with specific images for corresponding divisions within the MDTA, remote desktop support to users.
- Use ticketing systems to monitor ticket queues, assign tickets to appropriate internal and external support, document my workflow, processes and actions taken to resolve any assigned duties.
- Image and re-image machines with specific images for corresponding divisions within the MDTA.
- Manage call flow and respond to technical support needs of customers including account issues with password, new user management, deleting users, software issues, outlook, cisco remote vpn login, issue updating calendar, assigning licenses, unable to utilize software, assigning roles and permissions in active directory, IE java issues.

- Identify and solve technical issues with a variety of diagnostics tools like command prompt, documented notes from colleagues, direct contact with vendors and senior technicians.
- Always demonstrate professionalism and courtesy with users and follow up with users to ensure optimal satisfaction.
- Install and configure wireless devices such Police Wireless MDC computers, mobile devices Verizon wireless computers utilizing mobile sim cards, telework home printers for users teleworking.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Remain up to date on latest technologies and solutions applicable to company products.

### Education & Certifications

- Associate of Applied Science, Cyber Security, PRINCE GEORGE'S COMMUNITY COLLEGE, Largo, MD 2020
- Completed coursework in Security+, Windows Operating System Administration, Linux Operating System, Hardware and Software Troubleshooting, Computer Forensics, Programming in Java, Microsoft office 365 Suite, Technical and Business Writing, and Speech and communication., GPA 3.77

### Certifications

- OCA Certified Associates (ORACLE)
- CLEARANCE Public Trust (ACTIVE)

### Technical Skills

- Desktop & Mobile Operating Systems: MS Windows 7, 10, and server 2012, 2016, 2019, Linux (Centos and Red hat, Oracle Solaris).
- Software: System Center Configuration Manager (SCCM), Windows Server Update Services (WSUS), Commvault, Dame ware, VMWare Mirage Console Maximo, Service Now, Remedy, Jira and TD Next Ticketing Systems, Net Support, Word, Excel, PowerPoint, Access, Project, SharePoint, Outlook, Skype for Business, MacAfee, Chrome, Firefox, Safari, Active Directory, Cisco Any Connect Secure Mobility Client, LogMeIn Rescue Technician, Horizon View Admin, Microsoft 365 Admin Center, Exchange Admin Center, Entrust Identity Guard Admin
- Programming Languages: Java, Raptor, Alice, Bash-Crontab
- Networking: LAN, VMWare Cloud Computing: Microsoft 365 Suite, Google Drive, Dropbox, Adobe Acrobat DC

### Chronological Order Work Experience

**Maryland Department of Transportation Authority (MDTA), Baltimore MD**  
**2020-Present**  
**Helpdesk Technician (Field Technician)**

- Oversee the daily performance of company computer systems, virtual machines and all applications and software.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Setup equipment for employee use; Install Software, modify and repair hardware and resolve technical issues, ensure proper installation of cables, OS or appropriate software.
- Utilize SCCM to push applications to users, image pc's with specific images for corresponding divisions within the MDTA, remote desktop support to users.
- Use ticketing systems to monitor ticket queues, assign tickets to appropriate internal and external support, document my workflow, processes and actions taken to resolve any assigned duties.
- Image and re-image machines with specific images for corresponding divisions within the MDTA.
- Manage call flow and respond to technical support needs of customers including account issues with password, new user management, deleting users, software issues, outlook, cisco remote vpn login, issue updating calendar, assigning licenses, unable to utilize software, assigning roles and permissions in active directory, IE java issues.
- Identify and solve technical issues with a variety of diagnostics tools like command prompt, documented notes from colleagues, direct contact with vendors and senior technicians.
- Always demonstrate professionalism and courtesy with users and follow up with users to ensure optimal satisfaction.
- Install and configure wireless devices such Police Wireless MDC computers, mobile devices Verizon wireless computers utilizing mobile sim cards, telework home printers for users teleworking.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Remain up to date on latest technologies and solutions applicable to company products.

**Insight Global (GRSI/NIH Contract), , Bethesda MD**  
**March 2020**  
**Service Desk Technician**

**December 2019-**

- First point of contact Providing technical support services to clients (NIH/NHLBI) while
- maintaining high customer service relationship with clients.
- Set up new desktop systems and configure laptops for incoming employees, loading required software and server permissions.
- Configure and deploy printers and scanners, assist clients reset device passwords to prevent cyber-attacks.

- Perform regular inventory, quality control and prepare maintenance reports.
- Consult with clients via telephone, skype, emails to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Troubleshoot and diagnose hardware and software issues, work with vendors and advance troubleshooting technicians to maintain proper functioning of all system hardware and software for clients.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.

**22nd Century Technology Inc (USPTO Contract), Alexandria VA    August 2019-  
September 2019  
System Deployment Technician**

- Assist with System migration from HP Laptops to Dell Laptops imaging to proper domain.
- Assist clients locate and restore missing files, folders, software's, and application patch and Push all required software after deployment using SCCM.
- Assist to Configure and deploy NANO-SERVERS in a virtual environment.
- Perform site evaluations, customer surveys, team audits and quality Control to make sure all systems function properly (all printers are connected, no glitch in software, system labelled correctly, docking stations function properly, all correct user display, and other technical issues as required).
- Assist clients with any technical issues, troubleshooting software issues (FAST, Outlook, Skype, and Cisco UC) fix minor issues and escalate major issues to ARP while providing excellent service and attention to customers when face-to-face or through phone conversations.
- Handle all delegated tasks, including documenting project reports daily, attending to all my tickets. Earned reputation for hard work and good attendance.

<b>Prince George's Community College, Largo, MD</b> <b>June 2019</b> <b>IT Helpdesk Technician</b>	<b>September 2017-</b>
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- First point of contact for technical support to students, faculty, and staff in need of assistance with general computing, network, and internet issues.
- Disassemble computer systems to troubleshoot and resolve hardware issues, provided local and remote Tier 1 IT support for hardware and software to students and company personnel.
- Deploy and set up workstations in accordance with regulations. Took part in a project that deployed over 400 PC's configuring the bios and Imaging via network within a specific time. Project was successful and finished ahead of schedule thereby reaching

our target goal, saving time, and establishing an atmosphere of trust and reliability in the organization.

- Closed 96% of trouble tickets received without escalation while providing excellent customer service with an expectation of 90% or greater average client satisfaction rate.
- Setup equipment for employee and student use, performing or ensuring proper installation of cables, or appropriate software, printers, large multimedia displays.
- Observe daily system performance in 100-user capacity labs; troubleshoot minor PC and network issues, install and repair minor hardware, software, or peripheral equipment's, following design or installation specifications and escalate major hardware or software problems or defective products to vendors or higher technicians for service.
- Work in a team environment with other technicians and departments such as hardware department, EV Team, PC Analyst to resolve issues, sharing and collaborating idea to accomplish the desired goal.
- Reset student's password in active directory.
- Train and supervise over 50 plus users in proper use techniques of certain software like Word,
- PowerPoint, Excel, Access, Project, SharePoint, Outlook, Chrome, Firefox printer systems.
- Obtain, document and track inventory of all PC equipment's and licenses for software.
- Attend staff meetings discussing system maintenance, requirements for new systems or modifications and issues surrounding work; maintained a 97% satisfaction rating over a 5-month period as an IT Technician at Prince George's Community College.

**Trinitech Consulting, Beltsville MD**  
**July 2017**  
**Linux/Unix Admin**

**October 2015-**

- Build servers by using installation, patching, and hardening tools. Maintain and support Unix and Linux system. Perform monitoring, analysis, and work remotely with systems.
- Perform advance installation of Linux servers (kick start).
- Perform Network troubleshooting using tools such as snoop, tcpdump, ping, subnet configuration and routing protocols.
- Introduce Solaris 10, RedHat and Centos 6.4 servers to the network: OS installation and configuration- standard and advanced (net installation and jumpstart)
- Harden, Patch, and upgrade (Solaris 10 servers using 10-Recommended patches), on production servers (live upgrade)
- Set up, configure, and troubleshoot TCP/IP, DHCP, DNS; NFS, CIFS, and Samba servers in a multi-platform LAN.
- Monitor and log management on UNIX and Windows servers, including processes, crash, and swap management, with password recovery and performance tuning.

- Setup a domain and an active directory on a Windows 2008 server; install and configure a samba server on Solaris 10 and mapping to the Windows 2008 server.
- Perform multi-platform volume management using LVM volume manager.
- Configure Apache and MySQL on Solaris 10 for virtual and web hosting; building and hosting websites; configure web hosting company DNS settings; install and configure samba for quick publishing using a third-party web page maker.
- Configure file and print sharing in windows and mapping network drives.

#### 1.2.1.11 *Help Desk Support Resume 2*

Name - Rolandus Sentosa- Help Desk Support	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 8+ years of experience working as a Help Desk Support.</li> <li>• The daily tasks for this position included performing maintenance inspection on a multitude of electrical equipment, e.g.: on computer hardware telecommunications equipment, global positioning systems receivers/transmitters, night vision devices, and the fabrication of Cat5e and fiber optic cables.</li> <li>• The use of specialized tools also became a norm as we use them daily to repair the customer's equipment. It was very common to have an electrical technical manual easily accessible.</li> <li>• Became proficient in the ability to record new faults and corrections and documenting the appropriate maintenance forms. Comfortable in speaking during meetings and forming professional ties with customers; all while providing excellent customer services.</li> <li>• Possess a Developed a high standard with keeping everything organized. Held a team leader position for 1 year, then was promoted to section leader for the Electronics Maintenance Shop.</li> <li>• Highly detail oriented with exceptional organizational and strong presentation skills. Prepared daily/weekly/monthly action plans to ensure focused activity.</li> <li>• Knowledgeable working/handling with hazardous equipment such as flammable materials and batteries.</li> <li>• Takes pride in the development of fellow colleagues by maintaining positive energy to have the team function at 110%. Possess an active and apt characteristic which led to the success of countless equipment rodeos, field missions and 2 deployments.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>• Redlands High School - Redlands, CA, August 2012 to June 2016</li> </ul>	
Technical Skills	

- Served 4 years in the United States Army as an electronics technician. Currently working a remote position, due to the COVID19 Pandemic, for Austin's Health and Human Services Commission Department (HHSC) as IT Deskside Support, Tier 2. Completely functional working in an electrical shop, call center, and capable to adapt to any work environment. I am proficient in troubleshooting computers, e.g.: determining hardware/software fault(s), searching for a solution(s), narrowing the root cause, and lastly executing the solution. Skillful at establishing relations with customers and coworkers. Completed countless technical tasks successfully. Able to work efficiently under immense stress. Knowledgeable with network technology; DHCP, DNS, switches, and Routing. Apt in many software programs including, but not limited to iTunes, Microsoft Office 365, iMovie, Google drive, Outlook, and many more. Experienced working under Microsoft Windows Administrator. I have proficiency in operating a Mac, Windows OS and I'm currently studying Linux OS. Completely competent with LAN/WAN optimization. Analyze system requirements, capacity, cost, and customer needs to determine recommendations. Excellent oral/written communication & problem-solving skills. Previous experience in a team environment and ability to multitask. Currently possess a valid security clearance and many more accredited certifications. Fluent in Bahasa Indonesia.

#### Chronological Order Work Experience

##### **Tier 2 Deskside Support Technician to Present Cognizant**

**September 2021**

- Working for this company was assigned to support Meta.
- Meta being a Mac heavy user environment, I was able to develop and grow my troubleshooting abilities in the MacOS. Working for Meta also exposed me to what it's like to truly multithread with users not only all over the spectrum but all over the globe.
- Powershell, terminal, AD, and Mobile Device Management were tools we used daily.
- Become an expert in troubleshooting 2 factor authentication issues, deploying laptops and mobile devices, Outlook issues, network issues, and any/all hardware related issues.
- While in this position, have multiple users thanking me for my commitment to their cases and my professionalism.

##### **IES Communications 2021 Help Desk Specialist**

**March 2021 to September**

- During this opportunity was placed in the Google Fiber operation and my technical, logical, and administrative prowess were put to the test.



- In this position I was able to put many hours into pulling, prepping, and splicing fiber optic cables.
- This role also demanded being proficient in reading blueprints, installing tracks, competent at solving puzzles, and building proper load plans in order to ensure the right tools and materials arrive at the jobsite.
- As a tech level 2 was tasked with leadership responsibilities and through my achievements I was trusted to be an acting Project lead.
- Being an acting Project lead further strengthens my communication and coordinating abilities.

**Austin's Health and Human Services Commission**  
**January 2021**  
**Tier 2 Deskside Support Technician**

**September 2020 to**

- The position honed-in and further improved soft skills, which was accomplished by having Tech's engage in cordial conversations to acquire data and aid the End User(s) current issue. Gained experience working in intermediate distribution frame rooms. Became proficient in BMC Remedy.
- Acquired more experience in Office 365, Adobe, and Cisco VPN. This position involved installing a variety of programs and applications ranging from: Cisco AnyConnect, AVAYA, Cisco Jabber, iTunes, ASPEN, etc.
- Some highlights and responsibilities for this position include: Print mapping, mapping shared drives, re-imaging laptops, conducting data transfers, and resolving hardware issues.

**Army - Fort Hood, TX**  
**October 2020**  
**Communication Representative**

**May 2017 to**

- This role was made to manage and keep account for all 15th Brigade Support Battalion's Bravo Company communication equipment.
- The duties consist of performing and coordinating a full scale inventory of the company's communication devices, distributing/receiving equipment to and from customers, conducting monthly maintenance checks, managing turn-ins with third party contractors for the unserviceable equipment, and reporting monthly status updates during maintenance meetings.

**Army - Fort Hood, TX**  
**October 2020**  
**Computer Detection Systems Repairer**

**October 2016 to**

- The daily tasks for this position included performing maintenance inspection on a multitude of electrical equipment, e.g.: on computer hardware telecommunications equipment, global positioning systems receivers/transmitters, night vision devices, and the fabrication of Cat5e and fiber optic cables.
- The use of specialized tools also became a norm as we use them daily to repair the customer's equipment. It was very common to have an electrical technical manual easily accessible.
- Became proficient in the ability to record new faults and corrections and documenting the appropriate maintenance forms. Comfortable in speaking during meetings and forming professional ties with customers; all while providing excellent customer services.
- Possess a Developed a high standard with keeping everything organized. Held a team leader position for 1 year, then was promoted to section leader for the Electronics Maintenance Shop.
- Highly detail oriented with exceptional organizational and strong presentation skills. Prepared daily/weekly/monthly action plans to ensure focused activity.
- Knowledgeable working/handling with hazardous equipment such as flammable materials and batteries.
- Takes pride in the development of fellow colleagues by maintaining positive energy to have the team function at 110%. Possess an active and apt characteristic which led to the success of countless equipment rodeos, field missions and 2 deployments.

#### 1.2.1.12 *Help Desk Support Resume 3*

Name - Chant (Shawn) Manilay- Help Desk Support	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Help Desk Support.</li> <li>• Providing technical support and resolving incoming issue via ServiceNow, on-site and other methods of communication including from vendors and internal employees on-site and remote.</li> <li>• Responsible for handling escalation and triage.</li> <li>• Performing recovery testing to confirm availability of systems where outages have occurred.</li> <li>• Documenting and tracking status of client inquiries, coordinate appropriate response and follow-up to ensure client satisfaction.</li> <li>• Participating in the analysis of client identified issues of problems which may require changes to department procedures, standards, or systems</li> <li>• Evaluating effectiveness of a new utilities and tools.</li> <li>• Rolling out and implementing software updates via AD including group policies and securities.</li> <li>• Maintaining and monitoring servers of outages, RDP issue and access issue.</li> <li>• Troubleshooting software and operating systems such as MAC O/S, Windows, VMware, O365, Pulse VPN and VDI issue.</li> <li>• Troubleshooting Dell laptops/Desktop, Mac laptop/Mini, Android/iPhone, and other peripheral devices.</li> </ul>	



- Troubleshooting and configuring network issue such as LAN, VLAN and wireless
- Troubleshooting and configuring MFA, RSA, AD access and other securities issue (Black Carbon/Zsacalr).
- Procuring and building desktop/laptop for end users, vendors, and servers.
- Handling Inbound & Outbound calls while working tickets in the SysAid Ticketing system queue regarding payroll, HR and function/operating issue related to the Oracle E-commerce suite.

#### Education & Certifications

- Financial Planning, Seneca College of Applied Arts and Technology
- Computer Engineering Technology, Seneca College of Applied Arts and Technology
- Microsoft Certified: Azure Fundamentals

#### Technical Skills

- AWS, Google, and IBM, MAC O/S, Windows, VMware, O365, Pulse VPN and VDI

#### Chronological Order Work Experience

##### **Prudential Financial – Dresher, PA Help Desk Analyst**

**11/2021 – 04/2022**

- Providing technical support and resolving incoming issue via ServiceNow, on-site and other methods of communication including from vendors and internal employees on-site and remote.
- Responsible for handling escalation and triage.
- Performing recovery testing to confirm availability of systems where outages have occurred.
- Documenting and tracking status of client inquiries, coordinate appropriate response and follow-up to ensure client satisfaction.
- Participating in the analysis of client identified issues of problems which may require changes to department procedures, standards, or systems
- Evaluating effectiveness of a new utilities and tools.
- Rolling out and implementing software updates via AD including group policies and securities.
- Maintaining and monitoring servers of outages, RDP issue and access issue.
- Troubleshooting software and operating systems such as MAC O/S, Windows, VMware, O365, Pulse VPN and VDI issue.
- Troubleshooting Dell laptops/Desktop, Mac laptop/Mini, Android/iPhone, and other peripheral devices.
- Troubleshooting and configuring network issue such as LAN, VLAN and wireless
- Troubleshooting and configuring MFA, RSA, AD access and other securities issue (Black Carbon/Zsacalr).
- Procuring and building desktop/laptop for end users, vendors, and servers.
- Handling Inbound & Outbound calls while working tickets in the SysAid Ticketing system queue regarding payroll, HR and function/operating issue related to the Oracle E-commerce suite.

**City of Philadelphia – Philadelphia, PA**  
**Help Desk Analyst II**

**06/2019 – 11/2021**

- The City of Brotherly Love – Philadelphia, Pennsylvania’s largest city, is notable for its rich history on display at the Liberty Bell, Independence Hall, and other American Revolutionary sites.
- Work on escalations and escalating issue to appropriate queue in priority
- Monitor Oracle for disruption and server outage, and security breach from social engineering
- Monitor phone queue and support queue remotely
- Provide a communication bridge for the central finance to 48 departments in the City of Philadelphia of changes and current affair
- Reporting and analyzing the status of activities, issues, and time to the City Committee, Director and Deputy of more than 48 Departments - track and report on individual project metrics via daily and weekly team meetings.

**Comcast Business – Philadelphia, PA**  
**Sr. Lead Cloud Solution Specialist T2 (Project Management)**

**04/2016 – 06/2019**

- Provided post-sale support, demonstrated, and acted as product consultant and Subject Matter Expert to evaluated on the impact customer make on reducing sales breakage and increasing the customer life span of purchased SaaS applications such as but not limited to O365, Cloud data and applications, cloud backup, security applications & assessment, web hosting and domain service
- Monitored, triaged, and handled different level of escalations including department T1/T2, corporate, engineer and vendors in accordance with proper SLA via emails, CRM, Remedy, and other internal CRM ticketing systems
- Handled and the point of contact for Comcast to Microsoft for escalations security violations, provisioning issue, compromised account, abuse usage and application issue.
- Implemented and configured O365 Securities and compliance (HIPPA, CPI and other) for the Exchange server, MFA, and Azure
- Created, provisioned, and managed users and guest users on Azure AD for rights and privileges included checking audit logs, de-federated domains
- Migrated data from Exchange, One-Drive, SharePoint (limited), Workspace (G-Suite) and other servers
- Exposed and hands-on to Azure ExpressRoute and other cloud infrastructure such as AWS, Google, and IBM.
- Assisted and troubleshoot user-end issue such as network, workstation, anti-phishing, security threats and preventions
- Configured and troubleshoot DNS for Exchange Server on O365 cloud, web hosting and domain resolutions
- Implemented, configured, and troubleshoot firewall, backups and other SaaS applications and remote desktop support
- On special projects such as Hex migration of over 100K accounts to the cloud, liaison to vendors for SaaS, liaison to sales team, fill-in supervisor role, tier 1/T2/T3/Corp. & AD escalation team, Billing/Move API project, AppHelp team lead, Enterprise Cloud Connect Project, process mapping and implementation including training.

<p><b>Comcast (Contractor) - Philadelphia, PA</b>  <b>Customer Security Assurance Tech II (Comcast Contractor)</b></p> <p>Services focused on meeting the technical demands of today's business and recognizing that all the clients have unique challenges, Fahrenheit IT work together to craft a solution to solve client's immediate and long-term staffing challenges.</p> <ul style="list-style-type: none"> <li>• High call volume center and able to handle more than 80 calls per day</li> <li>• Investigated, documented, and resolved abuse and fraud-related security issues including applications and hardware.</li> <li>• Practical and technical knowledge with hardware, firmware, software, and concepts such as routers and firewalls</li> <li>• Responding carefully to abuse, fraud and security related phone, email, and chat requests for support while remediation software for security protection and breaches.</li> <li>• Resolved security issues and concepts such as Spam, Spyware, Viruses, Bots/Botnets</li> <li>• Monitored processing and discussing highly sensitive information, as well as, media, that may be controversial or offensive in nature, as relates to customer security issues that could have possible legal implications.</li> <li>• Proficient with Remedy Ticketing System and other Comcast proprietary security software and applications</li> <li>• Reviewing customer's security and policy discretion and educate customers to prevent future occurrences.</li> </ul>	<p><b>01/2016 – 04/2016</b></p>
<p><b>PHILIDORRX Services, LLC - Hatboro, PA</b>  <b>Pharmacy Claims Specialist (Adjudication)</b></p> <ul style="list-style-type: none"> <li>• Provides pharmacy dispensing services, insurance reimbursement support, and exceptional customer service to patients and physicians nationwide.</li> <li>• Helped adjudicating complex reimbursement and insurance benefit claims.</li> <li>• Researched health plan prescription claims rejections/denials and coding issues that could result in a patient not receiving their medication as prescribed or prescription denial.</li> <li>• Processed prescription insurance claims using a combination of various established and customized computer-based applications.</li> <li>• Verified patient, prescription, and third-party payer information to ensure efficient and valid claims adjudication.</li> <li>• Investigated all rejected claims to identify issues and solutions.</li> <li>• Corresponded with insurance companies for determination of eligibility, plan limitations, and appropriate billing of claims.</li> <li>• Identified and elevated questionable claims, authorizations, or system issues to the proper management, as appropriate</li> <li>• Processed up to 11 claims per hour to contribute to 15,000 prescriptions processed daily by adjudication department while maintaining a baseline 3% error rate or lower.</li> </ul>	<p><b>10/2015 - 11/2015</b></p>
<p><b>COMCAST Corporation – Horsham, PA</b>  <b>Customer Service Technical Specialist (Telephony, Internet &amp; Cable)</b></p>	<p><b>09/2014-08/2015</b></p>

A global media and technology company with two primary businesses, Comcast Cable and NBC Universal.

- Achieved 80% First Call Resolution and De-escalation in handling Billing, T.V, Internet and Telephony issues with urgency ownership and accountability.
- Performed complex diagnostic troubleshooting to resolve voice, video & data service issues & inquiries.
- Leveraged a variety of software applications and hardware such as Telnet, Remedy, telephone switches and provisioning, SharePoint, Windows 7, Outlook, Cisco modems and port configuring, Cisco and Avaya phone system, IPAT, AMDOCS, ACSR, ESD and many more
- Built, configured, and troubleshoot phone switches, Cloud PBX and VoIP including network issue
- Acted as a product consultant and recommendation to businesses by articulating Comcast product features and benefits based on customer's business needs
- Consistently achieved a Highly Effective employee status at Comcast, and awarded Best-of-the-Best

#### 1.2.1.13 IT Service Continuity Analyst Resume 1

**Name - Mahesh Ramachandra- IT Analyst**

##### **Summary Qualifications**

- 15+ years of experience working as an IT Analyst.
- Architect Hybrid cloud implementation, integrating On-perm VMware environment with Azure.
- Migrating existing on-premises applications to the cloud, using Azure Site Recovery services.
- Hands-on implementation of Azure operations dealing with IAAS infrastructure (VM's, Virtual Networking, Azure services, Web site deployments) and deploying applications as PAAS (Websites).
- Implementing New Azure Services like Backup vaults, Recovery service vaults, Operation Management Suite, cost-estimation.
- Implemented Web application firewall and Azure Front Door for DDoS protection.
- Define cloud network architecture using Azure virtual networks, VPN and express route to establish connectivity between on premise and cloud.
- Develop PowerShell scripts and ARM templates to automate the provisioning and deployment process.
- Design and develop cloud-specific security policies, GPO and restriction policies.
- Leveraged Azure Sentinel to integrate Azure security center, Azure AD, Firewalls.
- Designing and deploying Microsoft defender ATP through Intune/Config Manager.
- Enabling Azure Defender on subscriptions to protect Azure and hybrid resources to protect management ports of VM.
- Protecting virtual machines data by using Azure disk encryption using BitLocker for windows and dm-crypt for Linux VMs.
- Working with Microsoft to understand new solutions for Azure.
- Plan, Design, and Implement Enterprise-wide IT solutions.
- Design and Implement enterprise-wide IT management platform used for managing and protecting windows-based machines.
- Design and implement remote desktop services for publishing applications.
- Design and Implement Automation solution for Microsoft patch deployment.

- Automating windows server patch deployment using Ivanti Automation and manual tasks like post patching checks using PowerShell.
- Provide detailed specifications for proposed solutions.
- Assess the business impact that certain technical choices have.
- Plan and implement migration of IT infrastructure from Old to New solution.
- Securing the application environment by implementing the security best practices, hardening the Operating system.
- Managing regular Microsoft updates single-handedly and harden operating system to enhance security.
- Created/validated configuration items to detect problematic and critical incidents and address the issue in time.

### Education & Certifications

- Bachelor of Engineering, Vishweshwariah Technological University

#### Certificates

- Microsoft Certified Solutions Expert (MCSE) – Cloud Platform and Infrastructure
- Introduction to AWS Organizations.
- AWS Cloud Practitioner Essentials.
- AI-102T00-A Designing and Implementing a Microsoft Azure AI Solution, Microsoft.
- AZ-500T00-A Microsoft Azure Security Technologies – Microsoft.
- DP-420T00-A Designing and Implementing Cloud-Native Applications Using Microsoft Azure Cosmos DB – Microsoft
- AZ-500T00-A Microsoft Azure Security Technologies – Microsoft
- AZ-700T00-A: Designing and Implementing Microsoft Azure Networking Solutions - Microsoft
- DP-203 Data Engineering on Microsoft Azure WorkshopPLUS, Microsoft.
- AZ-104 Microsoft Azure Administrator, Microsoft ESI program.
- 70-534 Architecting Microsoft Azure Solution, Microsoft
- 70-533 Implementing Microsoft Azure Infrastructure Solutions
- SQL Server: Hardware and Software Configuration - Pragmatic Works
- SQL Server: Always On Availability groups and Failover cluster instance
- SQL Server: Performance Tuning and Optimization – Microsoft
- 70-410 Installing and Configuring Windows Server 2012
- 70-411 Administering Windows Server 2012, Microsoft
- 70-412 Configuring Advanced Windows Server 2012 Services, Microsoft
- Windows server 2008 Active Directory and Configuration, Microsoft
- Microsoft® Certified System Administrator: Windows Server 2003, Microsoft
- Microsoft® Certified Technology Specialist: SCCM 2012, Microsoft
- Implementing and Managing Microsoft Exchange Server 2003, Microsoft
- Installing, Configuring and Administering Win XP Professional, Microsoft
- Information Technology Infrastructure Library (ITIL), TUV SUD Akademie GmbH

### Technical Skills



- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Technical &amp; Solution Architect</li><li>• SQL</li><li>• Azure Data Engineering</li><li>• Windows &amp; Internet Security</li><li>• Network infrastructure (Azure)</li><li>• Client Relations</li><li>• Docker</li><li>• Synapse and Azure data factory</li><li>• IT Software &amp; Hardware</li><li>• Devops</li><li>• Git</li><li>• Power BI</li></ul> | <ul style="list-style-type: none"><li>• Process optimization</li><li>• System Implementation</li><li>• Technical Training and Support</li><li>• High Availability and Clustering</li><li>• PowerShell</li><li>• Azure &amp; Windows Azure Pack</li><li>• Hardware Virtualization</li><li>• System Center Suite</li><li>• Citrix</li><li>• Datacenter infrastructure</li><li>• Active Directory &amp; Azure AD</li><li>• Python</li></ul> |
|--|--|

### Chronological Order Work Experience

**Avid Systems (two clients; Department of Healthcare and Finance, Office of Chief Technology Officer)**

**Client: - Office of Chief Technology Officer (OCTO), Washington DC. Jan 2018-Oct 2023**

**Sr. Consultant**

- Architect Hybrid cloud implementation, integrating On-perm VMware environment with Azure.
- Migrating existing on-premises applications to the cloud, using Azure Site Recovery services.
- Hands-on implementation of Azure operations dealing with IAAS infrastructure (VM's, Virtual Networking, Azure services, Web site deployments) and deploying applications as PAAS (Websites).
- Implementing New Azure Services like Backup vaults, Recovery service vaults, Operation Management Suite, cost-estimation.
- Implemented Web application firewall and Azure Front Door for DDoS protection.
- Define cloud network architecture using Azure virtual networks, VPN and express route to establish connectivity between on premise and cloud.
- Develop PowerShell scripts and ARM templates to automate the provisioning and deployment process.
- Design and develop cloud-specific security policies, GPO and restriction policies.
- Leveraged Azure Sentinel to integrate Azure security center, Azure AD, Firewalls.
- Designing and deploying Microsoft defender ATP through Intune/Config Manager.
- Enabling Azure Defender on subscriptions to protect Azure and hybrid resources to protect management ports of VM.
- Protecting virtual machines data by using Azure disk encryption using BitLocker for windows and dm-crypt for Linux VMs.

- Working with Microsoft to understand new solutions for Azure.
- Plan, Design, and Implement Enterprise-wide IT solutions.
- Design and Implement enterprise-wide IT management platform used for managing and protecting windows-based machines.
- Design and implement remote desktop services for publishing applications.
- Design and Implement Automation solution for Microsoft patch deployment.
- Automating windows server patch deployment using Ivanti Automation and manual tasks like post patching checks using PowerShell.
- Provide detailed specifications for proposed solutions.
- Assess the business impact that certain technical choices have.
- Plan and implement migration of IT infrastructure from Old to New solution.
- Securing the application environment by implementing the security best practices, hardening the Operating system.
- Managing regular Microsoft updates single-handedly and harden operating system to enhance security.
- Created/validated configuration items to detect problematic and critical incidents and address the issue in time.
- Work on Delivery and provide Support for all security patch deployment related issues.
- Plan meetings with Vendors and attend product related webinars.
- Provide documentation for knowledge sharing sessions and provide feedback within the team. Prepared runbooks and design documents.
- Work on incident management, change management and problem management.
- Working as an escalation point, helping server administrators with root cause analysis.
- Work on disaster recovery process, Virtual Machine snapshot maintenance.
- Work on Infrastructure risk and compliance reports.
- Engage in IT audits.
- Attending daily meetings and providing updates on project status.
- Attend change advisory board meetings.
- Participate and Engage in new IT solution evaluation.

**Client: - Department of Health Care Finance (DHCF), Washington DC.**  
**Azure/Windows Consultant**

- Solution Architect technologically complex IT systems, like Analytical platform system (massively parallel processing data warehouse), Statistical Analysis systems (SAS).
- Architect Azure Synapse Analytics.
- Understand the client's business requirements and provide technical solution to meet their business goals.

- Engage key stakeholders in project meetings.
- Architect Hybrid cloud implementation, by integrating on-premises SQL data warehouse and Azure SQL Data Warehouse.
- Architect Azure online backup and Operations Manager Implementation.
- Design various Microsoft system center suite products like SCOM, SCCM and SCDPM. SCCM used for Security Patch deployment , software installation and devices management. Intune was used as co-management solution with SCCM to manage mobile devices. Intune used for device enrollment and to remote wipe.
- Design hardware virtualization infrastructure by using Microsoft Hyper-V technology.
- Architect and Implement virtual desktop infrastructure (VDI) by using Citrix xendesktop 7.9 for remote contractors to access resources and employees use VDI as backup solutions during laptop issues.
- Architect and implement Dell Just Bunch of Disks (JBOD) storage systems and allocate the LUN to backup server to store backups.
- Implemented Azure file share to consolidate on-perm file servers and synchronize files , also to access text files from various healthcare providers to load into Azure SQL databases.
- Scale API infrastructure up or down as needed
- Set up and configure load balancers to distribute traffic across multiple API servers
- Monitor API performance and identify bottlenecks
- Configure security measures to protect APIs from unauthorized access
- Design cross forest Active directory trust to enable access to resources across domains.
- Securing the application environment by implementing the security best practices, enforcing GPO, hardening the Operating system and enable the TLS by using the certificates.
- Setup a datacenter for the client, the tasks involved are Assembling Dell enterprise grade servers in Racks, configure power distribution unit, configure uninterrupted power supply and LAN cable connectivity, and configured the operating systems to host various software.
- Administering application of such technologies as Azure, Microsoft Analytics Platform System (APS), Statistical Analysis System and PowerShell.
- Configuring Splunk Cloud data inputs and outputs
- Monitoring and troubleshooting Splunk Cloud performance and health
- Implementing and managing Splunk Cloud security policies and procedures
- Providing support to Splunk Cloud users
- Migrating data to and from Splunk Cloud
- Troubleshooting Splunk Cloud integration issues
- Holding responsibility for gathering the requirements and their analysis, implementing, and deploying enhancements and instance specific changes, building (installing, configuring, and deploying) environments on new operating systems.

- Azure cost management is done by enforcing Azure policies and to track unused resources and usage.
- Managing regular updates of single-handedly and harden operating system to enhance security.
- Created/validated configuration items to detect problematic and critical incidents and address the issue in time.
- Monitor the environment for any problems and work towards resolution.
- Work on Delivery and provide Support for all IT Infrastructure Management related services.
- Analyze and provide feedback on latest technology improvements to clients.
- Plan and deploy security updates monthly in all servers, this will ensure that there are no vulnerabilities and servers are secured.
- Monitor software releases and upgrade from vendors, plan and deploy after getting approval from stakeholders.

**HANU Software Solution INC. (Client: Department of Healthcare and Finance) Sept 2016-Jan 2018**  
**Azure Cloud Architect**

- Architect various Medicaid data warehouse infrastructure components.
- Architect Hybrid cloud implementation, by integrating on-premises SQL data warehouse and Azure SQL Data Warehouse.
- Architect Azure online backup and Operations Manager Implementation.
- Design various Microsoft system center suite products like SCOM, SCCM and SCDPM.
- Design hardware virtualization infrastructure by using Microsoft Hyper-V technology.
- Design software virtualization infrastructure by using Citrix xendesktop 7.9
- Administering application of such technologies as Azure, Microsoft Analytics Platform System (APS), Statistical Analysis System and PowerShell.
- Holding responsibility for gathering the requirements and their analysis, implementing, and deploying enhancements and instance specific changes, building (installing, configuring and deploying) environments on new operating systems.
- Managing regular updates of singlehandedly and harden operating system to enhance security.
- Created/validated configuration items to detect problematic and critical incidents and address the issue in time.
- Monitor the environment for any problems and work towards resolution.

**Accenture Services PVT. LTD (Four Clients: MTN, Unilever, KPN Pacific, Morgan Stanley) Feb 2008-Sep 2016**  
**Sr. Windows Server Administrator**

- MTN Group is a South Africa-based multinational mobile telecommunications company, operating in many African, European, and Middle Eastern countries. The MTN Business Cloud Suite is based on a Microsoft Validated, Cloud (Infrastructure and Applications) based on Microsoft Leading technologies. The MTN Cloud leverages these leading technologies to provide a consistent platform across datacenters utilizing shared technologies for the Virtualization Layer, Systems Management, and Identity.
- Key Responsibilities:
- Administered Active Directory services, WSUS, Windows Failover Cluster, Hyper-V 2012 R2, as well as maintained and managed Domain Controllers, DNS & DHCP servers.
- Installed, configured, maintained, and monitored File Servers and backup using System Center Data Protection Manager.
- Supported Windows Azure Pack (IaaS & DaaS offering), System Center Suite Products (SCVMM, SCOM, DPM).
- Held responsibility for Windows patch deployment, Microsoft Data Protection Manager (backup and restore support), as well as operated system center orchestrator (runbook automation).
- Solved critical incidents, managed changes, and problems along with replication and enforcement of Group Policies.

#### 1.2.1.14 *IT Service Continuity Analyst Resume 2*

Name - Paul Russell- IT Analyst	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as an IT Analyst.</li> <li>• Educated &amp; executed globally actionable Continuity &amp; Disaster Recovery program &amp; plans</li> <li>• BIA results driven implementation program lead for dozens of viable recovery solutions</li> <li>• Delivered programs in adherence to financial governance, policy, &amp; (global) regulatory &amp; compliance.</li> <li>• Disaster Recovery Process owner for international financial company</li> <li>• Program SME established, elevated &amp; further matured process by executing exercises net</li> <li>• Trained &amp; implemented advancements elevating recovery exercise scope for 20 years</li> <li>• Expert coordinating &amp; execution of Disaster Recovery exercises for 1 or multiple applications as well as data center tests; includes setting scope, objectives, project plan, status reports, leading planning sessions, review of test plans, and issue tracking/resolution supporting business processes</li> <li>• Implemented TT&amp;E, Maintenance, Audit &amp; Reporting structure including &amp; Real Event programs</li> <li>• Strategic planning leader introducing new concepts, providing guidance, direction to elevate technical programs across many initiatives assigned by Sr. leaders</li> </ul>	

- Expert reporting to governance, policy, regulatory & compliance
- Assessed multitudes of business continuity, & disaster recovery plans
- Authored technical procedures, SOPs, instructions, & other
- Managed 30 direct reports, while responsible for \$1M+ daily cash flow
- Negotiated free upgrade paths hardware purchase, saving client \$400k
- Process improvement in redundancy elimination by current-state assessment, associated risk identification & GAP analysis
- Recovery Plan design, development, testing, execution, audit & reporting, maintenance
- Multiple platforms UNIX, VMWare & Windows, MF. Sybase, Oracle, EMC/ .net replications
- Elevating programs, across healthcare (Longwood Medical Children's hospital, GE Health, Sanofi\Genzyme pharmaceutical) financial services (State Street Bank), academia & government (MIT's Lincoln Lab & NCDIT\ISO).
- Broad, high-level understanding of the retail and institutional broker/dealer and banking industry, including technology, back-office operations, and servicing, (ref State Street Bank below).

#### Education & Certifications

- Novell Network Engineering & LAN, WAN & Data Comm. Technology Certification, Boston University Boston, MA
- (Wentworth Institute of Technology), GTE Sylvania technical School Boston, MA, Certified Telecommunications Program
- Worcester Vocational \ Technical Trade, Worcester, MA, Electrical Principles & Applications
- GED, General Educational Development

#### Technical Skills

- UNIX, VMWare & Windows, MF. Sybase, Oracle, EMC/ .net replications

#### Chronological Order Work Experience

**NCDIT, Raleigh, NC** **March 2016 – Current**  
**Continuity & Disaster Recovery Program Expert Consultant**

- BC DR Expert working closely with Security team leads implementing program for both tactical & strategic goals. Contributing author to statewide IT Policy, based on NIST Special Publication 800-34 Rev. 1. Align policy based requirements by developing & applying standards, methodologies, templates and project plans. Also worked within NIST Special Publication 800-53 Revision 4, have reported into IBM Open Pages.
- Collaborate with peers in oversight for directional alignment for ongoing improvement.

**BC /Disaster Recovery to Liberty Mutual Insurance, Portsmouth, NH December 2015 – February 2016**

- Project leader to IT coordinating disaster recovery / continuity activities, for production implementations, ongoing maintenance, and DRE planning process.

**Genzyme, Westborough, MA** **Feb. 2015 – December 2015**  
**Business Continuity & Disaster Recovery Analyst**

- Program consultant to global healthcare manufacturing company, for Business Continuity Planning & Disaster Recovery program. BIA results applied & executed in a Disaster Recovery exercise of 2 manufacturing sites, led complete disaster recovery strategic precedent exercise.

**Continuity Program & Disaster Recovery Planning AVP State Street Bank, N. Quincy, MA 2000 – July 2014**

- Internal consultant for Continuity Planning & Disaster Recovery: in governance, policy, regulatory (FFIEC, ITIL & others) & compliance. Develop & document DR standards for Corporate Systems & Applications. Manage internal clients, colleagues, & vendor relationships. Led business needs analysis to identify internal & or external dependencies.
- Disaster Recovery Exercise process owner/SME:
- Produced, trained & led corporate recovery exercise process, identifying roles & responsibilities, for global implementation. Subject matter expert to Pre planning, Execution, & Posttest activities. Created multitudes of IT Application Recovery plans
- Business Continuity Planning and Testing:
- Lead plan development, test, report & implement according to policies & procedures to protect data and activities in the event of a disaster or emergency. Assess business plans identifying gaps, & risk exposure.
- Technical Continuity Solution Development:
- Recommending solutions to business in optimizing for viable recovery plans. Design, produce, test, maintain & advance plans for large scale, & individual application recovery. Coordinate & manage tests for numerous critical business functions. Led dozens of recovery exercises for multiple applications. Implemented and maintain a central repository for all DR documentation. Initiated & implemented vendor solution for use in emergency response.
- Recovery Expert:
- Process owner expert, identified recovery GAPS, recommended mitigations by various controls & Regulatory work, including FFEIC, etc. Maintain program status & reporting to business & technical Sr. management

**MIT Lincoln Laboratory, Lexington, MA  
IT Project Manager, Lead, & Analyst**

**1993 – 2000**

- Produced & executed plan for cabling plant upgrade for live transfer of +3,000 new outlets.
- Updated recovery procedures for emergency response and operations.
- Computer Sciences Corp. \Global Information Services @ Electric Boat Groton, CT
- Implemented multiple IT projects. Managed vendors, employees and subcontractors.
- Reduced process time by 1 year, substantial cost savings realized.
- CareGroup, Beth Israel Deaconess Medical Center, Boston, MA
- Implemented IT Governance, & produced IT contingency plans.
- JPMorgan Chase Bank, Boston, MA
- Produced recovery plan, built & managed team to implement disaster recovery data center site.
- Negotiated 30% capital investment in vendor savings for AIX platform.
- Interviewed, hired, led through execution DR build out team

- Children's Hospital, Boston, MA
- Produced project plan & implemented Voice & Data Network infrastructure. Directed execution teams to roll out new implementations. Negotiations for time, resources, vendors, within medical community.
- Data Comm Systems, Natick, MA
- Produced & managed multiple WAN implementation plans. Managed clients' expectations.
- MIT Lincoln Laboratory, Lexington, MA
- Led team ensuring Telephone & Data services, move 1000 scientists, & supported entire process
- Defined validation methodology. Authored & implemented help desk procedures

#### 1.2.1.15 IT Service Continuity Analyst Resume 3

Name - Ravishankar Narayanappa- IT Analyst	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as an IT Analyst.</li> <li>• Business Automation is strength (LINQ)</li> <li>• Experienced in developing UI (.NET and CFML)</li> <li>• Proficient in Windows Server Administration (Batch/Power Shell) &amp; SQL Administration (DBA)</li> <li>• Expertise in Servers Virtualization, Lifting &amp; Shifting (Hyper-VM, VM-Ware, and Virtual Box)</li> <li>• Web App development experience (ColdFusion/ASP.NET/JavaScript/HTML5/CSS/XML)</li> <li>• Mobile Applications development (Windows CE, Web API using SOAP/REST)</li> <li>• Domain AD Security Layer development experience for Windows Apps and ColdFusion Web Apps (LDAP)</li> <li>• Proficient in SQL Data mining and Data migration (MS-SQL)</li> <li>• Digitized customer-facing documents and automated workflows (RPA)</li> <li>• Have developed Chat-Bots (Azure, AWS)</li> <li>• Have exposure to Lambda, Dynamo DB, and Server migration to Cloud (AWS)</li> <li>• Worked on Google end-user products on daily basis (GCP)</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>• BS in business commerce, St. Joseph's Evening College, Bangalore University, INDIA - 1988</li> <li>• PG-Diploma in Business Administration, St. Joseph's College of Busn. Admin., INDIA - 1990</li> </ul>	
Coursework	
<ul style="list-style-type: none"> <li>• Security+, Digital Forensics, and Virtual Computing</li> </ul>	

- MS-Windows Server Administration and Linux Administration
- Visual Studio .NET Programming and ASP.NET Programming
- JAVA Programming, JavaScript Programming, and Dynamic web page scripting
- iOS Swift/Xcode Programming
- Microsoft Azure Power BI, AWS tools, and Oracle Cloud Technologies
- eQMS - Master Control Systems Administration in Document Control Module & Training Module
- Project Management & Business Process Controls

#### Technical Skills

- WSO2 APIM, JIRA, Confluence, MS-Visio, Miro, Java, DB2 SQL, Oracle, SOAP-UI, Postman, ISAM, TDS, Service-Now, ER-Design, Tufin Secure-Track, Git-Hub

#### Chronological Order Work Experience

**Gilead Sciences/Kite-Pharma**  
**Sep 2023**  
**IT Support Lead**

**Nov 2022 –**

- As a contractor, worked for KitePharma a life science company, who are into T-cell reengineering and Research to develop innovative medicines in the areas of unmet medical needs like oncology immunotherapy products.
- IT-Tech-Ops and supported the PD and GMSAT divisions. I served as a liaison between the business units and the IT organization to provide technical solutions to meet user needs and the organization's mission.
- Responsibilities were to gather project requirements, analyze existing processes, document flows, create source-to-target mappings, generate UML diagrams, developing gap analyses and propose new solutions that support decision-making.
- As a Scientific Data Management System administrator, Manager, and point of contact, my responsibilities were geared towards Architecting, configuring and maintaining multiple GxP-compliant Servers per industry standards that are dedicated to clinical trials.
- As a product SME, I have streamlined the prerequisites to set up and implement COTS web applications like Labkey and Benchling, and have also designed the Wire Frames to custom develop application modules to capture the clinical trial paper batch records using method called Double Blind Data Entry.
- Have actively collaborated with cross-functional teams and was instrumental in architecting technology roadmaps, and have translated several business needs into technical specifications.
- Have custom designed applications per R&D specifications and as per IT technical standards, and have built Proof-Of-Concept to check the feasibility. I have proficiency in designing and Architecting Wire Frames.

- Have collaborated with SaaS SERVICE-NOW team and MS-SCORCH team to integrate and automate catalogs to facilitate end-users to self-service their access requests.
- Have collaborated with API integration team to integrate using APIGEE a SaaS API Manager to read data securely using HL7/FHIR standard attributes from SDMS to port data into AWS/Athena Database.
- Have used DICOM viewers to retrieve and view the digitally stored images related to patients.
- Have developed detailed Business/Technical requirements spec, Architecture diagrams, and Solution diagrams.
- Have performed risk analysis and have identified and authored test plans to strategically address the negative aspects during the application build.
- Have the ability to support configuration review, testing, defect management. Have conducted code reviews, Unit Testing, and UATs to identify and report bugs.
- Have performed a deep SQL DB data mining to design ETL mechanisms to port data into AWS cloud Data Warehouse for analytics having target databases like Athena, Postgres and RedShift.
- Have demonstrated proficiency and thorough knowledge of computer system validation requirements, have led and influenced new initiatives in a global organization & have managed the projects with tight timelines.
- Have experience with Incident Management, Support Management, and development of SOPs and Protocols, have authored URS, FRS, FDS, CS, IQ, POQ, User & Admin Manuals in Veeva-Vault that are critical to implementation.
- Have completed project requirements including documentation in a timely manner within promised timeframes.
- During the integration, I worked on several SaaS Applications and technologies that circled around Veeva-Vault, Benchling, Labkey, APIGEE, Postman, JIRA, Confluence, Softerra, Athena, PostgreSQL, Red-Shift, Glue, PySpark, DBeaver, ServiceNow, MS-SCORCH, PS, OKTA, Tru-U, URL redirection and many more.

**H&A  
2022**

**June 2022–OCT**

**Senior Systems Analyst**

- As an independent contractor worked on SQL Automation projects for FinTech Space. As a solution provider and architect, successfully designed and implemented a hands-off SSIS automation for a fleet management company.
- The process involved migration and synchronization of data between the Fleet Management Application and MS-Dynamics-Great-Plains Application which is extremely data-heavy and business logic-heavy.

- Designed, developed, configured, and successfully deployed the ETL automation packages that import billing data files in CSV/EXCEL format, exported from Fleet Management System.
- Developed SQL scripts, stored procedures, cursors, functions, and including XML elements queries to implement a conditional mechanism to send e-Mails in HTML format related to SSIS step progression status, and relevant analytics, to selected recipients using IS Query method on SQL backend.
- Also used SQL Server Profiler to monitor, analyze, fine tune and mitigate the performance related aspects.
- Responsibilities include gathering project requirements, analyzing existing processes, documenting technical flows, creating source-to-target mappings, generating sequence diagrams, developing gap analyses, proposing new automation solutions, and providing business analytics that supports decision-making.

**Prime Therapeutics  
2022**

**Oct 2021 – Apr**

**Business Systems Analyst**

- Worked as a product development and implementation consultant on an AGILE team in the clinical review department for a Pharmacy Benefits Management (PBM) company that is engaged in Drug Management.
- Contributions were in the design and implementation of a new Web service, a REST API for external consumption in Pharmacy Tech Space.
- Responsibilities include analyzing existing Web APIs, collating data from SQL backend for analytics, gathering and analyzing external client requirements, translating them into technical logic, building JIRA stories to put acceptance criteria in place to facilitate application development that adhered to FHIR and NCPDP standards, and also documenting security layer integration, draw technical flows, sequence diagrams, design and develop canonical schemas, BRDs, FRDs, STTs, and Web API Implementation guide.
- Incorporated the HL7/FHIR V4 and NCPDP standards to exchange healthcare data securely with external consumers in compliance with the Healthcare industry standards. The NCPDP standard canonical attribute names that were tied to the JSON or XML embedded elements, were used to present the WEB API response content.
- Have performed extensive code review for the newly built application, fine tuned the MS SQL code to improvise the server performance, identified the database environment discrepancies and also analyzed the server hops and connectivity issues from trouble shooting perspective.
- During the Web API Implementation, I had to take advantage of various hybrid technologies for hardware and software integration that circled around WSO2 APIM, JIRA, Confluence, MS-Visio, Miro, Java, DB2 SQL, Oracle, SOAP-UI, Postman,

ISAM, TDS, Service-Now, ER-Design, Tufin Secure-Track, Git-Hub and many more.

- Collaborated with Project Managers, Product Owners, Solution Architects, Enterprise Hardware Integrators, other cross-functional teams, and Security specialists to understand the current process flows and trending security aspects to put Web API in place within a tight timeline.

**STAAR Surgical  
2021**

**Oct 2015 – Jul**

**IT-Business Systems Analyst**

- As an IT-Business Systems Analyst worked for STAAR Surgical, for 5.9 years, a class-III medical device manufacturer specializing in the design, development, and manufacture of implantable refractive lenses.
- Implemented and supported application systems related to Quality and manufacturing and have led several project teams that are responsible for the design and development of complex web-based apps
- Worked closely with project managers, product owners, architects, quality engineers, and also with end-users to document the current state of the business processes including gap analysis. I have proposed and architected future business processes by studying the best business practices and design needs.
- Responsibility was to help implement and maintain e-QMS, which is a CFR 21 part 11, part 820, and ISO 13485 compliant app, and also to integrate with on-premise domain AD. one of the certified systems administrators and a significant contributor to its implementation. developed numerous SQL scripts to port data from ETQ to MC platforms. Supported end-users and maintained related servers 24/7.
- Developed applications using MS visual studio .NET framework 4.5 in conjunction with Printer manufacturer's SDKs to automate ERP Info-Flo work orders label printing onto Brother SMART printer and authored validation protocols to fulfill the CAPA requirements.
- Architected and built a Data Warehouse web server on the virtual platform from scratch and migrated all the resident databases from MS-SQL-2000 to MS-SQL-2008 Server, and also enhanced web application in ColdFusion and made it functional, and also developed and integrated LDAP security protocol authentication layer, and converted old DTS packages to SSIS using BI Development Studio as part of SQL backend ETL automation using SQL-Agent, in turn, integrated data warehouse server with Azure Power-BI workspace on the cloud for data files synchronization at scheduled intervals to reflect the most recent information on the dashboards. Have developed numerous batch programs to address various automation aspects like scheduling to e-Mail reports, delete redundant temporary files as part of the server hard disc cleanup process. Automated DB image backup processes using batch & power-shell scripts. Also consolidated several servers onto a single host. Supported and maintained the Data Warehouse server 24/7.

- Installed and implemented RPA failover servers on premise on the MS virtual platform and worked on a 'Robotic Process Automation' tool to create workflows and capture ERP data ports and digitize customer-facing documents such as Invoices, Purchase Orders, and many more, by weaving streamed data file content onto predefined templates using VB-Script and Java-Script, to make it a paperless office with the go green direction. And I have also authored SOWs and BRDs to put the PoC in place. The objective is to eliminate printers, and consumables in a long run, and also to mitigate the use of expensive pre-printed stationery, and also to e-Mail the digitized PDF files on demand to the end client.
- Have automated and implemented MS Power-BI Analytics App on AZURE Cloud platform to support Global Sales reports/Charts using large data sets that are exported from ERP. Have published power apps to help the end-users to view dashboards that would help in their daily activities. Trained users to design/manage custom power reports. Have integrated real-time direct queries using a built-in power BI enterprise gateway by connecting to the external on-premise MS-SQL data sources.
- Have performed an extensive code review for COTS applications and also for systems developed by external contractors using .NET technologies in conjunction with MS-SQL database server-side code.

**3M  
2015  
Field Engineer**

**Nov 2009 – May**

- As an application developer and integrator worked for 3M, a dental device manufacturer for 5.7 years, developing Windows applications, Windows services, Web applications, Web services, and Windows mobile applications using .NET technologies, for a Health Care Business unit.
- Rendered consultation in the areas of process control & automation and re-engineered the Machine interface for a Laser Marking Machine that etches Product information on capsules as part of the GAMP.
- Helped to migrate BW and CRM modules Data from IMES into SAP during SAP implementation.
- Enhanced Windows CE mobile application using .NET Framework for their supply chain operations.
- App built on client-server architecture with MS-SQL backend & has barcode Scan, image capture functionality, interfaced with ZEBRA handheld Blue Tooth printers for QC label printing.
- A CFR 21 Part 11 compliant app embedded with web services to enforce AD user authentication.
- Customized an analytics app for Windows CE Tablets.
- Used SOAP and REST based web APIs to update IMES Application backend MS-SQL Database.

- Have developed a QC inspection App for the incoming materials for windows tablets.
- Have designed a click view app that uses custom defined test methods & Smart algorithms for material Inspection.
- A CFR 21 Part 11 compliant app generates DHR in a pdf format to facilitate an FDA Audit.
- Have developed a middleware to integrate IMES application with a SQL backend and a PLC-controlled smart storage Kardex Remstar shuttle with a robotic extractor. The VLM and Vertical Carousel shuttles are used in the warehouse for Smart SKU Storage & Inventory and shelf space optimization, and order picking and put-away operations that are integrated with ERP.

#### 1.2.1.16 Network Engineer Resume 1

Name - Shamir Patel- Network Engineer	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Network Engineer.</li> <li>• BGP Peering with Financial Institute for Low-Latency Market-Data/FIX and trading solutions.</li> <li>• Implemented and Generate Cisco Implemented and Configured Palo Alto Firewalls for new datacenter; Upgraded/Migrated Legacy Firewalls.</li> <li>• Maintains and Implemented Daily Firewalls Tickets for Provisioning and decommissioned policies and NAT Rules.</li> <li>• Built-out new Site to Site VPN and Global Protect (Remote VPN) for corporate users with DUO and AD integrations.</li> <li>• Deployed SSL Decryption, URL Security Intelligence, DNS Security Intelligence, Intrusion-Policy in Panaroma.</li> <li>• Designed and Implemented MP-BGP EVPN-VxLAN – Spine/Leaf Switches in New Datacenters in Equinix Facilities.</li> <li>• Implementing and troubleshooting BGP/OSPF Route Filtering, Redistribution, Summarization, IP prefix-list on network.</li> <li>• Upgrading Cisco Nexus 9K Switches, Fabric-path, Configured vPC, Managed ports density and Managed trouble tickets.</li> <li>• Configured AWS VPC, Subnets, Direct Connect, Private link, Gateway, NAT, Route tables and Endpoints.</li> <li>• Designed and Implemented Configuration Template for switches and routers by using Python3 and csv files.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>• Computer Information System, Attended St. Charles County College, St. Peters, MO</li> <li>• Cisco Certified Network Professional (CCNP, CCNA)</li> <li>• Microsoft Certified System Engineer (MCSE, MCSA + Messaging)</li> </ul>	
Technical Skills	

- Hardware: Cisco H/W, Digital Pentiums, Dell, IBM, HP/Compaq, Client/Server, Enterprise HP Printer, Routers, Switches and Firewalls
- Software: MSOffice 2019, Internet Explorer, Lotus suite, Remedy, ServiceNow, Outlook MS-mail, Symantec-McAfee Antivirus, XLS, F5 LTM, Citrix NetScaler, VMware 5.0/6.0, Veritas/Symantec Auto-exec and Solar-wind.
- Protocols: TCP/IP (including SMTP, NNTP, FTP, HTTP, PPP) IPX/SPX, NetBEUI, SNMP, IP, RIP/RIPv2, EIGRP, OSPF and BGPv4.
- Services: SMS, DHCP, WINS, DNS, FTP/FTPS, WEB, PROXY, IPSec, SSL, CERTIFICATE, EFS, SQL, NEWS and MAIL.
- O/S: Windows 2003/2008/2012/NT/XP/7/8 and 10 Professional, Novell 4.x, DOS 6.22, Linux and Cisco IOS/NX.

### Chronological Order Work Experience

<b>Apex System, (TD Ameritrade)</b>	<b>03/2022</b>	<b>to</b>
<b>Current</b>		
<b>Sr. Network Engineer</b>		

- BGP Peering with Financial Institute for Low-Latency Market-Data/FIX and trading solutions.
- Implemented and Generate Cisco Implemented and Configured Palo Alto Firewalls for new datacenter; Upgraded/Migrated Legacy Firewalls.
- Maintains and Implemented Daily Firewalls Tickets for Provisioning and decommissioned policies and NAT Rules.
- Built-out new Site to Site VPN and Global Protect (Remote VPN) for corporate users with DUO and AD integrations.
- Deployed SSL Decryption, URL Security Intelligence, DNS Security Intelligence, Intrusion-Policy in Panaroma.
- Designed and Implemented MP-BGP EVPN-VxLAN – Spine/Leaf Switches in New Datacenters in Equinix Facilities.
- Implementing and troubleshooting BGP/OSPF Route Filtering, Redistribution, Summarization, IP prefix-list on network.
- Upgrading Cisco Nexus 9K Switches, Fabric-path, Configured vPC, Managed ports density and Managed trouble tickets.
- Configured AWS VPC, Subnets, Direct Connect, Private link, Gateway, NAT, Route tables and Endpoints.
- Designed and Implemented Configuration Template for switches and routers by using Python3 and csv files.

<b>COMMERZBANK, New York, NY</b>	<b>10/2019</b>	<b>to</b>
<b>02/2022</b>		
<b>Sr. Network Engineer</b>		

- Responsible for Architecture Design, Project Management, Security, Integration and Management of Network Systems.
- Administrating FMC-FTD Firewalls, CISCO LAN Switches, Routers, Wireless LAN Controller, Access-Point, F5 Load-Balancers, Security log reporting, firewall rule updates, NAT Rules, DMZ segments and Zone-based security.
- Hands-on experience deploying Nexus 9K/7K/5K/2K Series of Data Center switches, designing 10G core infrastructure consolidating/migrating from catalyst 4500's to catalyst 9400 and Meraki Pplatforms. Upgraded code on L2/L3 devices.
- Designing and deploying EIGRP, OSPF, BGP, MPLS-VPN protocols and routing technologies for connecting data centers to remote locations. Implementing LAN Infrastructure using L2/L3 Switching, VLAN, VPC, STP and Trunking technologies.
- Managed Cisco ISE 3655 devices for NAC (dot1x), Guest Wireless Sponsor, Patch, Certificate and Backup/Restores.
- Administrating Cisco Wireless and Wired Dot1x RADIUS authentication for enterprise Users/Computers and TACACS for Device Administration. Configuring Cisco Catalyst Switches (C3PL/NAC) for Dot1x authentication.
- Designing and Implementation in building/Co-Lo DMZ, and integration of firewalls with Gateway Anti-Virus and Web Filtering applications from Bluecoats. Administrator and operation of daily proxy and firewall troubleshooting tickets.
- Monitor Enterprise networks by using SolarWinds and Grafana also Managed EM7, Wireshark. Net brain, Splunk, ServiceNow, Jira, HPNA (Micro focus Network Automation).

**TP iCAP, Jersey City**  
**to 8/2019**  
**Sr. Network Engineer**

**02/19**

- Implemented and Configured new Cisco Nexus 7K/5K/2K FEX module for new datacenter; Upgraded/Migrated Legacy Firewall into Cisco FTD/FMC System; Implemented Firepower threat detection, Web Filter, Malware/Antivirus Function.
- Implementing and troubleshooting BGP/EIGRP Route Filtering, Redistribution, Summarization, IP prefix-list on network.
- Replaced OLD Access switches into 3850 Stacks; Also Configured new 9300 Catalyst Access Switches and Distribution.
- Replaced old Circuit with New ISP with higher bandwidth for customers. (11 Sites)
- Replaced OLD F5 into Citrix NetScaler Load-Balancer (LB/GSLB) between two Datacenters.

**GAF, Parsippany, NJ**  
**05/2017 to 9/2018**  
**Sr. Network Engineer**

- Implementing and managing Citrix NetScaler SDX and MPX Appliances for Load/Balancer, GSLB and SSL Off-Loadings.
- Implementing and troubleshooting on Cisco LAN Switches 6500/4500 and Nexus Switches 7000 and FEX 2000 switches.
- Upgraded all ISP circuits for 25+ sites and configured BGP into MPLS Clouds.
- Configuring and implementing Palo Alto PA3250 (ACL, NAT Security Features) Firewall for regional Sites.
- Redesigned ASA for AnyConnect VPN and site to site VPN, Upgraded to next-generation Firewalls.
- Perform analysis and diagnosis of highly complex firewall (ASA/Palo Alto) problems in the data center environment; Also, troubleshooting network related issues, and managed daily open tickets, & Change Control.

**AECOM, Piscataway, NJ**

**09/2013**

—

**04/2017**

**Network Engineer  
Global Network**

- Designing, Implementing, and troubleshooting on Cisco LAN Switches 6500/4500/3750 and Nexus Switches, Cisco Routers such as ISR4300/ASR1001/ISR2900 (EIGRP/BGP/MPLS/DMVPN/VRF-Lite) and Cisco ASA Firewall 5500-5585x Generation.
- Troubleshooting large scale networks (100K+ nodes), Infrastructure consolidation after mergers and acquisitions with 400+ sites.
- Participated in Project and Implemented Global WAN integrated Network and Regional Local Area Networks
- Managed and Setup more than 100 Site-to-Site VPNs and Remote VPNs including cisco any-clients plus cisco SSL VPNs.
- Managed IOS ZBF configuration/troubleshooting for Small Sites and Managed Riverbed WAN Optimization Application.
- Participated in Project and Implemented Global WAN integrated Network and Regional Local Area Networks.
- Designed and implemented multiple DMZs for customer's requirement and secure communication between each other's Zone.
- Implemented and supported over 100+ sites of dual-connected MPLS and DMVPN (Redistribute BGP/EIGRP) for redundancy.

**Deallogic Inc. New York, NY**

**04/2012-7/2013**

**IT (Infra) Global Team  
Infrastructure Engineer**

- Designing and Implementing Cisco LAN Switches, Cisco Routers (MPLS) and Managed Firewalls with IPS/Proxy Futures.
- Migrated OSPF network into iBGP and External BGP with service providers with multiple sites for Auto Failover/Failback.
- Managed all Layers 2/3 Best Practice Project with Cisco Devices and upgraded all latest IOS software on Routers/Switches.
- Responsible for designing and installing wireless network infrastructure, Cisco LAN Controller, and 2600 Access Point.
- Managed more than 3000 clients facing secure banking Web Application and live trading information data in COLO Location.
- Managed Citrix NetScaler MPX 5550 series for LOAD-BALACING/Global Load Balancing and High-Availability, Managed SSL-Offloading and PKI certification, Managed SSL and IPsec VPN between branch office with Failover Internet Connectivity

**Reval Inc. New York, NY**  
**04/2012**

**10/2011 –**

**NetOps – IT (consultant)**  
**Network Engineer**

Administrating Cisco ASA firewalls, CISCO LAN Switches, Routers, Security log reporting, firewall rule updates, NAT Rules, DMZ segments and ACL-based security.

- Upgraded IOS images on Firewall, Switches and Routers, Implemented Monitor Servers (Syslog/PRTG) ACS TACACS+ Appliances and Monitored security functions and ensured optimal safety at all times.
- Strong knowledge and experience with Cisco 35xx, 37xx, 4500, 6513 switches with HSRP and Ether-channels. Switching technologies (VLANs, Span Tree). Design VLANs, Private VLANs and Access Control Lists.
- Managed Windows 2008 servers, including DFS System, GPO, and Exchange 2010 with Hosted base security for exchange.

**D.F. King and Co, (Sage Holdings) New York, NY**  
**to 07/2011**

**09/2008**

**MIS – Information Systems**  
**Sr. Network Administrator**

- Administrating maintaining and troubleshooting the Windows 2003/08 Multi-Domain environments, also network equipment including Cisco ASA firewalls, CISCO LAN switches, Routers, Security log reporting, firewall rule updates, NAT Rules, DMZ segments, ACL-based security and IPS Firewall modules AIP-SSM 20.

- Configured & troubleshooting of Site-to-Site VPN and Remote VPN Clients, Configure Cisco switches with VLANs and trunks.
- Engaged in redesigning LANs to best suite load balancing, failover and performance requirements that included HSRP, VRRP, MST, RSTP and GLBP also Experience with 18xx, 26xx, 36xx, 37xx, 75xx series routers, various catalyst series switches.
- Managed and troubleshooting of Windows 2003/2010 Exchange Cluster/DAG Environments with 700 mailboxes, McAfee SPAM/VIRUS security appliance; And Managed Symantec Exec 2010 Backup Software for new Exchange 2010 Servers.

### 1.2.1.17 Network Engineer Resume 2

Name - Neeraj Nelson- Network Engineer	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Network Engineer.</li> <li>• Architecture, Designed and implemented enterprise network for many companies.</li> <li>• Upgraded Aruba wireless infrastructure for AAA (Automobile Club of Southern California) to mobility conductor version 8x.</li> <li>• Upgraded and configured wireless for Lake Elsinore school district. Maintained security upgrade for clear pass, airwave etc. Aps 225, 300 series etc.</li> <li>• Upgraded Aruba 8300 switches for United Talent Agency of Los Angeles</li> <li>• Expert in warehouse, outdoor, and point-to-point RF design</li> <li>• Configured Cisco Catalyst 9800 controllers and deployed Wi-Fi 6</li> <li>• Used Ekahau for the Site Surveys.</li> <li>• Configured and installed wireless equipment, wireless LAN (WLAN) standards, design, and protocols. I have excellent analytical and problem-solving skills.</li> <li>• Upgraded Juniper Switches for Law firm at Los Angeles.</li> <li>• Upgraded FortiGate firewall for I-Hope restaurant chain, Sketcher Shoes, Guess, Cinema companies etc.</li> <li>• Design and implementation of security infrastructure for clients focusing on Cisco Firepower and ASA suite of products.</li> <li>• Configured and installed Cisco NGFW FMC and FTD firewalls at multiple customers.</li> <li>• Upgrade VMware ESXI host and VCenter to 7.0 version on Cisco UCS platform</li> <li>• Upgraded Windows server 2012, 2016, 2019 to windows server 2022 in Azure Cloud Hybrid environment.</li> <li>• Upgraded Veeam backup to Version 11.</li> <li>• Troubleshoot day to day Network operation problems.</li> <li>• Configured Secure access service edge (SASE) network architecture to combines VPN and SD-WAN capabilities with cloud-native security functions such as secure web gateways, cloud access security brokers, firewalls, and zero-trust network access.</li> <li>• Configured PKI (Public Key Infrastructure) software infrastructure technology to protect the security of the communications and business transaction on the network.</li> <li>• Worked with DigiCert certificate management and security solutions to secure client and businesses.</li> <li>• Have hands on experience with SSL/TLS, S/MIME, Code Signing, 802.1x, EAP-TLS, etc.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>• Bachelor of Science in Computer Science, California State University, Long Beach, CA, 1991</li> </ul>	

- Bachelor of Science in Electrical Engineering, Alpha Polytechnic, Bombay, India, 1979
- Bachelor of Arts in Economics, JIWAJI University, Gwalior, India, 1975
- Microsoft Certified Systems Engineer Windows 2000 (MCSE)
- Microsoft Certified Systems Engineer NT 4.0 (MCSE)
- Microsoft Certified Professional + Internet (MCP+I)
- Microsoft Certified Professional (MCP)
- Certified Novell Administrator (CNA)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- Nortel Networks Certified Support Expert (NNCSE)
- Checkpoint Certified Systems Engineer (CCSE)
- Checkpoint Certified Systems Administrator (CCSA)
- Palo Alto Networks Certified Network Security Administrator (PCNSA)
- Fortinet Network Security Architect (NSE7)
- Citrix Certified Administrator (CSA)
- Silver Peak Certified SDWAN Professional (SPSP)
- Silver Peak Certified SDWAN Expert (SPSX)

#### **Technical Skills**

- Protocols: TCP, IP, SNMP, BGP4, EIGRP, OSPF, RIPII, IGRP, IGMP, MPLS, VXLAN, DMVPN and DVMRP. CoS, QoS, SDN, LACP, VRF, DNS, IPAM, EIGRP, OSPF, MLAG, GRE, L2VPN, EVPN, Pseudo wire, IPsec, MACSEC, SIP, RTP, MGCP, H.323, and SCCP, Broadcast, Multicast, OMP, LISP, REST, OpenFlow, Radius, TACACS+ etc.
- Experience on Technologies and concepts like Implementing VLAN, FHRP, HSRP, VRRP, GLBP, RSTP, PVSTP, PVSTP+, CEF, VCC, VPC, VTP, VDC, VSS, GRE and troubleshooting issues. Virtual Private LAN Services (VPLS), Virtual Extensible LAN (VXLAN), high availability (HA) and resiliency architectures
- Operating Systems / Software: Visio, Lotus Notes, Microsoft Office, Remedy, Novell, NT4.0, Windows XP, 2000, 2003, 2008, 2012, 2016, 2019 Windows 7, 8, 10, Oracle, SQL, SMS, Tivoli, Compaq's CIM, Veritas backup, CatOS, WebOS, Python, Jason, Power Shell, Meraki System Manager etc.
- Hardware: Compaq ProLiant series servers, HP servers, IBM Netfinity servers, Dell servers, Cisco 1600, 2500, 2600, 3000, 4000, and 7000 Routers and Cisco Catalyst 1900, 2900, 3500, 5000, 5500, 6500 Nexus 2000, 5000, 7000, 9000, Cisco ASR 9000 Switches. Meraki MS450-L3-Stack-Aggregation-12x40G, MS355-L3-Stacking-UPOE, MS350-L3-Stacking, MS250-L3-Stacking, MS225-L2, MS210-L2-POE, MS125-L2-10G-POE-740W, MS120-L2, MX450, MX250, MX100, MX-84, MX68-802.11AC, Z3C, MR86, MR84, MR76, MR56, MR53E, MR44-WiFi 6, MR36, MG21E-Cellular, MV72X, MV32, MV22, MV12, MT20, MT12, MT10

- Network Monitoring Tools: NetFlow Tracker, Wireshark, Cisco LMS, Cisco Call Manager, Elastic, and Splunk, Solar Wind, Netprofiler, Tufin, Meraki Cloud Dashboard, Kiwi Syslog etc.

### Chronological Order Work Experience

#### **Secured Retail Network**

**Mar. 2022 –**

#### **Current**

#### **Senior Architect Network Engineer**

- This company is HP and FortiGate Partner and service provider for many global enterprises' companies.
- Architecture, Designed and implemented enterprise network for many companies.
- Upgraded Aruba wireless infrastructure for AAA (Automobile Club of Southern California) to mobility conductor version 8x.
- Upgraded and configured wireless for Lake Elsinore school district. Maintained security upgrade for clear pass, airwave etc. Aps 225, 300 series etc.
- Upgraded Aruba 8300 switches for United Talent Agency of Los Angeles
- Expert in warehouse, outdoor, and point-to-point RF design
- Configured Cisco Catalyst 9800 controllers and deployed Wi-Fi 6
- Used Ekahau for the Site Surveys.
- Configured and installed wireless equipment, wireless LAN (WLAN) standards, design, and protocols. I have excellent analytical and problem-solving skills.
- Upgraded Juniper Switches for Law firm at Los Angeles.
- Upgraded FortiGate firewall for I-Hope restaurant chain, Sketcher Shoes, Guess, Cinema companies etc.
- Design and implementation of security infrastructure for clients focusing on Cisco Firepower and ASA suite of products.
- Configured and installed Cisco NGFW FMC and FTD firewalls at multiple customers.
- Upgrade VMware ESXI host and VCenter to 7.0 version on Cisco UCS platform
- Upgraded Windows server 2012, 2016, 2019 to windows server 2022 in Azure Cloud Hybrid environment.
- Upgraded Veeam backup to Version 11.
- Troubleshoot day to day Network operation problems.
- Configured Secure access service edge (SASE) network architecture to combines VPN and SD-WAN capabilities with cloud-native security functions such as secure web gateways, cloud access security brokers, firewalls, and zero-trust network access.

- Configured PKI (Public Key Infrastructure) software infrastructure technology to protect the security of the communications and business transaction on the network.
- Worked with DigiCert certificate management and security solutions to secure client and businesses.
- Have hands on experience with SSL/TLS, S/MIME, Code Signing, 802.1x, EAP-TLS, etc.

**Panasonic  
2022**

**Dec. 2021 – Feb.**

**Senior Architect Network Engineer**

- Took part in the network Planning to move 4000+ Users to the new Location.
- Upgraded and configured over 120 Cisco C9300 access layer stackable switches in 10 IDF.
- Upgraded and configured new Cisco C9606 core switch and removed cisco nexus 7000.
- Connected Gigamon, Fortinet firewall, Storage, Dell and other appliances to the core switch.
- Used SolarWinds Network Performance Monitor, NetFlow Traffic Analyzer, Network Configuration Manager, Database Performance Analyzer, Log & Event Manager, Server & Application Monitor.
- Troubleshoot day to day Network problems.

**Emcore / Systron Donner  
2021**

**Jun. 2019 – Nov.**

**Senior Architect Network Engineer**

- Implemented Zscaler in Production for the cloud security and VPN. ZCCA-IA and ZCCA-PA.
- Configured and maintained Palo Alto PA-850, PA-3020, PA-3050. Implemented VM-300 in the cloud Installed Panorama on VMware for the management of multiple Palo Alto firewalls. Cleaned up and Consolidated policy rules.
- Installed new Palo Alto firewalls in HA mode at multiple locations.
- Deployed Palo Alto PA-3220 Firewalls in Active/Passive HA pair to use “Equal Cost Multi-Path”. Configured Global Connect Client.
- Deployed Wildfire (Unknown threat prevention).
- Design and implemented Meraki SD-WAN solution.
- Diagnose cloud-based Cisco Meraki firewalls, switches and Access Points using Meraki dashboard API, Automation Scripting.
- Created template to configure multiple cisco Meraki appliances.
- Maintained regular updates on Cisco Meraki features and technology on Cisco Meraki appliances.

- Configured and administered Fire-Mon (Firewall and Network Security Management, Forti-Analyzer (Security-Driven Analytics and Log Management).
- Configured QoS on the firewalls to support Identification, marking and prioritization of VoIP traffic using Panorama.
- Configured and maintained Pulse Secure Juniper MAG2600 dual authentication device. Implemented Pulse secure PSA3000 in the cloud.
- Installed and configured Cisco ASA firewall, any connect client. Configured Duo factor Authentication.
- Installed, Configured and Maintained Alien Vault in the VMware on premises and in the cloud. Created and installed Sensor.
- Installed and configured VMware ESX/ESXI, vMA center (vSphere Management Assistant), vCenter Server.
- Installed configured and maintained cisco ISE (Identity Services Engine) to streamline security policy management.
- Installed and configured Cisco DNA (Digital Network Architecture) to provide software driven approach and automation.
- WAN installing and troubleshooting circuit problems (MPLS, T1, OCxx, DS3) and traffic shaping/QoS etc.
- Installed and configured SD Wan (Cisco ACI, Viptela, Silver peak). Used Python language.
- Experience with Layer 3 routing (BGP, EIGRP, OSPF, HSRP, VRRP) and Layer 4-8 troubleshooting Good networking knowledge in Layer 2 technologies (Spanning Tree, VTP, 802.1Q, Dynamic/Private VLAN)
- Configured and maintained all aspect of the AWS and Azure in the cloud. EC2, ELB, RDS, S3, Route53, VPC, Cloud formation, SSM and Transit gateway.
- Installed and configured Z-Scaler client connector as per corporate policy for the remote users.
- Upgraded, Configured, and maintained Cisco ASR 1001-X, ISR 4321, 3925, 2921, routers, HP Aruba 2930M stackable, Cisco 2960 XR Catalyst, WS-C4500/10G Catalyst, switches.
- Configured, and maintained Aruba HPE Flex Fabric core 5940 Switch. Upgraded to Com-ware Version 7 OS
- Upgraded, Configured and Maintained Brocade 6450 and 6430 switches.
- Architecture and implemented enterprise wireless network using HP Aruba 7205 Wireless Controller, IAP 315 and AP 315. Upgraded all the equipment's firmware and software. In the entire campus multistory buildings. Installed OM3 Fiber optic cables with 10 GB trunk link between different building and different floors. Did wireless heat map survey before and after the implementation. Created several VLAN and multiple SSID for the wireless traffic to connect to network.
- Configured Aruba clear pass for agentless visibility, dynamic roll-based access control, seamless security enforcement and response across wired and wireless networks.

- Configured Aruba Central for cloud network management and operations thus reducing cyber risk with role-based policy enforcement.
- Configured Aruba Air wave to provides a flexible platform for maintaining the reliability and performance of Aruba access points, controllers, switches, and selected multi-vendor devices.
- Migrated Aruba 3810M switches to Aruba CX-6300 series switches.
- Configured cloud-based network performance monitoring and analyzing tool; Aruba net insight to compare the performance of similar Wi-Fi environment and then recommended configurations to improve the network.
- Configured and maintained cloud managed wireless Cisco Meraki MR 32, MR 42 Access Points.
- Analyzed SIEM and Monitor their server logs, firewall logs, intrusion detection logs, and network traffic for unusual or suspicious activity.
- Provide overall management of the SPLUNK platform to search, analyze, secure, compliance and visualize the machine-generated data gathered from the websites.
- Performed penetration testing of all systems to identify system vulnerabilities.
- Configured and maintained SolarWinds Network Performance Monitor, NetFlow Traffic Analyzer, Network Configuration Manager, Database Performance Analyzer, Log & Event Manager, Server & Application Monitor.
- Architecture ITAR and NIST 800-171, Sarbanes-Oxley (SOX) compliance facility from ground UP. Created new MDF, IDF to facilitate additional employees. Upgraded to 40 Gb backbone using OM3 fiber optic cables.
- Advanced knowledge of audit and security best practices (NIST, PCI, ISO).
- Advanced knowledge of call queuing, routing, recording, reporting and administration. IVR, speech analytics outbound dialer, and virtual hold/callback.
- Advanced knowledge of voice and/or collaboration experience, contact center systems experience. Cisco Unified Communications Manager, Cisco Unified Contact Center Enterprise.
- Created SANS ACLP training to train 500+ employees on cyber security. Used fishing campaign to test success of the training program. Performed Pen testing.
- Worked with AT & T Internet service provider to create additional MPLS network connectivity with newly merged companies.
- Configured and maintained HP Avaya IP Office 500 phone system. Worked with Avaya Phones 9608, 9621 etc.
- Used Remedy and Service Now Ticketing system.

**Southern California Edison San Onofre Nuclear Generating Station Jan. 2019 – May. 2019**

**Senior Architect Network Engineer**

- Architecture, designed, and deployed Palo Alto PA-850 and Upgraded PA-800.
- Created object and policy.

- Configured and maintained Pulse Secure Juniper MAG2600 dual authentication device. Implemented Pulse secure PSA3000 in the cloud.
- Installed Panorama on VMware for the management of multiple Palo Alto firewalls.
- Deployed Palo Alto PA-3220 Firewalls in Active/Passive HA pair to use “Equal Cost Multi-Path”.
- Deployed Wildfire (Unknown threat prevention).
- Configured QoS on the firewalls to support Identification, marking and prioritization of VoIP traffic using Panorama.
- Installed and configured SD Wan (Cisco ACI, Viptela, Silver peak). Used Python language.
- Design and implemented Meraki SD-WAN solution.
- Diagnose cloud-based Cisco Meraki firewalls, switches and Access Points using Meraki dashboard API, Automation Scripting.
- Created template to configure multiple cisco Meraki appliances.
- Maintained regular updates on Cisco Meraki features and technology on Cisco Meraki appliances.
- Configured and maintained all aspect of the AWS and Azure in the cloud. EC2, ELB, RDS, S3, Route53, VPC, Cloud formation, SSM and Transit gateway.
- Installed license and updated anti-virus, Malicious software, Wildfire Malware, Global Connect etc.
- Created templates for multi-location deployments. Configured and maintained all aspect of the AWS and Azure in the cloud.
- Reconfigured Cisco ASR 1000X router, Cisco/Meraki 410 switches, Access Points.
- Installed and configured HPE MSA 2052 SAS dual controller SFF Storage with windows 2016 Server and ILO 5 remote control.
- Configured Aruba clear pass for agentless visibility, dynamic roll-based access control, seamless security enforcement and response across wired and wireless networks.
- Configured Aruba Central for cloud network management and operations thus reducing cyber risk with role-based policy enforcement.
- Configured Aruba Air wave to provides a flexible platform for maintaining the reliability and performance of Aruba access points, controllers, switches, and selected multi-vendor devices.
- Configured cloud-based network performance monitoring and analyzing tool; Aruba net insight to compare the performance of similar Wi-Fi environment and then recommended configurations to improve the network.
- Migrated Aruba 3810M switches to Aruba CX-6300 series switches.
- Installed and configured cisco Viptela SD Wan. Used Python language.
- Configured and maintained all aspect of the AWS and Azure in the cloud. EC2, ELB, RDS, S3, Route53, VPC, Cloud formation, SSM and Transit gateway.
- Installed Cisco Meraki cloud managed wireless.

- Analyzed and monitor their server logs, firewall logs, intrusion detection logs, and network traffic for unusual or suspicious activity.
- Provide overall management of the SPLUNK platform.
- Performed penetration testing of all systems to identify system vulnerabilities.
- Created Visio network diagram.

**Performance Team**

**Jun. 2018 –**

**Dec. 2018**

**Senior Architect Network Engineer**

- Implemented NAC (Cisco Network Admission Control Framework) and SD WAN (Software Defined Wide Area Network).
- Architecture, designed, and deployed Palo Alto PA-220 and PA-820 to different states for the company.
- Deployed Palo Alto PA-3220 Firewalls in Active/Passive HA pair to use “Equal Cost Multi-Path”.
- Deployed Wildfire (Unknown threat prevention).
- Configured QoS on the firewalls to support Identification, marking and prioritization of VoIP traffic using Panorama.
- Design and implemented Meraki SD-WAN solution.
- Diagnose cloud-based Cisco Meraki firewalls, switches and Access Points using Meraki dashboard API, Automation Scripting.
- Created template to configure multiple cisco Meraki appliances.
- Maintained regular updates on Cisco Meraki features and technology on Cisco Meraki appliances.
- Configured and maintained Pulse Secure Juniper MAG2600 dual authentication devise. Implemented Pulse secure PSA3000 in the cloud.
- Performed Cisco Catalyst 9K and Nexus 9k Series Appliances Testing, and trouble shooting.
- Installed and configured SD Wan (Cisco ACI, Viptela, Silver peak). Used Python language.
- Configured and maintained all aspect of the AWS and Azure in the cloud. EC2, ELB, RDS, S3, Route53, VPC, Cloud formation, SSM and Transit gateway.
- Upgraded Palo Alto from 8.0.7 to 8.1.3. Installed Panorama on VMware for the management of multiple Palo Alto firewalls.
- Created object and policy on the Panorama and pushed to the firewalls.
- Configured Aruba clear pass for agentless visibility, dynamic roll-based access control, seamless security enforcement and response across wired and wireless networks.
- Configured Aruba Central for cloud network management and operations thus reducing cyber risk with role-based policy enforcement.

- Configured Aruba Air wave to provides a flexible platform for maintaining the reliability and performance of Aruba access points, controllers, switches, and selected multi-vendor devices.
- Configured cloud-based network performance monitoring and analyzing tool; Aruba net insight to compare the performance of similar Wi-Fi environment and then recommended configurations to improve the network.
- Migrated Aruba 3810M switches to Aruba CX-6300 series switches.
- Installed and configured cisco Viptela and silver peak SD Wan. Used Python language.
- Configured and maintained all aspect of the AWS and Azure in the cloud. EC2, ELB, RDS, S3, Route53, VPC, Cloud formation, SSM and Transit gateway.
- Setup High Availability feature between 2 Palo Alto firewalls.
- Installed license and updated anti-virus, Malicious software etc. on daily basis on Palo alto.
- Created templates for multi-location deployments.
- Created IP Sec VPN tunnel between Datacenter and Multiple sites using Multiple ISP for fail over.
- Planned and executed ATT MPLS and DIA to TelePacific ISP.
- Setting up a network from scratch with multi-site/multi-tenant environments working with Cisco/Meraki routers, switches, Access Points, and Palo alto firewalls, Cradle Point 4G Modem with Verizon and T-Mobile service.
- Configured Layer 3 routing (OSPF, BGP, MPLS, DHCP), Option 41 etc.
- Monitor their server logs, firewall logs, intrusion detection logs, and network traffic for unusual or suspicious activity.
- Performed penetration testing of all systems to identify system vulnerabilities.
- Provide overall management of the SPLUNK platform.
- Provided training sessions to facilitate peer growth.
- maintained security systems including firewalls, intrusion detection systems, cryptography systems, and anti-virus software.
- Oversees end user accounts, permissions, and access rights.

**St. Joseph Hospital System**  
**2018**

**Mar. 2017 – May**

**Senior Architect Network Engineer**

- Architecture Data center consolidation, migration, and implementation.
- Performed Cisco Catalyst 9K and Nexus 9k Series Appliances Testing, and trouble shooting.
- Implemented NAC (Cisco Network Admission Control Framework) and SD WAN (Software Defined Wide Area Network).
- Configured and maintained Pulse Secure Juniper MAG2600 dual authentication devise. Implemented Pulse secure PSA3000 in the cloud.

- Deployed Palo Alto PA-3220 Firewalls in Active/Passive HA pair to use “Equal Cost Multi-Path”.
- Deployed Wildfire (Unknown threat prevention).
- Configured QoS on the firewalls to support Identification, marking and prioritization of VoIP traffic using Panorama.
- Installed and configured SDN (Software Define Networking). Cisco ACI (Application Centric Infrastructure) on Nexus 9500 series switches. Used APIC (Application Policy Infrastructure Controller) (UCS C220 M3) to create policies, End-Point Groups, Contracts, Application Network Profiles, and tenants among other things.
- Installed and configured SD-Access to automate users and device policy for applications across network via a single network fabric, using Cisco DNAC (DNA Center) for automation and Cisco ISE (Identity Service Engine) for NAC (Network Admission Control).
- Design and implemented Meraki SD-WAN solution.
- Diagnose cloud-based Cisco Meraki firewalls, switches and Access Points using Meraki dashboard API, Automation Scripting.
- Created template to configure multiple cisco Meraki appliances.
- Maintained regular updates on Cisco Meraki features and technology on Cisco Meraki appliances.
- Configured and maintained all aspect of the AWS and Azure in the cloud. EC2, ELB, RDS, S3, Route53, VPC, Cloud formation, SSM and Transit gateway.
- Supported three data centers located at Anaheim, Las Vegas, Texas.
- Architect Cisco Wireless Solution from ground up for new construction hospital and clinics. Used NetScout Air-magnet Wi-Fi Analyzer Pro, Survey Pro, and Spectrum XT to survey sites to estimate wireless access points needed and troubleshoot connectivity issues. Created heat map for new and existing Access Points for enterprise-wide wireless refresh project. Created SSID for 2.4 and 5.0 Ghz Channels.
- Maintained Cisco Appliance using Cisco Prime Infrastructure 3.2, Added Location MAP, and Appliances.
- Maintained Cisco Access Points 3702i (2000+), Cisco Wireless Controllers 5508, Cisco ACS 5.8 and ICS (8+).
- Maintained Cisco switches Nexus 9K, 7K, Fabric interconnect, Cisco Catalyst 6500, Cisco Catalyst 3650, 4500, 3750, 3560, 3550, 2960. Cisco routers 3945, 2900, 1941, and 800 series. Cisco ASA 5550, Cisco Meraki cloud managed wireless. Configure many Cisco Meraki MX100, MX65, and MX32 Appliances.
- Used SIEM (security information and event management) to remediate problems.
- Administrated Check Point R77.20, Dell SonicWALL Super Massive-E10800, Palo Alto PA-7050, Cisco ASA-5550 firewalls.
- Installed Panorama on VMware for the management of multiple Palo Alto firewalls.
- Attended weekly meetings for new client requirement of business needs, Design change etc.

- Maintained wide area network covering west to east coast, USA.
- Used CA Technologies network management tools to monitor and remediate wide area network problems.
- Used wire shark software to capture packets for troubleshooting.
- Used salesforce service software for event and incident management and change control.
- Maintained Citrix systems Load balancer NetScaler 11.1, storefront, XenApp Servers Certificates.
- Configured and troubleshoot SNMP Protocol.
- Installed Cisco Meraki cloud managed wireless.
- Manage Cyber Security, system information security architecture, design, installation, operational planning, and risk remediation activities on more than 15 servers/systems worldwide for various government clients, ensuring all systems installed according to schedule.
- Conduct risk assessments and collaborate with clients to provide recommendations regarding critical infrastructure and network security operations enhancements.
- Created Continuity of Operations Planning (COOP) and Disaster Recovery (DR) operations and conducted evaluation of COOP and DR during annual incident response training.
- Oversee security of the cloud infrastructure, serving as the main point of contact for investigating and resolving security-related issues. Developed threat and vulnerability management policies and managed SIEM (security information and event management) system.
- Configured Aruba clear pass for agentless visibility, dynamic roll-based access control, seamless security enforcement and response across wired and wireless networks.
- Configured Aruba Central for cloud network management and operations thus reducing cyber risk with role-based policy enforcement.
- Configured Aruba Air wave to provides a flexible platform for maintaining the reliability and performance of Aruba access points, controllers, switches, and selected multi-vendor devices.
- Migrated Aruba 3810M switches to Aruba CX-6300 series switches.
- Configured cloud-based network performance monitoring and analyzing tool; Aruba net insight to compare the performance of similar Wi-Fi environment and then recommended configurations to improve the network.
- Provide overall management of the SPLUNK platform.
- Installed and configured cisco Viptela SD Wan. Used Python language.
- Configured and maintained all aspect of the AWS and Azure in the cloud. EC2, ELB, RDS, S3, Route53, VPC, Cloud formation, SSM and Transit gateway.
- Virtually eliminated threats from malware, advanced persistent threats and security breaches
- Perform VOIP sector configuration and service administration.

- Provide technical assistance to third-party and client operational staff.
- Assisted with helpdesk customer tickets by troubleshooting problems with regard to the VOIP system.
- Assisted in migration project from Avaya to Cisco.
- Configuration and troubleshooting UCCE components.
- Respond to IPT engineering problems by detailed procedure of troubleshooting and diagnosis of IPT domain.
- Implemented Cisco solutions such as Cisco CUCM, Unity Connect.
- Co-ordinate with offshore teams in relation to technical issues and resolve.
- Advanced call manager to the standard version and updated system to support the VOIP enforcement.
- Deliver on-site engineering support and handled specialized IP telephony equipment.
- Cisco Unified Communications Manager Support Configuration and Integrations
- Cisco Unified Contact Center ICM to solve complex business problems.
- Cisco Unified Contact Center Express troubleshooting.
- Working on Verint Impact 360 call recording solution. Building and configuration of recording of calls for different environments.
- Taking requirements for different line of business and implementing in Verint for recording.
- Working on WFM & Project co-ordination for implementations and Rollouts.
- Configuration of CUCM for Integration with Verint I360 like SIP trunks, recording profiles & IP extensions.
- Cisco Customer Voice Portal CVP troubleshooting.
- Translate and Program Business Requirements of Contact Center into working Solutions using UCCE\CVP CALL STUDIO.
- Provide Technical Support for IP Telephony Solutions for Existing UCCE Expansion Projects.

**Alignment health Care**

**Dec. 2016**

**– Feb. 2017**

**Senior Architect Network Engineer**

- Performed Cisco Catalyst 9K and Nexus 9k Series Appliances Testing, and trouble shooting.
- Maintained Cisco Nexus 9000, OS version 6.1, Fabric interconnect, Cisco Catalyst 6500 OS version 15.2, Cisco Catalyst 3650, Cisco ASA 5512 Version 9.6, Cisco ASDM version 7.4, Cisco Meraki cloud managed wireless. Configure many Cisco Meraki MX64 Cloud Managed Security Appliances and send them out in the field for installation.
- Configured and maintained Pulse Secure Juniper MAG2600 dual authentication devise. Implemented Pulse secure PSA3000 in the cloud.

- Led 6 engineers' team with day-to-day operation and new infrastructure. Created VPN tunnel using cisco appliance across USA.
- Deployed Palo Alto PA-3220 Firewalls in Active/Passive HA pair to use "Equal Cost Multi-Path".
- Deployed Wildfire (Unknown threat prevention).
- Configured QoS on the firewalls to support Identification, marking and prioritization of VoIP traffic using Panorama.
- Installed and configured SD Wan (Cisco ACI, Viptela, Silver peak). Used Python language.
- Design and implemented Meraki SD-WAN solution.
- Diagnose cloud-based Cisco Meraki firewalls, switches and Access Points using Meraki dashboard API, Automation Scripting.
- Created template to configure multiple cisco Meraki appliances.
- Maintained regular updates on Cisco Meraki features and technology on Cisco Meraki appliances.
- Configured and maintained all aspect of the AWS and Azure in the cloud. EC2, ELB, RDS, S3, Route53, VPC, Cloud formation, SSM and Transit gateway.
- Maintained storage units using Cisco UCS manager Version 3.1.
- Maintained Nimble CS300, AF3000 flash drive storage units connected to Cisco appliance.
- Attended weekly meetings for new client requirement of business needs, Design change etc.
- Maintained wide area network covering west to east coast, USA.
- Configured Solar wind 12.0.1 and Network configuration manager 7.5.1 to monitor entire network.
- Passed exams to work into Health insurance related services. Achieved two certificates here.
- Maintained multiple ISP providing internet service across USA. Used BGP, MPLS, and HSRP protocols. Technology Virtual Port Channel, 10 Giga Bit SFT links.
- I used wire shark software to capture packets for troubleshooting.
- Configured separate VLAN for Data and Voice over IP. Same port to use for phones and PC saving extra port on the switches.
- Configured and troubleshoot SNMP Protocol.
- Configured Aruba clear pass for agentless visibility, dynamic roll-based access control, seamless security enforcement and response across wired and wireless networks.
- Configured Aruba Central for cloud network management and operations thus reducing cyber risk with role-based policy enforcement.
- Configured Aruba Air wave to provides a flexible platform for maintaining the reliability and performance of Aruba access points, controllers, switches, and selected multi-vendor devices.

- Configured cloud-based network performance monitoring and analyzing tool; Aruba net insight to compare the performance of similar Wi-Fi environment and then recommended configurations to improve the network.
- Administrated Palo Alto PA-7050, Cisco ASA-firewalls.
- Configured Cyber Security, ensure information assurance by transmitting secure data between classified systems; perform ethical hacking, malware reverse engineering, penetration testing, and Certification and Accreditation (C&A) within Security Operations Center (SOC) environment.
- Draft technical manuals, installation manuals, installation progress updates, and incident response plans to enhance system security documentation; create required system compliance reports and information requests.
- Provide overall management of the SPLUNK platform.

**CHECK CASH  
2016**

**Dec. 2010 – Nov.**

**Senior Architect Network Engineer**

- Performed Cisco Catalyst 9K and Nexus 9k Series Appliances Testing, and trouble shooting.
- Developed and implemented rules and maintained CHECKPOINT Firewalls maintain security architecture of the network.
- Configured and maintained Pulse Secure Juniper MAG2600 dual authentication devise. Implemented Pulse secure PSA3000 in the cloud.
- Deployed Palo Alto PA-3220 Firewalls in Active/Passive HA pair to use “Equal Cost Multi-Path”.
- Deployed Wildfire (Unknown threat prevention).
- Configured QoS on the firewalls to support Identification, marking and prioritization of VoIP traffic using Panorama.
- Led and facilitated conference calls with clients and other departments, as well as department meetings.
- Installed and configured cisco Viptela and silver peak SD Wan. Used Python language.
- Configured Cisco Wireless LAN Controllers, Wireless Communication Servers, and VMware using Virtualization technologies.
- Resolved all issues notified by clients and dealers in an efficient and productive manner.
- Configured and troubleshoot SNMP Protocol.
- Provide overall management of the SPLUNK platform.
- Installed and supported Cisco Meraki cloud managed wireless.
- Design and implemented Meraki SD-WAN solution.
- Diagnose cloud-based Cisco Meraki firewalls, switches and Access Points using Meraki dashboard API, Automation Scripting.

- Created template to configure multiple cisco Meraki appliances.
- Maintained regular updates on Cisco Meraki features and technology on Cisco Meraki appliances.
- Administrated Palo Alto PA-7050, Cisco ASA-firewalls.
- Configured and maintained all aspect of the AWS and Azure in the cloud. EC2, ELB, RDS, S3, Route53, VPC, Cloud formation, SSM and Transit gateway. Authored Cyber security architecture design documentation and standard operating procedures.
- Introduced use of security metrics to mitigate vulnerability by analyzing historical threats, addressing risks/gaps/violations and implementing improved protocols.

**JAMILLAH GARDEN**  
**2010**

**Jan. 2006 – Dec.**

**Senior Architect Network Engineer**

- Developed and implemented rules and maintained CHECKPOINT and CISCO PIX Firewalls to maintain security architecture of the network.
- Led and facilitated conference calls with clients and other departments, as well as department meetings.
- Configured Cisco Wireless LAN Controllers, Wireless Communication Servers, VMware using Virtualization technologies, and VoIP using SIP communication protocols.
- Resolved all issues notified by clients and dealers in an efficient and productive manner.
- Monitored networks and connectivity using Solar Wind Software.
- Maintained and managed Cisco security, Cisco 2900 – 6500 series PoE switches, Cisco routers and gigabit switches, internet bandwidth usage, and the access list for different ports and IP addresses.
- Configured and troubleshoot SNMP Protocol.
- Cyber Security Specialist proficient in online security research planning execution and maintenance. Adept at training and educating internal users on relevant cyber security procedures and preventative measures. Specialize in network monitoring security software installation and working to prevent cyber-attacks especially in business and corporate settings.

### 1.2.1.18 Network Engineer Resume 3

**Name - Paul Thomas Laudenslager- Network Engineer**

#### **Summary Qualifications**

- 15+ years of experience working as a Network Engineer.
- Director of IT Operations for a medical company for 120+ employees
- Project Management experience for multiple teams for hundreds of projects for 20+ years

- Network Engineer w/ Platforms – Have 3,000+ tickets with 100% positive customer feedback
- Launched a successful web hosting company with over 850+ clients for over 15+ years
- Cisco, Microsoft, Linux, Novell, Dell & HP certified - praised as a well-rounded engineer
- Designed and implemented networks supporting thousands of end user clients
- Able to interpret customer requirements and then provide several realistic solutions
- Presidential Dean's List (1989/1990) - Maintained a GPA 3.47/4.0 - BSEE
- Owned and operated Virginia.com and Hosting Company for 15 years with 800+ clients
- System Operator (SysOp) of a multi-node bulletin board service (BBS) for 7yrs, 300+ users
- Contributing Member of Institute of Electrical and Electronics Engineers (IEEE)

#### Education & Certifications

- Master's Degree in Network and Communications Management with emphasis on Information Security/Cyber-Security
- Bachelor of Science Electronics Engineering Technology (BSEET), DeVry Institute of Technology - Atlanta, Georgia (1990)
- Cisco Certified CCNP Enterprise Infrastructure Engineer (7/2024)
- Cisco 350-401 ENCOR Implementing and Operating Cisco Enterprise Network Core Technologies (2/24)
- Cisco 300-410 ENARSI Implementing Cisco Enterprise Advanced Routing and Services (7/24)
- DeVry University/Keller Graduate School of Management – Est. Graduation (10/2024)
- Managing Industrial Networks with Cisco Technologies – IMINS (4/2020)
- Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation
- Cisco Certified Network Professional CCNP TSHOOT Exam (7/2019)
- Cisco Certified Network Professional CCNP ROUTE Exam (7/2016)
- Cisco Certified Network Professional CCNP SWITCH Exam (7/2013)
- Cisco Certified Network Associate CCNA [REDACTED] (7/2010)
- Cisco Certified Entry Network Technician CCENT [REDACTED] (5/2009)
- Certified Linux Administration - Red Hat Enterprise Linux 5 (11/2008)
- Microsoft Windows Certified Professional MCP [REDACTED] (11/1999)
- Certified Novell Netware Engineer (1996) NetWare 4.x CNE Update
- Certified Novell Netware Engineer (1992) Novell, Inc. [REDACTED]

#### Technical Skills

##### Cisco / Network Engineering Skillsets

- Cisco Routers, Layer 2/3 Switches, Hardware Installation, Rack-n-Stacks, Circuits, and Bridge Teams
- Layer 1 design and installations of CAT5e/6 CMR/Plenum as well as single/multi-mode fibers.

- Cisco Upgrades/Configs on IOS 12.x/15.x, IOS-XE/XR, and Nexus using TFTP, Console, and SSH
- Cisco / IT Infrastructure Design / Architecture, Implementation, Configuration, IOS/NX-OS Upgrades
- Create Visio diagrams with document of existing network topologies and proposed IT upgrades
- Cisco Interior/Exterior Gateway Routing Protocols; BGP, OSPF, EIGRP, RIPv2, IS-IS, and IGRP
- VLANs (L2), VxLANs (L3), Spanning-Tree (STP/RSTP), Trunking (VTP), Router on a Stick (ROAS)
- PTP WAN links, HDLC, PPP, Frame Relay, DLCIs, Frame Maps, Split Horizon, Subinterfaces
- IP Subnetting, Variable Length Subnet Mask (VLSM), Access-List Security (ACL), IPv4, IPv6
- Distance Vector/Link State Routing Protocols – RIPv2/RIPng, OSPF/OSPFv3, EIGRP, BGP
- Network Address Translation (NAT), Dynamic/Static/Overload NAT implementations, DHCP
- T1/DS3/DSL, CSU/DSU, WAN/Serial Connectivity, Frame-Relay, Point-to-Point, Multipoint
- Virtual Private Networks (VPN), IPsec, Client VPN implementations, Site-to-Site Routers/Firewalls
- Cisco Router/Security Device Manager (SDM) Installation and Configuration, Certificates, Encryption
- TCP/IP Protocols: WEB, DNS, DHCP, SMTP/POP/IMAP, RDP, FTP, TELNET/SSH, SNMP, etc.
- Network commands: Ping, Telnet, Traceroute, Whois, Nslookup, Dnscmd, Reverse lookups, etc.

### **Cisco Enterprise Network Core Technologies**

- Architecture
- Demonstrated different design principles used in an enterprise network.
- Enterprise network design such as Tier 2, Tier 3, and Fabric Capacity planning
- High availability techniques such as redundancy, FHRP, and SSO
- Analyzed design principles of a WLAN deployment including configuration and deployment.
- Centralized, Distributed, Controller-less, Controller based, Cloud, and remote branch.
- Location services in a WLAN design
- Differentiate between on-premises and cloud infrastructure deployments.
- Demonstrated working principles of the Cisco SD-WAN solutions including
- SD-WAN control and data planes elements

- Traditional WAN and SD-WAN solutions
- Able to explain the working principles of a Cisco SD-Access solution
- SD-Access control and data planes elements
- Traditional campus interoperating with SD-Access
- Describe concepts of wired and wireless QoS including QoS components & policy
- Able to differentiate hardware and software switching mechanisms
- Process and CEF, the MAC address table and TCAM, and FIB vs. RIB

### **Virtualization**

- Device virtualization technologies
- Hypervisor type 1 and 2 including Virtual machine / Virtual switching
- Able to configure and verify data path virtualization technologies
- VRF / GRE and IPsec tunneling
- Network virtualization concepts covering LISP / VxLAN

### **Infrastructure**

- Layer 2
- Troubleshoot static and dynamic 802.1q trunking protocols & EtherChannels
- Configured and verify common Spanning Tree Protocols (RSTP and MST)
- Layer 3
- Compare routing concepts of EIGRP and OSPF (advanced distance vector vs. linked state, load balancing, path selection, path operations, metrics)
- Configure and verify simple OSPF environments, including multiple normal areas, summarization, and filtering (neighbor adjacency, point-to-point and broadcast network types, and passive interface)
- Configure and verify eBGP between directly connected neighbors (best path selection algorithm and neighbor relationships)
- Wireless (continued)
- Accurately describe Layer 1 concepts, such as RF power, RSSI, SNR, interference noise, band and channels, and wireless client devices capabilities
- Able to determine and configure AP modes and antenna types.
- Understand and deploy access point discovery and join process covering discovery algorithms and WLC selection processes.
- Implement and deploy main principles and use cases for Layer 2 and Layer 3 roaming.
- Troubleshoot WLAN configuration and wireless client connectivity issues
- IP Services
- Describe Network Time Protocol (NTP)
- Configure and verify NAT/PAT
- Configure first hop redundancy protocols, such as HSRP and VRRP
- Describe multicast protocols, such as PIM and IGMP v2/v3

### **Network Assurance**

- Diagnose network problems using tools such as debugs, conditional debugs, trace route, ping, SNMP, syslog, and more...
- Configure and verify
- Device monitoring using syslog for remote logging
- NetFlow and Flexible NetFlow
- SPAN/RSPAN/ERSPAN & IPSLA
- Cisco DNA Center workflows - network configuration, monitoring, and management
- NETCONF and RESTCONF

### Security

- Configure and verify device access control
- Lines and password protection
- Authentication and authorization using AAA
- Configure and verify infrastructure security features
- ACLs and CoPP
- Describe REST API security
- Configure and verify wireless security features
- EAP, WebAuth, and PSK
- Describe the components of network security design
- Threat defense, Endpoint security, and Next-generation firewalls
- TrustSec, MACsec
- Network access control with 802.1X, MAB, and WebAuth

### Automation

- Interpret basic Python components and scripts
- Construct valid JSON encoded file
- Describe the high-level principles and benefits of a data modeling language, such as YANG
- Describe APIs for Cisco DNA Center and vManage
- Interpret REST API response codes and results in payload using Cisco DNA Center and RESTCONF
- Construct EEM applet to automate configuration, troubleshooting, or data collection
- Compare agent vs. agentless orchestration tools, such as Chef, Puppet, Ansible, and SaltStack

### Chronological Order Work Experience

**Infojini/University of Maryland (Rockville, MD)**  
**present**  
**Network Engineer**

**7/2023 –**

- Network troubleshooting, cable management, structured cabling, switch installations/deinstall
- Day-to-day jack turn-up/switch port configuration (move, adds & changes), test-n-turnup
- Update Network Map, NTS Asset Tracking, ZFS Management
- Palo Alto firewalls, Cisco IOS/IOS-XE, Cisco Prime Infrastructure
- MS Office suite including MS-Visio, PRTG Audit, UPS audit, Paessler PRTG network monitoring
- Let's Encrypt integration, Linux (Ubuntu) system administration and scripting

**k Market/FieldNation (East Coast)**

**1/2023 –**

**9/2023**

**Network Field Engineer**

- Structured Cable Installs, New and old Construction environments, worked with GC to deploy.
- Excellent Project Management with large and small teams and headed regular team meetings
- Security Implementations – Network, Server, Data, and Physical throughout the entire enterprise.
- Network Monitoring incl. IPS/IDS, SLA/Performance/Data Throughput, Sec/Vulnerability scanning.
- Work with Bridge Teams/Vendors to troubleshoot/resolve connectivity issues and deploy new services.
- Implemented IT Network Infrastructure incl. rack-n-stacks, dmARC/circuit extensions, failover services.
- Hardware responsible for includes Cisco, Juniper, HP, Dell, Palo Alto, and related VoIP products.
- Extensive experience with MS/Linux servers in virtualized (VMware & Hyper-V) DC environments
- Wireless Controllers, AP/VoIP Deployments, Heat Maps, and Call Manager implementations
- Wireless AP Implementations, Heat Mapping, Radius, Avaya Switches, AP deployments, etc.
- Document, Change Management, Policy and Procedures Implementations for SOC certifications.

**Pinnacle/AT&T (Oakton, VA)**

**10/2022 –**

**1/2023**

**Sr. Network Engineer**

- Worked in NOC environment triaging network outage tickets created across AT&T's network.
- Diagnosed complex routing issues, including WAN troubleshooting, for problem determination.
- Demonstrated advanced knowledge of OSPF, EIGRP, and BGP as well as other routing issues.
- Diagnosed problems and resolved advanced Cisco LAN/Switch issues across many platforms.
- Environment from Telco's perspective included Frame Relay, ISDN, ATM, and private lines.
- Demonstrated advanced knowledge and experience with Cisco IOS Architecture
- Diagnosed and T/S QoS deployments using my knowledge and experience.
- Demonstrated excellent written and verbal communication skills with the rest of my team and clients.
- Gained experience working in Telco/NOC environments – inside looking out towards customers

**ARTech/Verizon (Ashburn, VA)**  
**9/2022**  
**Sr. Network Engineer**

**7/2022 –**

- Design network equipment layout and prepare the installation of computer, network, telecom, and video equipment in a designated data center or network laboratory.
- Install equipment cabinets and racks, provide AC and DC power connections, Ethernet, fiber & video cabling, and racking and stacking of equipment.
- Tested the configuration of software and hardware installed as needed on network architecture including standards build with IPv4/IPv6 address in a spine/leaf topology with redundancy/failover.
- Performed diagnostic troubleshooting of equipment infrastructure and system failures.
- Identify and T/S outages and bottlenecks to ensure the efficiency of the lab/production networks.
- Inspect and provide resolution for equipment and infrastructure for minor/major problems or issues.
- Evaluate network and equipment performance and find ways to scale or improve performance.
- Troubleshoot critical server and network related issues with permanent resolutions in a timely manner.
- Create and maintain System Engineering and Integration Best Practices and Processes.
- Updated, documented, and maintained High-level Framework Architecture as directed.

- Provided assistance with developing System Engineering operating procedures including the implementation for reserving and using compute resources across the network and fabric.
- Daily duties included managing logical and physical networking, Layer 1/2/3.
- Cisco software upgrades, configuration and management for IOS, IOS-XR, and Nexus equipment.
- Installed and T/S F5 Firewall and Load balancers including configuration and management
- Installed and managed Nokia Routers software configuration and management.
- Built/Managed Linux servers including CentOS and Ubuntu for administration and configuration.
- Worked/participated with a team as well as independently on multiple high-priority projects.
- Utilized system diagnostics to troubleshoot issues and/or predict performance.
- Configured VPN software on virtual appliances, preferably Pulse Secure for local and remote access.
- Installed VMWare ESXi vSphere servers, inc. configuration and management of virtual networks.
- Provided and obtained knowledge of major telecommunication ecosystem partners.
- Extensively used LTE, 5GNR, IMS, VoLTE, WiFi, wireless protocols, and wireless standards.
- Provided cloud computing, multi-threading and efficient server loading for complex applications.
- Demonstrated knowledge of containers including Docker and Kubernetes.
- Used proven technologies on Linux, Programming/Scripting languages (Python, Java, Perl, C#, C++).
- Proven organizational and interpersonal skills, plus proven relationship building abilities.
- Provided real-time Operating System experience in a production and lab environments
- Provided HPE DL and BL Series hardware experience including physical installation and deployments.
- Provided Brocade SAN Storage activities as requested.

**Pinnacle/Unisys/Omnicom (Washington, DC)**  
**6/2022**

**2/2022 –**

**Sr. Network Engineer**

- Network Team member supporting the Network Infrastructure for Washington, DC locations.
- Supporting and deploying Cisco Routers/Switches, Palo Alto, Infoblox, and IT network hardware.

- IOS/IOS-XR Upgrades, Staging, Configuration, and Inventory Infrastructure inc. thousands of devices.
- Assist with day-to-day network maintenance including installation, configuration, and troubleshooting.
- Review, develop, analyze, and recommend improvement current network processes and procedures.
- Implement, manage, and maintain approved network process improvement recommendations.

**Applied Insight/US Capital Police (Washington, DC)**  
**12/2021**  
**Adv Network Engineer**

**6/2021 –**

- Network Team member supporting the US Capital Police Department with Network Infrastructure
- Supporting and deploying Cisco Routers/Switches, Palo Alto, Infoblox, and IT network hardware
- Worked heavily with Cisco 8500 Series Edge Platforms, Catalyst 9300 Series switches, and more.
- Identified EOL devices, staged new Cisco device and configured, and physically installed.
- Staging/deploying included updated IOS/IOS-XR images, updating config to new standards, and assigning new IP address/scope for new management scopes.
- Network Team member supporting the Network Infrastructure for Washington, DC locations.
- Supporting and deploying Cisco Routers/Switches, Palo Alto, Infoblox, and IT network hardware.
- Review, develop, analyze, and recommend improvement current network processes and procedures.
- Implement, manage, and maintain approved network process improvement recommendations.
- Responsible for new inventory as well as maintaining infrastructure across thousands of devices in DC.
- Assisted team with day-to-day network maintenance, installation, configuration, and troubleshooting.
- IOS Upgrades, Staging, Standards configuration including assigning IPv4/IPv6 addresses for mgt.
- Inventory of network consisting of thousands of devices for monitoring and securing data/traffic.
- Identifying EOL devices, removing from production, clearing configuration/data and recycling.



- Assist with day-to-day network maintenance including installation, configuration, and troubleshooting.
- Review, develop, analyze, and recommend improvement current network processes and procedures.
- Implement, manage, and maintain approved network process improvement recommendations.
- Develop and implement quality assurance and quality control plans for maintenance of the network.
- Review, analyze, document, and implement disaster recovery plans for the network.
- Research, design, and implement security solutions for network infrastructure.
- Monitor, review, analyze, performance tune, and make recommendations that will result in continued optimization of the network.
- Administer and manage firewall security appliances.
- Keep OIS abreast of emerging network technologies and the latest network standards.
- Lead projects as an Engineering Lead and/or Project Manager to develop secure resilient systems.
- Prepare and maintain conceptual designs, schedules, and cost estimates for new and modified systems.
- Conduct design reviews.
- Prepare conceptual designs, schedules, and cost estimates for new and modified systems.
- Document, install, configure, operate, and troubleshoot switches, firewalls, routers, wireless systems, and ancillary support systems.
- Recognize, track, report on, and mitigate potential network security vulnerabilities.
- Generate and follow procedures for ensuring the continued reliability of the network.
- Research, compile, and analyze network designs to assist with the resolution of network issues.
- Apply standards, policies, principles, practices and techniques of network engineering and documentation.
- Utilize experience with network protocols, subnets (IPv4/IPv6), virtual LANs, firewalls, VPNs, and other common network technologies.
- Configure and maintain multicast technologies.
- Provide data for audits.
- Work closely with Radio Teams to support Field Operations for Senators and Congressman
- Supporting and deploying Cisco Routers/Switches, Palo Alto, Infoblox, and IT network hardware

**Field Nation/Work Market (East Coast)**  
**9/2022**  
**Network Field Engineer**

**12/2019 –**

- Completed scope on 2,000+ projects (wide range of large and small) for 350+ customers.
- Managed Industrial Networks with Cisco Networking Technologies (IMINS)
- Maintained team scheduling, product deployments, tools, transportation, and project management.
- Managed inventory, processed RMAs including returns, shipments, and status processing.
- Managed several employees as subcontractors while exercising Project Management skillsets.
- Assigned resources over multiple sites concurrently including materials, personnel, and scheduling.
- Layer 1, 2, and 3 for various customers in VA, MD, and DC including pulling cable and port configs.
- Maintain SPLA accounts and licensing for customers, including several datacenter cabinets of servers.
- Configured Routers, Switches, and Firewalls. Scanned network for vulnerabilities and remediated.
- Worked with Bridge Teams turning up new circuits with failover, redundancy, and load balancing.

**TW Integrated Security (East Coast)**  
**12/2018 – 8/2019**  
**Network Engineer**

- Microsoft Exchange 365 migration/configuration for all employees with support for clients
- Installation and configuration of up to 270+ IP cameras at Walmart stores around VA, MD, and DC
- Project Management responsibilities include planning/scheduling with multiple vendors and employees.
- Design and deploy Layer 1 physical cabling including terminations and certification testing
- Configured Layer 2 switchports into security/camera vlan, enabled security, and enabled PoE
- Lasered camera installations, structured cabling, obtained FOVs, and DVR integrations
- Managed up to five employees to ensure scopes are completed and deadlines are met
- Determine best locations for camera deployments for optimal coverage throughout the store
- All Cisco networks requiring switchport configurations, vlan assignments, and MAC security

<p><b>Work Market/FieldNation (East Coast)</b> <span style="float: right;"><b>9/2010 – 12/2018</b></span></p> <p><b>Network Field Engineer</b></p> <ul style="list-style-type: none"> <li>• FieldNation/WM Expert with 1500+ tickets and 5-star feedback for over 150+ companies</li> <li>• Structured Cable Installs, New and old Construction environments, worked with GC to deploy.</li> <li>• Excellent Project Management with large and small teams and headed regular team meetings</li> <li>• Security Implementations – Network, Server, Data, and Physical throughout the entire enterprise.</li> <li>• Network Monitoring incl. IPS/IDS, SLA/Performance/Data Throughput, Sec/Vulnerability scanning.</li> <li>• Work with Bridge Teams/Vendors to troubleshoot/resolve connectivity issues and deploy new services.</li> <li>• Implemented IT Network Infrastructure incl. rack-n-stacks, dmARC/circuit extensions, failover services.</li> <li>• Hardware responsible for includes Cisco gear, Juniper, HP, Dell, Palo Alto, and related VoIP products.</li> <li>• Extensive experience with Microsoft/Linux servers in virtualized DC environments</li> <li>• Wireless Controllers, AP/VoIP Deployments, Heat Maps, and Call Manager implementations</li> <li>• Wireless AP Implementations, Heat Mapping, Radius</li> <li>• Document, Change Management, Policy and Procedures Implementations for SOC certifications.</li> <li>• Accept/assign tickets, make appointments with end users, complete/close tickets, ship return packages.</li> </ul>	<p><b>Infian (Richmond, VA)</b> <span style="float: right;"><b>2/2016 – 5/2018</b></span></p> <p><b>Director of IT Operations</b></p> <ul style="list-style-type: none"> <li>• Full IT Director Duties &amp; Responsibilities including budgeting, acquisition, and asset management.</li> <li>• Managed projects and tasks for over 125+ users and hundreds of remote clients</li> <li>• Re-designed the entire network with my vision for security, reliability, redundancy, and future growth.</li> <li>• Designed/reconfigured existing IT infrastructure including deployment &amp; implementation strategies.</li> </ul>
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- Documented, approved, and deployed circuits, routers, switches, servers, and SANS into production.
- Developed IT Network Infrastructure Topologies and Network Diagrams with Visio and IT tools
- Document, approved, configured, installed, and deployed network services for all customers.
- Assisted in developing standard company policies and procedures for SOC and HIPAA compliance.
- Created and maintained multiple servers in AWS Cloud including security and firewall configurations.
- Maintained datacenter network/server services including triage, remediation, security, and upgrades.
- Managed and maintained several various Linux servers including Red Hat and other distributions.
- Managed overall all hardware operations including acquisition, deployment, and maintenance.
- Maintained Infian and End-User equipment which included hardware inventory and returns/RMAs.
- Migrated existing VMware environment over to Hyper-V with monitoring and offsite backups.
- Designed, installed, secured, and maintained multivendor, multi-switch environment.
- Upgraded network from older Cisco ASA Firewalls to Palo Alto's 3020 series.
- Configured 400+ site-to-site VPNs to our central office, deployed new subnets, and secured with ACLs.
- Upgraded the IOS on a multitude of switches, routers, and firewall within the enterprise.
- Implemented NetFlow Analyzer for flow-based network traffic monitoring for in-depth traffic analysis.
- Introduced and implemented several major business decisions including the departure of AWS.
- Signed contracts with datacenters and ISP providers for colocation and bandwidth requirements.
- Approved all IT Operation invoices and assisted with purchasing decisions of hardware/software.
- Setup and maintained a Microsoft SPLA licensing environment with monthly reporting.
- Reduced overhead expenses, monthly fees, and negotiated existing contracts.

**VIS/Virginia.com Inc. (Stafford, VA)**  
**8/2010**  
**Sr. Network Engineer/Owner**

**6/2000 –**

- windows 2003/2008 R2, Internet Information Services (IIS), .NET, ColdFusion administration
- Designed and implemented a (4) Class C, 50+ server network supporting thousands of clients
- Internet Security and Acceleration Server 2006 (ISA), Cisco routers (1841/2801) upgrades/config
- Microsoft SQL 2005, MS SQL Server Management Studio, data migration, replication services
- Exchange 2007 services including Outlook Web Access, Outlook Anywhere, & ActiveSync integration
- Created several virtualized environments including VMWare and Microsoft virtualization products.
- Provide web hosting, mail services, and collocated/dedicated server solutions to a multitude of clients.
- Manage and monitor connectivity through (3) T1's, local loops, using Cisco routers, remote support.
- Network monitoring tools such as MRTG for bandwidth analysis & Wireshark for intrinsic inspection.
- Help Desk/Customer Support, Network and Server maintenance, Security and Performance monitoring.

#### 1.2.1.19 *Project Manager Resume 1*

Name - Garima Srivastava - Project Manager	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Project Manager.</li> <li>• SAP Project Management: : Extensive hands-on experience in SAP implementation, led the full lifecycle implementation of PLM enterprise applications, from analyzing requirements, designing, building to testing, involved in SAP ERP upgrades and Suite on HANA migrations, comprehensive understanding of S/4HANA architecture, including new data models, simplification items, embedded analytics, and Fiori, system conversion/Landscape transformation, brownfield, and greenfield implementations on SAP Cloud application using Agile / SAP Activate methodology</li> <li>• Safe 5 Agile Project Management: Ensured the successful delivery of large-scale software development project using the Scaled Agile Framework (SAFe), engaged directly with stakeholders to define mission value and prioritize work while building intellectual capital in Agile techniques, develop kanban's, sprint Boards, sprint Plans, conduit to teams, lines of business stakeholders and senior executives.</li> <li>• Relationship Management: Facilitated open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining, and working to implement stakeholders' engagement strategies and plans.</li> <li>• Resourcing: Effectively estimate needed resources and manage cross functional teams. Expertise in Project charter, Project Management plan, requirements documents, input</li> </ul>	

to architecture documents, test plan, test results, implementing plan, post implementation, lesson learned and project schedules and budgets and response management plans.

- Communications Management: Effectively communicated project expectations to team members and stakeholders in a timely manner and continually managed them, accordingly, Develop and deliver progress reports. Expertise working on MS Projects, MS Teams, Clarity, MS Project server (EPM), service Now, SharePoint, Jira, MS Office 365 suite--including Excel, Word, SharePoint, PowerPoint, Outlook.
- Governance /Risk Management- Managed account onboarding and off boarding, identify mitigate and manage IT risk.
- Contract management- Ability to read and understand all aspects of contract -SLA, penalties clauses. created a Statement of Work (SOW) for the Request for Proposal (RFP) and associated vendor response evaluation, and billing. Collaborate closely with a 3rd party vendor, ensuring seamless integration and alignment of goals throughout the program.
- Budget and resource management: Expertise in project management tools (PLM) process and artifact enablers for scheduling, requirements, change, and test management, planning, budgeting, tracking milestone, building testing plan, go live support. Managing budgets and financial aspects of projects exceeding \$5M.

#### Education & Certifications

- Graduate Certificate Supply Chain Management - Smeal College of Business, Penn State University, PA
- Master of Information Technology Management - Webster University, St Louis, MO
- Certified Project Management Professional PMI --- [REDACTED]
- Certified AWS Solution Architect Associate -- [REDACTED]
- Certified Scrum Master--- [REDACTED]
- Certified SAFe 5 Agilist -- [REDACTED]

#### Technical Skills

- ERP Packaged Applications (Core): SAP S/4 HANA 1809, SAP ECC6.0 EHP8 Sales & Distribution, SAP SRM 7.0 ,SD,MM , Ariba
- Integration areas: SAP FI-AR and SAP MM, SAP PP, SAP Event Management,
- Interfaces: EDI and Idoc , web services, Middleware & service oriented architecture, Idoc , BAPI
- Application tools: MS Office (Word, Excel, Visio, Share point, Project), Test Director 8.0/8.2, Quality Center 9.0/9.2/10.0/11. QTP 9.2, HP QC 9.0, ECATT, SAP TAO, ALM 12.0
- Management: Solution Manager, Requirements Elicitation, Requirements Management, Agile Development, Requirements Change Management and Stakeholder Identification, Microsoft SharePoint, Miro, Jira

#### Chronological Order Work Experience

**Honeywell, AZ** **Nov 2023**  
**- Present**  
**Program Manager Safe Agile 5**

- As Program Manager/Release Train Engineer (RTE) and oversaw the Scaled Agile Framework (SAFe) Agile Release Train (ART) processes and program execution. My role involved managing program-level continuous improvement and ensuring that impediments were escalated, and risks were managed. Collaborated with teams across the organization to facilitate program level

- Program Management and SAFe Oversight: Overseeing the Scaled Agile Framework (SAFe) Agile Release Train (ART) processes and program execution. This includes managing program-level continuous improvement, ensuring adherence to the SAFe framework, and overseeing software teams through development and delivery. Managed project execution by creating and managing feasible project plans, identifying, and mitigating risks, scheduling resource allocation, and managing project budgets using tools such as Clarity, JIRA, and Confluence. Created communication plans, risk management plans, RACI and stakeholder registers, as well as cutover plans to ensure successful project delivery.
- Agile Coaching and Guidance: Providing guidance in Agile, Scrum, and SAFe practices. Coaching Agile delivery teams to consistently deliver value and promoting a culture of Lean-Agile practices and mindsets.
- Program Planning and Facilitation: Planning and facilitating quarterly Program Increment planning and Scrum of Scrum meetings. Acting as a SAFe facilitator/coach at the Program level and supporting various scrum ceremonies for the teams, such as Planning, Retrospective, Grooming, and Review/Demo. Organized and facilitate synchronization meetings like Scrum of Scrums and Program Committee Meetings. Facilitate unblocking impediments and tracking/managing risks, dependencies for agile teams
- Impediment Resolution and Risk Management: Facilitating impediment resolution in a timely and cost-effective manner. Identifying and mitigating risks associated with the projects and programs.
- Project Execution and Management: Creating and managing feasible project plans, identifying resource allocation needs, and managing project budgets using tools such as Clarity, JIRA, and Confluence.
- Communication and Reporting: Producing weekly program status reports and maintaining project schedules, baselines, and estimates using project management tools. Creating and sustaining project charters and management plans for resources, communication, stakeholders, scope, and risk management.
- Project Monitoring and Tracking: Monitoring, tracking, and communicating project progress from a schedule, cost, and risk perspective to the project team, stakeholders, and management.
- Dependency Management and Alignment: Managing dependencies across projects and ensuring alignment with organizational goals.
- Strategic Planning and Leadership: Strategically planning, leading, organizing, and motivating both agile and traditional project teams to achieve outstanding performance and deliver high-quality projects that generate exceptional business value for stakeholders.
- Value Optimization and Metrics: Optimizing the value flow through the Agile Release Train (ART) and utilizing various tools such as Program Kanban and other information radiators. Establishing and effectively communicating annual calendars for Iterations and Program Increments (PIs).
- Feature Prioritization and Execution: Assisting in feature prioritization and closely monitoring the execution of features using train-level metrics.
- Facilitation of Meetings and Workshops: Organizing and facilitating synchronization meetings like Scrum of Scrums and Program Committee Meetings. Facilitating readiness for PI Planning and executing it efficiently.
- Proactive Impediment Escalation: Proactively identifying and escalating impediments, ensuring critical bottlenecks are addressed and resolved promptly.
- Collaboration and Alignment: Fostering collaboration and cooperation among teams, Engineering, and Enterprise Architects. Ensuring alignment between strategy and execution, collaborating closely with Product Management and Stakeholders.
- Agility Assessment and Improvement: Conducting, Inspecting, and Adapt workshops, facilitating System Demos, and assessing and enhancing the agility level of the ART.

Monitor, track, and communicate project progress from a schedule, cost, and risk perspective to the project team, stakeholders, and management. Projects Artifacts - Business Program Office, Business Product Owners, BAs, SIT and Technology PMs, Artifact Doc /UAT Approvers- Client Manager and PMs.

- Safe Ceremonies: Planned and facilitated quarterly Program Increment planning and Scrum of Scrum meetings, acted as a SAFE facilitator/coach at the Program level, and supported scrum ceremonies for the team where needed (Planning, Retrospective, Grooming & Review/Demo). Facilitated impediment resolution in a timely and cost-effective manner.

**Amtrak Washington DC  
Oct 2023  
Project Manager**

**Dec 2021—**

- Developed and maintained comprehensive project documentation, including Project Charters, Project Management Plans, Requirements, Design documents, Architecture inputs, Test Plans, Test Results, Implementation Plans, Post-Implementation assessments, Lessons Learned, Project Schedules, Budgets, and Resource Management Plans.
- Produced weekly program status reports for each program, facilitating effective communication and transparency.
- Conducted project status meetings as needed to ensure alignment and progress.
- Managed project schedules using MS Enterprise Project Management (EPM) and MS Project Professional 2010, reporting schedule and budget variances.
- Established and maintained SharePoint project sites within the EPM system, ensuring data integrity.
- Ensured the quality and integrity of project schedules, baselines, and estimates, providing accurate reporting on program/project variances.
- Identified, assessed, and managed risks within programs/projects, maintaining ongoing risk management plans.
- Reported ongoing issues and changes by utilizing established processes and templates, disseminating reports within programs/projects.
- Created and distributed weekly status reports, summarizing activities, achievements, identified issues, and actions taken to resolve them.
- Ensured timely completion of all activities required for operational readiness reviews.
- Contributed to Request for Proposal (RFP) processes, including creating Statements of Work (SOW) and evaluating vendor responses.
- Provided SOWs for ongoing support services and evaluated criteria for product and proposal analysis.
- Program Planning and Facilitation:
- Planned and facilitated quarterly Program Increment planning sessions and Scrum of Scrum meetings.
- Acted as a SAFE facilitator/coach at the Program level, supporting various agile ceremonies such as Planning, Retrospective, Grooming, and Review/Demo.
- Organized and facilitated synchronization meetings like Scrum of Scrums and Program Committee Meetings.
- Facilitated unblocking impediments and tracked/managed risks and dependencies for agile teams.
- Impediment Resolution and Risk Management:
- Facilitated timely and cost-effective impediment resolution.
- Identified and mitigated risks associated with projects and programs.
- Communication and Reporting:
- Produced weekly program status reports.

- Maintained project schedules, baselines, and estimates using project management tools.
- Created and sustained project charters and management plans.
- Communicated progress from a schedule, cost, and risk perspective to the project team, stakeholders, and management.
- Managed dependencies across projects to ensure alignment with organizational goals.
- Strategic Planning and Leadership
- Strategically planned, led, organized, and motivated both agile and traditional project teams.
- Achieved outstanding performance and delivered high-quality projects generating exceptional business value for stakeholders.
- Assisted in feature prioritization and closely monitored feature execution using train-level metrics.
- Facilitation of Meetings and Workshops:
- Proactively identified and escalated impediments, ensuring prompt resolution of critical bottlenecks.
- Collaboration and Alignment:
- Fostered collaboration and cooperation among teams, Engineering, and Enterprise Architects.
- Ensured alignment between strategy and execution, collaborating closely with Product Management and Stakeholders.
- Facilitated System Demos and assessed and enhanced the agility level of the ART.
- Directed technical leads, project team members, and consultants/contractors.
- Developed and maintained project documentation, including charters, plans, requirements, designs, and test plans.
- Utilized various tools for data analysis and modeling, including MS Access, MS Visio, MS Project, Tableau, MS Excel, MS PowerPoint, and Adobe Photoshop.
- Developed screen layouts, navigation flows, logic diagrams, data models, and process models using SAP workflow.
- Conducted requirement gathering sessions, design workshops, and user-acceptance testing workshops, ensuring clear and effective communication throughout the project.

**DLA/Accenture**  
**Dec 2021**  
**Project Manager**

**April 2020-**

- In the DLA fuel management project, my responsibilities included:
- Work as part of the IT Portfolio Management team, providing direction, structure, and execution support.
- Apply project management principles and resources to drive projects towards successful implementation on schedule, under the guidance of the IT Project Manager.
- Provide leadership support to the project team, identifying and executing mitigation strategies for potential risks, and escalating critical items as needed.
- Create executive-level reports in Microsoft PowerPoint, tailoring information for project sponsors, governance boards, and executive audiences.
- Actively participate in collaborative discussions at project team meetings, contributing valuable insights to decision-making processes.
- Prepare presentation materials for Project Manager and Portfolio Manager to present at various meetings, ensuring clear and effective communication.
- Update the Client team's schedule in MS Project, ensuring accurate data for the Master Project Schedule.
- Take meeting notes, capturing summaries of outstanding items, and meticulously track project and portfolio activities and performance.

- Lead the updating and maintenance of the Portfolio's Integrated Schedule in Microsoft Project Server, establishing inter-dependency linkages between individual projects, and presenting data through graphs and visuals for executive audiences.
- Conduct updates, analysis, and maintenance activities following the Schedule Management Plan standards.
- Regularly update project level task status, report status and variances, and level resources as assigned.
- Facilitate rolling wave planning, analysis, and risk assessment of projects and the Master Integrated Schedule.
- Identify and monitor the critical path in the Master Integrated Schedule, ensuring timely completion of critical tasks.
- Perform "what-if" analysis to assess the impact of proposed changes on project scope, schedule, and resource availability. Develop detailed Change Requests (CRs) as needed, including alternatives to the proposed approach.
- Review and update the Project Management Plan and Staffing Plan to reflect key elements relevant for the remainder of the project.
- Collaborate with project team members to develop and maintain a comprehensive cutover plan for smooth project transitions.
- Review, develop, and update practices in the IT PMO, executing actionable processes to enhance project management efficiency.
- Schedule and assign tasks to team members, provide guidance throughout the process, and monitor task completion.

**Disney Burbank CA /Infosys  
Program Manager**

**Oct 2018-April 2020**

- Initiated a groundbreaking project for the deployment of SAP S/4 HANA digital core in a greenfield environment, simultaneously co-deploying it with the existing ECC 6.0 EHP 8. This multifaceted initiative included enhancements for both front and back-office operations and required seamless integration of S/4 HANA with our partners through AWS Integration layer services.
- Collaborated with IT, Business, and stakeholders to define project scope, ensuring alignment with company standards. Obtained sign-offs and applied ERP change management procedures when scope adjustments were necessary.
- Worked closely with IT and Business teams to execute the planned work. Continuously updated and maintained resource plans and budgets, engaging with key Business and IS stakeholders to secure the necessary resources and onboard them onto the project.
- Managed various application management processes, including Incident, Change, Problem, Demand, and Capacity management, ensuring the efficient functioning of critical systems.
- Leveraged my extensive experience in requirement gathering exercises, process design, process reengineering, Business Blueprinting, presales, proposal preparation, and client presentations to drive project success.
- Led the development of project execution plans and identified the appropriate technical and business resources required for project teams.
- Established and meticulously monitored project schedules, conducted resource planning, managed Change Management processes, and provided regular Status Reporting. Facilitated Planning workshops and meticulously documented their outcomes.
- Collaborated closely with key stakeholders, effectively addressing and managing project issues, and executed projects following the Software Development Life Cycle (SDLC).
- Coordinated efforts with system integrators to oversee system design and development, project rollout, closure, and External Vendor Management.

- Actively participated in requirement gathering meetings, reviewed Functional Specifications (FS) as needed, and obtained approvals from clients.
- Prepared detailed status reports on Incidents and Projects, submitting them and presenting them to Business and the PMO portfolio.
- Ensured the successful completion of each project by maintaining comprehensive logs of project risks and issues, devising effective mitigation strategies, and escalating major concerns to the project steering team. I also played a key role in creating functional specifications for RICEFW and collaborated with an offshore team for technical ABAP development and testing. Additionally, I provided cross-functional support, working with the Basis team to resolve application issues and collaborating with the Security team to ensure proper authorization for SRM transactions.
- Maintained detailed project logs, consistently identified risks and issues, and developed strategies for their mitigation while escalating significant concerns to the project steering team
- Collaborated effectively with an offshore team for technical ABAP development and testing, ensuring the preparation of functional specifications for RICEFW
- Conducted scoping meetings and blueprinting sessions to gather requirements and identify all GAPs and RICEFWs needed by both the business and IT
- Provided invaluable cross-functional support by resolving application issues with the Basis team and ensuring proper authorization for SRM transactions with the Security team.
- Successfully managed six SAP Security Projects from initiation to completion, encompassing requirements gathering, risk assessment, scheduling, and stakeholder communication.
- Took charge of designing functional specifications, conducting gap analyses, and producing technical documentation in collaboration with Business and End User Training.
- Performed various critical tasks, including planning, analysis, designing, requirements definition, functional design, development, testing, and the seamless implementation of IT solutions.
- Skillfully prepared and coordinated program control gate documentation, QUAD charts, and project schedules using SharePoint and other project management tools.
- Meticulously developed and maintained essential project documents such as Project Charters, Project Management Plans, Requirements documents, and Test Plans.
- Produced weekly program status reports, effectively managed project schedules using MS Enterprise Project Management, and ensured the maintenance of SharePoint project sites.
- Identified the activities required for operational readiness reviews and diligently ensured their timely completion.

**Verizon, Ashburn, VA**

**March 2012-**

**Sep 2018**

**SAP SRM Functional Analyst/Project Manager**

- Managed work plans and deliverables of on-site and offshore development/Functional teams, including developers, integrators, and technical teams.
- Participated in designing and reviewing functional specifications, collaborating with business process owners and end-user training.
- Gathered requirements, conducted GAP analysis, and created conceptual and functional designs, configuration, and unit test scenarios.
- Acted as a Subject-Matter Expert for new implementation of SRM Version 7.0.

- Independently configured new SRM environment based on legacy SRM environment, utilizing new functionality.
- Set up both internal and external catalogs.
- Possessed familiarity with SAP ChaRM, SAP MRO processes, testing methodologies, UAT, ITIL, and test-driven development.
- Executed regression test scripts manually and automatically to support scheduled and unscheduled releases. Defining documenting process flows, business requirements, functional specifications, test artifacts.
- Recorded test results using the appropriate tracking tool.
- Reviewed and incorporated test plans into the tracking tool to validate functionality.
- Ensured adherence to quality standards and processes by reviewing design and technical packages.
- Coordinated and managed regression test events with program stakeholders.
- Developed and maintained automated test scripts based on provided plans.
- Upgraded and maintained the test tracking tool.
- Analyzed, documented, reported, and resolved issues discovered during regression testing.
- Provided testing metrics to demonstrate the progress of regression test events.
- Created and maintained test strategies, procedures, processes, and policies.
- Developed methodologies and presented problem-solving solutions.
- Contributed to deliverables and performance metrics under general supervision.
- Proficient in Worksoft, SAP Solution Manager, and Micro Focus ALM for test management.
- Created Business Process Documentation, Test Plans, Test Package Scope, Effort Analyzer, and BPCA using SAP SOLMAN

**American Red Cross, Ashburn, VA**  
**Feb 2012**  
**Business Analyst/Tester**

**Jan 2008 –**

- Gathered business requirements and obtained functional specifications from stakeholders.
- Analyzed and mapped existing business processes to align with SAP capabilities.
- Configured the SAP system using standard processes to meet customer needs.
- Collaborated with ABAP developers to develop custom programs, tools, reports, etc., for specific business requirements.
- Transformed business processes within SAP to improve efficiency and productivity.
- Provided expertise and guidance on SAP functionalities and best practices.
- Conducted workshops and interviews with key stakeholders to understand requirements and document business processes.

- Created detailed functional specifications for ABAP developers based on identified requirements.
- Conducted system testing and supported user acceptance testing (UAT).
- Provided training and support to users during and after the implementation phase.
- Documented system configurations and processes for future reference.
- Monitored and optimized the performance of the SAP system.
- Stayed updated with the latest SAP developments, releases, and enhancements.
- Collaborated with cross-functional teams and project managers to ensure successful SAP implementations and seamless business operations.
- Identified areas for improvement and proposed solutions to enhance the effectiveness of SAP solutions.
- Assisted in resolving functional issues and provided ongoing support to end users.
- Ensured compliance with industry standards and regulatory requirements.
- Participated in Sprint Planning and estimated user stories.
- Facilitated grooming sessions and scrum meetings.
- Coordinated with the Product Owner to create the product backlog.
- Performed impact analysis and prioritized critical functions for conversion.
- Led daily stand-ups, sprint planning, release planning, and retrospective meetings.
- Utilized JIRA for reporting and facilitated workshops to gather requirements.

#### 1.2.1.20 *Project Manager Resume 2*

Name - Van Nguyen- Project Manager	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Project Manager.</li> <li>• A results-oriented and experienced Program/ Project Manager with over 20 years of experience in both Information Management and Business/Functional areas, serving multiple Business Units in different geographical regions and complex business environments.</li> <li>• Experienced in full global implementations on both Agile and Waterfall methodologies.</li> <li>• Well-known for being able to deliver as expected by the business community.</li> <li>• Team leader with experience working in cross-functional teams across the globe and a record of consistently achieving desired goals.</li> <li>• Extensive experience in SAP Ariba/SAP Business Processes (Q2C/O2C/R2R/P2P/M2S..), SAP(MM/PP/FI/CO/WM/PM/QM).</li> <li>• Extensive experience in line management / operational roles, managing staff across global regions/locations. Collaborating with different project workstreams in infrastructure, applications, cyber security, OCM, quality and compliance.</li> </ul>	

- Demonstrated ability to communicate effectively with all levels of internal and external, customers/suppliers/partners: ODM (Original Design Manufacturer)/OEM (Original Equipment Manufacturer).
- Utilizing proven methodologies to effectively manage risks associated with large change initiatives, facilitating successful project completion.
- A track record of success in implementing strategic business change (BRP Business Process Reengineering). Extensive experience in determining change management challenges, goals, and implementation strategies, including change management implementation planning, resourcing and execution.
- Have led teams across different geographical regions through the Systems Development Life cycle (SDLC) including collation of business requirements (BRD), gap analysis, process re-design, systems development, user acceptance testing, training, and change management for large organizations and across global and multiple business units.

#### Education & Certifications

- Business Analytics - Harvard Business School (2020)
- MBA - Finance & International Trade: University of St Thomas, Houston, USA
- Programming - University of Technology Sydney, Australia
- Bachelor of Science - Mathematics: Auckland, New Zealand

#### Certifications

- PSM Certified (Professional Scrum Master)
- PMP Certified (Project Management Professional from PMI)
- CBPM Certified (Commitment Based Project Management)
- CPIM Certified (APICS - American Production & Inventory Control Society)
- Lean Six Sigma (Green Belt)

#### Technical Skills

- Project Management, Program Management, Delivery Management, Integration Management, Change Management, Merger and Acquisition, Divestiture, Strategy Development, Budget Management, Continual Improvement Process, BRP Business Process Reengineering, SAP/ERP Implementation (MM/PP/FI/CO/WM/PM/QM), SAP Business Processes/Ariba (Q2C/O2C/R2R/P2P/M2S..), Finance, Internal Trade, ITIL, Agile Methodology, Mitigation, PMO, International Trade, Master scheduling, MRP Planning, Production Planning, Project Cost and Budget control, Systems Development Life Cycle, Resource Planning, Resource Allocation, Supply Chain, Vendor Management, Global Programming, Capacity Planning, Issue resolution, Risk assessment, JIRA, Scrum, Agile, SDLC, Performance Management, Scope Management, Schedule Management, Quality Assurance.

#### Chronological Order Work Experience

<p><b>Mahindra USA, Houston, TX</b> <span style="float: right;"><b>2020</b></span>  <b>– Present</b>  <b>Sr IT Manager</b></p> <ul style="list-style-type: none"> <li>Managing IT operational activities across various business functions and technology platforms (SAP, Portal, Java and .Net) Execute IT projects across various business functions (Manufacturing, Operations, Sales, Service and Marketing Functions) with active coordination with internal and external stakeholders and partners.</li> <li>Lead, coordinate and resolve SAP related changes and problems. Synthesize various SD, MM, FI and PP business processes to find optimal solution, map to existing SAP process to assess any gaps, and coordinate development and implementation activities with SAP technical team. Ability to triage with various business and IT stakeholders to resolve problems.</li> <li>Lead S4 HANA Upgrade from 1709 to 2020 version.</li> <li>Seamless management of IT operational activities with help of COE set up and local service providers as per business priorities and budget allocations. Complete accountability of IT operations and management of various stakeholders.</li> <li>Manage all third-party software/system vendors and executes the integration of these with SAP. Sunset legacy systems and onboard business processes on standard Enterprise platforms in line with Mahindra Group Strategy</li> <li>Own end to end engagement and act as facilitator between business and delivery teams (onsite and offshore)</li> </ul>	<p><b>Huntsman Corporation, Houston, TX</b> <span style="float: right;"><b>9/2019</b></span>  <b>– 9/2020</b>  <b>Delivery Manager/Project Manager (SAP and M&amp;A/Divestiture)</b></p> <ul style="list-style-type: none"> <li>PM for SAP and related applications which are part of the Spindletop program to divest 20% of Huntsman operations to Indorama. Aggressive timeline M&amp;A project with a divestiture of \$2 billion asset. SAP Business Processes (Q2C/O2C/R2R/P2P/M2S..), SAP Modules (MM/PP/FI/CO/WM/PM/QM)</li> <li>Managed global teams to develop detailed work plans, SOW, Project scope, Project Charter, Project schedule, resource plans, Project Budget estimates, WBS</li> <li>Managed workloads, defined deliverables, set technical standards, mentored developers, removed impediments, led team meetings, conducted project evaluation, performance reviews and ensured compliance with established company policies</li> <li>Managed change control, Training and Documentation activities.</li> <li>Planned budgets and delivered projects under Budget.</li> <li>Set up the new environment, Cloned the SAP systems, Data migration and Data cleansing (Informatica) to the new environments, Conducted Golive and Supported Warranty / TSA</li> </ul>
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<p><b>Center Point Energy, Houston, TX</b> <span style="float: right;"><b>03/2019 –</b></span>  <b>9/2019</b>  <b>Delivery Manager/Project Manager (Contract)</b></p> <ul style="list-style-type: none"> <li>• Represented CIMO (Critical Integration Management Office) to ensure Critical Integration Points between strategic projects/programs are resolved and Project Managers are working toward resolutions that result in positive impacts to all related parties and projects/programs.</li> <li>• Documented CIMO new processes: CIMO Selection, CIMO On-board and CIMO Off-board processes, CIMO Monthly Meetings and Communications.</li> <li>• Introduced tools to CIMO to monitor and track Critical Integration Points (Power BI).</li> <li>• Agile methodology with JIRA as the project tracking and bug and issues tracking tool.</li> </ul>
<p><b>HP, Houston, TX</b> <span style="float: right;"><b>(03/2018 -</b></span>  <b>03/2019)</b>  <b>Delivery Manager/Project Manager S4/HANA (Contract)</b></p> <ul style="list-style-type: none"> <li>• PM for Global Strategic Sourcing Organization in the Single ERP program to deploy S4/HANA transformation, replacing legacy SAP ECC instances for HPE worldwide.</li> <li>• SAP SCM - Supply Chain Management. SAP-APO and SAP-IBP are part of the migration.</li> <li>• Onboarding Suppliers and Partners to SAP ARIBA through Supply Chain Collaboration.</li> <li>• Worked collaboratively with other PM (Project Managers/Program Managers/Portfolio Managers) from other Vertical streams and Horizontal streams in the Matrix environments.</li> <li>• SERP for simplified, standard, efficient business operations: One system, one set of master data, one set of globally consistent processes, One source of truth as a company asset, Integrated end-to-end business operations</li> </ul>
<p><b>HP-DXC Technology, Houston, TX</b> <span style="float: right;"><b>(03/2017 -</b></span>  <b>03/2018)</b>  <b>Technical Project Manager – Internal Audit</b></p> <ul style="list-style-type: none"> <li>• PM - Microsoft license Internal Audit for the divestiture of HPE/ES and HPE/Micro Focus.</li> <li>• Exited Credit and Collections core applications from the shared space with HPE to the Cloud (Oracle and HP) environments. Created Business Objects for Collections reporting</li> <li>• Data Warehouse / Data Lake with common data elements</li> <li>• Eliminated interdependency with HPE to enable quicker fulfillment of business needs (Security risk will increase by staying in shared space). Provided a near term solution</li> </ul>

for legacy Enterprise Services that minimizes business disruption until the end state solution is identified.

- Ensure all aspects of security are in place. Authorization via Siteminder with Web agent, Sailpoint via Global Pass and UAM (User Authentication Module). Working with different project workstreams in infrastructure, applications, cyber security, OCM, quality and compliance.
- Prepared Business case for Credit and Collections merger with CSC into HPE-ES
- Organize & coordinate Daily Scrum, Sprint Review & Retrospective.
- Contribute towards process improvement, Sprint Planning, Release Planning, and Product Planning.

**HP, Houston, TX**  
**03/2017)**

**(06/2013 -**

**Project Manager – Finance IT**

- PM for Credit and Collection systems for HP Customers and Channel partners.
- Completed Collection Systems Upgrade GetPaid version 7.6 to version 8.3 which allows HP Collectors and Partners to process collections in a workflow process with automation features. Consolidated 65 schemas of worldwide major countries to 3 schemas representing AMS, EMEA and APJ regions. Leading the team for the analysis phase of Credit Systems Evolution (Cloud environment).
- Data migration to the new environments when HP split into HPI and HPE
- Recipient of “All Star Award from the CIO” for deploying GetPaid Resolutions to improve \$20 million of Cash Flow.
- Organize & coordinate Daily Scrum, Sprint Review & Retrospective.
- Contribute towards process improvement, risk & Issues resolutions, Sprint Planning, Release Planning, and Product Planning.
- Maintain Teamwork & Collaboration within and across Teams and contribute towards Agile Adoption by all stakeholders.

**HP, Houston, TX**  
**06/2013)**

**(05/2009 -**

**Delivery Manager/Project Manager – SAP/APO**

- PM for Supply Chains operation supporting HP Desktop divisions.
- SAP SCM - Supply Chain Management
- Developed and managed the implementation of SAP APO / SAP IBP for Pan HP project (Demand Planning (DP); Supply Network Planning (SNP), Inventory Optimization, Control Tower) and Global Available-to-Promise (GATP) which utilizes the Demand Supply Matching logics to allocate Supplies from ODM/Vendors proportionately to all regions.

- SAP Business Processes (Q2C/O2C/R2R/P2P/M2S..), SAP (MM/PP/FI/CO/WM/PM/QM)
- Technology includes SCUM/Agile processes.

**BHP Billiton, Perth Australia  
2008 - 2009**

**Delivery Manager/Project Manager (SAP/MES)**

- PM for RGP4 Interfaces (Rapid Growth Version 4) which provided IT capabilities to handle growth and increase in Iron Ore production in the next 3-5 years for BHP Billiton.
- Responsible for the middleware (SAP-XI and SAP-xMii) interfaces between SAP (MSAP, GSAP, 1SAP..) and other vendors applications: (Honeywell - MES, Citec - SCADA, MQ2..) for the Integration project - Technology includes SAP-XI and SAP-xMii.

**1.2.1.21 Project Manager Resume 3**

Name - IKE BEN IBE- Project Manager	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Project Manager.</li> <li>• Solution Oriented project manager with over 16 years of Project and Program management, business analysis and consulting experience in the Financial Services, Insurance, Healthcare and Education industry.</li> <li>• Comprehensive knowledge of complete Software Development Life Cycle (SDLC) from project Inception to completion using methodologies like RUP, ERP, Waterfall, Business Process Management (BPM), CMMI, Agile Scrum methodologies and ITIL process.</li> <li>• Leadership experience managing multiple development projects and remote/virtual project teams on web-based and client/server applications and custom/in-house development projects.</li> <li>• Well versed in multiple Project Management methodologies, software design, Data Workflow Management and Business Process Re-Engineering.</li> <li>• Highly skilled in work breakdown structure (WBS), GNATT charts, project status reporting, defect tracking, quality assurance and change management.</li> <li>• In-depth experience in Project Management tools such as Clarity, Planview, Atlas, Jira, Primavera, MS Project and MS Project Server for project scheduling and budget reporting.</li> <li>• Highly motivated self-starter with excellent analytical, communication, decision making and organization skills. Adept at juggling multiple tasks in high-pressured environments.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>• Bachelor of Science in Business Administration, Roosevelt University. Chicago, IL</li> <li>• Masters in Management Information Systems (MIS) – Graduated with Honors (Cum-Laude)</li> </ul>	

DePaul University. Chicago, IL.

### Technical Skills

- Applications: Clarity, Clarizen, Microsoft Project Server, Planview, MS Visio, MS Project 2003-2012, SharePoint 2003-2010, Microsoft Office Professional Suite (Outlook, Word, Excel, Visio, Access, Office 365, Rational Rose, SQL Server, Lotus Notes, HP Quality Center, Clarity, Jira, Gemini, Microsoft Dynamics AX & NAV, PeopleSoft HRMS, Sales Force CRM, SAP SD, SaaS, Cognos 8 BI, and AS400.
- Training/Knowledge: PMI Methodology, Program/Portfolio Management, Agile Project Management, Scrum, RUP Methodology, ERP, CRM, .Net Client Server Technology, Risk Management, Costing & Budgeting, Enterprise-wide Implementations, Procurement, CMMI, ITIL v3 Framework, HIPPA, ROI Analysis, System Migrations/Integrations, Process improvement and Change Management.

### Chronological Order Work Experience

#### DC Access Systems

Sept 2019 –

#### Present

#### District of Columbia Government

#### Department of Healthcare Finance (DHCF)

#### PMO Sr Project Manager

- Brought in as a consultant to build out the PMO and help run the DCAS Program which is a Health and Human Services solution put in place to offer new case management capabilities and functionality mandated by the Affordable Care Act (ACA) such as Advanced Premium Tax Credit (APTC) and Modified Adjusted Gross Income (MAGI) Medicaid eligibility
- Accountable and owner of several key PMO processes including management of program scope and schedule/project plan, project status reporting, executive leadership reporting, dependency management, issue and risk management, and project communications.
- Build working relationships at all levels of the organization to partner with and effectively communicate with cross-functional groups as required
- Lead ongoing planning & interactions with state Medicaid programs, SNAP/TANF, and locally funded programs; includes working with sister agencies to assess and/or propose strategies for expanding access to programs according to HIPPA guidelines and outlining the impact of federal and state policy actions around DCAS programs, such as regulations impacting ACA.
- Collaborating with the System Integrator (KPMG) to thoroughly gather system requirements, lead JAD/JAR sessions, develop an extensive WBS, technical deliverables, and other consulting agreements leading towards implementation.

- Worked with IV&V (Accenture) for critical components of the implementation related to specifications, RAID management, system requirements, and overall quality management.
- Reporting and facilitating program updates to partnering Federal agencies (Center for Medicare & Medicaid, and Food & Nutrition Service) regarding strategic initiatives, goals setting, MEET compliance requirements, dashboard and KPI management, prioritization, decisions, and budget management.
- Lead the implementation of the Clarity PMO tool and reported on metrics associated with Change Control and Risk Management.

**Microsoft Dynamics D365**  
**Sept 2019**  
**State of Maryland**  
**Employer: ZDAAS**  
**Project Manager**

**May 2018 –**

- Brought in as a Consultant to implement Microsoft Dynamics 365 finance and operations and cloud based ERP business COTS application platform for the State of Maryland DHS department. This required the decommissioning of the Legacy Finance application and move onto D365 platform.
- Manage a team of nine resources consisting of Developers, Business Analysts, Quality assurance testers and reporting project progress, budget and status directly to the CIO.
- Work with key system architecture resources to ensure Azure cloud technology is being applied to meet the business objectives (Application Architect and Data Architect, Security Engineer)
- Participate in all work product review sessions described in the Quality Plan to ensure compliance with the technical design
- Responsible for end-to-end technical assurance, technical governance, best practices, the reuse of technical assets, and the assignment of technical work.
- Day-to-day management of the technical teams and assigned Local govt employees, working closely with the Project Managers to provide information around scheduling, risks, issues, changes, etc
- Lead daily leadership calls, Agile scrum calls and developed Standard Operation Procedures for Testing, D365 environment updates and Canned reports generation.
- Manage onsite Microsoft consultants and 3rd party vendor engagement in order to ensure adherence to the Program's budget, project schedule and scope of work as indicated in the approved RFP documentation.

**CareFirst BCBS - Washington DC**  
**May 2018**  
**Sr Project Manager**

**March 2016 –**

- Hired as a consultant to help implement TIP (testing in production) methodology at the request of the Director's office and OPM.gov. TIP is a brand new methodology industry wide which hasn't been implemented at FEPOC or any healthcare company in recent times. The end client was Federal Govt. employees.
- Successfully Implemented TIP (testing in production) methodology and workflow for eService, FEP (Federal Employee Program) Direct applications and WebMD with a total project budget of \$6million.
- Managed a team of project resources (Business Analysts, Testers, DBAs and Application Architects) within the Infrastructure program to meet work fluctuations, budget and time constraints.
- Worked closely and gained buy-in with Departmental Managers, Executives, Directors and stakeholders on project direction, implementation and change requests.
- Put together a 3 year project roadmap and schedule on new TIP Methodology based on research from Gartner and IBM and gained buy-in from all high level project stakeholders.
- Proactively identifies risks and opportunities of both business and technical plans; identifies Risk Mitigation Strategies and Contingency Plans for all identified Risks. Maintains the Program Level issue, risk matrix log and defect log using Jira.
- Utilized a comprehensive understanding of corporate strategic imperatives, long range strategic planning, full IT Systems Development Lifecycle and Project Management Life Cycle to ensure compliance with organization goals and timelines using SharePoint .
- Implemented stringent standards for project feedback, delivered executive status/risk reporting and orchestrated project team meetings that included all internal/external project members utilizing SharePoint.

**CareFirst Blue Cross Blue Shield – Owings Mills MD**  
**March 2016**  
**Employer: Compass Solutions**  
**Project Manager**

**April 2013 –**

- Brought on board to structure and manage CareFirst's Sunset Program with SaaS Electronic Health Records (EHR) application, Legacy Claims and Mainframe applications according to HIPPA guidelines with a budget of \$22 million stemming across multiple departments. Implement PMO controls, Hybrid Agile framework and manage a team of 10 project managers (on-site and virtual) amongst other IT business analysts and Technical delivery managers.
- Inherited a failing Program that needed re-structuring and implemented financial controls, KPIs along with PMO stage gates and timelines that in turn streamlined and saved the program over \$500k in projected losses.

- Manage a complex program of strategic projects (Claims and adjudication applications, Lotus Notes databases, PeopleSoft, Infrastructure and COTS Oracle Financial applications, Facets 4.3, NASC0, FEP platform) using Project Server that span different organizational departments including projects involving external vendors and multiple business areas that have a significant legal and/or financial impact to CareFirst Business.
- Manage and oversee Optum, Cognizant and other 3rd party vendor contract negotiations and project assignments.
- Responsible for all aspects of the program within the Sunset initiative to include risk management, process improvement, data analysis, technology applications/development to enable the business to meet future goals and objectives prioritized by CareFirst Governance Boards. I managed all program activities and communication using SharePoint.
- Implemented stringent standards for project manager feedback, delivered executive status/risk reporting and orchestrated project team meetings that included all internal/external program members.
- Managed a team of 10 project managers and business analysts working side-by-side with the business and IT to overcome the challenges of integrating people, process and technology.

**Walgreens (Healthcare) - Deerfield, IL**  
**April 2013**

**January 2012 –**

**Employer: Randstad Consulting**  
**PMO Project Manager (Consultant)**

- Helped Build Walgreen's Well Experience PMO in order to define, implement and maintain standards and processes related to Program Management, Portfolio management and Project Management. Also built out guidelines for process improvement, guidance, metrics, dashboards, issue escalation and resolution for Walgreen's largest store remodel initiative and Product Launch with a budget of \$100million.
- Managed the Well Experience Program and support company executives by creating a T-Minus program schedule and reports detailing the program's status and risk management using Planview PPM tool. Identify ambiguous requests and facilitate collaboration amongst leadership, Business Sponsors, other impacted business units and tracks.
- Implemented Risk Management Methodology on the Well Experience program, strategic initiatives and projects. This includes risk planning, supply chain, identification, analysis, risk response planning and control and issue escalation.

- Designed the Well Experience Program's SharePoint site and implemented control, procedures and workflows for handling, submitting and approving program documentation using Office 365.
- Managed the implementation of Microsoft Dynamics AX, ERP Sales management and Customer Care CRM modules that helped revamp the way High Value patient engagements and retail sales were managed.
- Conducted budget forecasting, program management, data analysis, statistics management, financial management, resource management and allocation.
- Implemented program plans that will help reduce uncertainty, improve efficiency of project team, increase understanding of project details and delineate activities and durations. Develop a program baseline and determine the critical path for the program's schedule.
- Directed and managed a team of 10 virtual/remote project managers and over 60 stakeholders by defining program activities, tasks and milestones required to meet POS

**Meritas LLC (Education) - Northbrook, IL**  
**Jan 2012**

**April 2011 –**

**Employer: Meritas LLC**  
**PMO Project Manager**

- Built a PMO(Project Management Office) to centralize the control of all companywide projects ranging from \$1m to \$10m in budget across 6 departments. Implemented controls across all project phases, established risk management, budget management, Vendor Management, RFP and resource management practice across all 10 schools (International and local) and at corporate.
- Created the PMO office and implemented the Program management methodology for large scale projects with cross-functional departments and teams from inception to completion.
- Prepare project plans, schedule, goals and team assignments, project documents (charter,scope management plan, business case, communication plan, requirements documents) reporting and monitoring project portfolio activity using Project Server.
- Managed the implementation of Microsoft Dynamics Navision ERP software to help track company financials, billing and budget management at a corporate level.
- Managing school expansion and construction projects ranging from \$1 - \$10million in budgets and over 60 assigned resources and vendors.
- Developed and implementing standard project and portfolio management process across Meritas and its schools.
- Communicate weekly with the CEO, President and company VPs on the status of projects and ongoing risks to ensure full visibility and insight into the project portfolio.

- Training the school Managing Directors on Project Management processes and implementation, risk management, project budget controlling and issue escalation to senior management.
- Track key project milestones, perform gap analysis and adjust project plans and/or resources across different functional departments to meet the needs of the customers.

**Protective Life Insurance (Insurance) -Deerfield, IL  
April 2011**

**January 2009 –**

**Employer: Touchstone ITS (IT Services)  
IT Project Manager Consultant**

- Managed projects with a cross-functional team of 8-12 resources in a matrix organization to deliver Web applications for Protective's Finance and Insurance dealers and I also managed change and enhancement projects for Protective's Life and annuity Product Launch while ensuring compliance to HIPAA guidelines.
- Implemented full software life cycle development (SDLC) methodologies to manage Protective's Policy administration and life insurance application projects. Managed a team of 10 from design to deployment.
- Developed project plans, managed project budgets ranging from \$300k to \$5m, created matrices to assess readiness and status, and presentation of high level status and milestones to management using Planview PPM tool.
- Developed and maintained Vendor relationship for major VIN decoding e-commerce and API project (CVINA) and implemented project-management methodologies to manage the project from inception to completion.
- Managed the Protective's Claims records and processing application project from requirements gathering, construction, implementation and infrastructure build-out and workflow management for the in-house mainframe system.
- Comprehensive use of MS Project and MS Visio to group project use cases into Sequence and Activity Diagrams based on UML methods thereby defining the business process model and set project timelines.
- Oversaw the implementation Microsoft Dynamics Project Management and service management tool.
- Facilitated meetings and JAD sessions with project sponsors and stakeholders and trained a team of business analysts on implementing requirements and best practices for the Protective Life Insurance and Annuities processing applications.
- Developed the deployment plan, lead project meetings and prioritized scope changes as well as facilitated the project approval process.
- Worked as an intermediary and SME between end-users and implementation project teams involved in the Credit Life & Disability software application development.

**SurePayroll Inc (Financial Services)-Glenview, IL  
January 2009**

**September 2007-**

**Employer: Touchstone ITS (IT Services)  
IT Project Manager Consultant**

Managed SurePayroll's SureCalc web payroll engine project which spanned across several departments and Salesforce CRM application from inception to completion. Also supervised requirements documents and quality assurance of all custom applications and lead teams through code releases.

- Managed scope changes, project status, business needs and project objectives, via feedback sessions and client meetings, in collaboration with stakeholders.
- Developed and managed full project management lifecycle practice and methodology (ex. Charter, SOW, WBS, etc.) and implemented SDLC for SurePayroll's Salesforce CRM, API and SQL server migration project.
- Created project plans and project charters for expansion of web and database applications on a .net framework and a Client-Server business structure.
- Applied and mentored staff in project management and business analysis best practices and standards to web based project implementations for SurePayroll's SureCalc Project.
- Responsible for reviewing and managing project budgets ranging from \$ 75,000 to \$1.2m, and acted as a member on both Project/ Program steering committees.
- Responsible for preparing software requirement specifications (SRS), functional requirement documents (FRD), conducting JAD sessions with the business on the to-be and as-is process, putting together user interface design and work breakdown structure templates for the project team.
- Conducted Gap Analysis, Risk Analysis, RFP, Benefit Analysis Performance Analysis and utilized SDLC standard documentation for SurePayroll's in house SalesForce and Finance application.
- Created test traceability matrix to streamline quality assurance process for SurePayroll's "SUI Rate" calculation engine and HWC (Hartford Workers Compensation) Project.
- Defined the project team roles and responsibilities and created the project schedule using MS Project.

#### 1.2.1.22 *Quality Assurance Analyst Resume 1*

Name - Irina Mikityansky- Quality Assurance Analyst	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Quality Assurance Analyst.</li> <li>• Hands-on experience working with web- based and large client-server applications</li> </ul>	

- Strong knowledge of the Software Development Lifecycle and software testing methodologies
- Proven skills in building test environments across multiple platforms and databases
- Highly skilled in testing telecommunication, finance, benefits, medicine, CRM software and environment, heavily trafficked media sites
- Strong analytical, interpersonal, and communication skills. Extremely quick learner and enthusiastic person
- Ability to work under pressure on multiple projects and get things done, independently managed QA projects
- Extensive experience in coordination testing efforts. Responsible for testing deliverables, status reporting to management, and issue escalation
- Ability to complete the task at hand in a timely manner without compromising the quality of the product

### Education & Certifications

- BS and MS in Computer Science and Economics, Kharkiv National University of Economics, Kharkov, Ukraine
- Art of successful Test Plan and Software Metrics, Computer Networks, Business Writing, Berkeley Extension, Berkeley, CA
- Software Project Management Boot Camp Velociteach, Boston, MA
- Agile training, IntraEdge, San Mateo, CA

### Technical Skills

- Platforms/OS: MS Windows 8/ 10, MS Windows Server, Linux/Unix, MacOS, iOS, Android
- Database: MySQL, MS SQL Server, Oracle, Sybase, PostgreSQL, JDataStore, MongoDB (NoSQL)
- Web / App Servers: Nginx, Tomcat, Apache, Resin, WebLogic, IIS
- Virtualization: VMware ESX Server, VMware
- Software/Languages: JavaScript, XML, PHP, HTML, Ruby, Visual Basic, 4Test, Putty, Cygwin, Ajax, WSDL, Git, Subversion, CVS, Visual SourceSafe, DbVisualizer, MSMQ, MTS, MMC, Firewalls, Wireshark, HttpWatch, Cisco VPN Client, Novell Netware, Xenu, Crystal Report, MS Azur DevOps, MS Office, Customer Relationship Management (CRM), Jira, Bugzilla, ClearQuest, HP Quality Center/ ALM, TestLog, Agile /SCRUM, TDD, Jenkins, MS Teams, MS Visual Studio, Salesforce CRM, Google Suite
- Networking: TCP/IP, UDP, SPX/IPX, NetBUI, HTTP, FTP, DHCP, DNS, POP, SMTP, SNMP, IPSEC, SSH, Telnet, PPTP, IRC, WLAN, Wireless 802.11g, VLAN, VPN, RADIUS, LDAP, SOAP, REST
- Automation tools: Selenium WebDriver, JUnit, Maven, TestNG, SoapUI, SilkTest, SymbioT

- Hardware: PC and compatibles, Mobile devices, Mainframe, Switches, Routers, IVR, Automated Call Distributor

### Chronological Order Work Experience

**WageWorks, San Mateo, CA (acquired by HealthEquity)**  
**present**  
**Sr. Systems Quality Assurance Analyst**

**7/2015 –**

- WageWorks is dedicated to administering Consumer-Directed Benefits (CDBs), including pre-tax
- spending accounts, such as Health Savings Accounts (HSAs), health and dependent care Flexible
- Spending Accounts (FSAs), Health Reimbursement Arrangements (HRAs), as well as Commuter
- Benefit Services, including transit and parking programs, wellness programs, and COBRA
- Performed complex functional, integration, system, security, high availability, acceptance and cross- browser testing for Business Intelligence (BI) Reporting financial application (Oracle, SQL Server, SSRS, Microservices, .Net, C#, SendGrid, F5Load Balancing, CI/CD)
- Tested FinOps applications on new platform with NetSuite (SaaS, cloud-based) and Salesforce (CRM) for various customers including federal government agencies.
- Developed, maintained and owned test plans, test cases and test scripts for multiple products to ensure full test coverage. Utilized Azure DevOps Server (formerly TFS 2019) and MTM for test case management, test case execution, and bug tracking system
- Created data in Oracle DB and verified its integrity by running API tests and Postman tools
- Tested company public web site by generating and tracking events and matching them via Google Analytics and Google Tag Manager
- Investigated root cause of failure and other product issues by analyzing various log files and tools output. Reported and tracked defects to closure to Jira/ Azure DevOps
- Performed accessibility testing for ADA and WCAG compliance using screen readers, toolbars, ZoomText and other magnifiers.
- Performed projects estimates, identified scope, priorities, system and test data requirements.

- Participated in design and code reviews, requirements analysis, defining and clarifying product backlog items (PBI), daily Scrum meetings (Agile), product risk assessment.
- Actively lead and enhanced the test and release processes to meet quality and compliance.
- Involved in creation of automation framework using Selenium WebDriver, build and maintained test scripts on Visual Studio
- Collaborated with cross-functional teams to diagnose technical bottlenecks, identify potential software limitation, and build knowledge sharing and partnerships.

**Environment:** Windows; Linux; Oracle 18c, Toad; PL/SQL; SQL Server 2017, SQL Server Reporting Services (SSRS), ASP.Net, C#, Microservices, MS Visual Studio 2019, MS Team Foundation Server (TFS), MS Azure DevOps, Postman, MS Test Manager (MTM), REST services, Share Point, ETL (Extract-Transform-Load), F5 Load Balancing, SendGrid, NVDA, NoSquint Plus, ZoomText, FileZilla, Putty, FRD, TDD, NetSuite (ERP - enterprise resource planning), CRM, SQL, Agile, Scrum, HTML, iOS, Android, tablet, smart phones, desktops, multi-browser environment

**Wells Fargo Bank, San Francisco, CA  
6/2015**

**1/2014 –**

**Sr. Systems Quality Assurance Analyst  
Online and Mobile Banking, Channel Digital Technology (CDT)**

- Designed and executed functional, integration and end-to-end tests for web-based, online banking application on desktop and mobile platforms
- Participated in the technical reviews/walkthroughs; prepared and conducted ambiguity reviews to improve the quality of requirements
- Analyzed log files and provided root cause analyses to track down issues and prevent its appearance in future projects
- Developed Test Strategy documents and presented them at kick off meetings; Created Test Plans, Test Cases and Test Reports for assigned project Person-to-Person (P2P) Online Transfer, Customer Experience Enhancement, P2P Financial Institutes Dynamic Onboarding, P2P Tokenless Profile Adjustment and Online Card Replacement.
- Utilized Quality Center for test case management and test case execution
- Conducted switch, system down, system of record (SOR) down, Business Event (BEV),
- multi-browser testing.
- Tested web services using SoapUI and Client Utilities tool, analyzed XML and JSON files
- Reported and tracked product defects using ClearQuest, Jira

- Closely collaborate with business analysts, development and infrastructure groups to develop test documents, identify a risk, and achieve complete test coverage of the product.

**Environment:** Hogan Mainframe; IBM Rational ClearQuest; HP Quality Center 9.2/ALM 11; MQ Visual Browse; Client Utility (in house tool); Pay Dirt (Payee Info System); CLX/CXC (clearXchange company-Third Party Apps), iOS, Android, tablet, desktops, multi-browsers

**CBS Interactive, San Francisco, CA (formerly CNET Networks)**

**8/2010 - 9/2013**

**Sr. Software Quality Assurance Engineer**

- CBS Interactive is the premier online content network for information and entertainment.
- Its portfolio of leading brands include CNET, CNETReviews.com, Download.com, Upload.com,
- News.com, CBSNews.com, CNET TV, TechRepublic, ZDNet, CBSSports.com, TV.com,
- span popular categories like technology, entertainment, sports, news and gaming
- Tested and maintained the following properties: Reviews.com, CBSNews.com, CNET TV
- Tested web service CNET application, redesigned front and backend on cross-browser environment. Developed and executed test cases against new builds for functional, integration, scalability, and regression tests. Ran API tests to validate data accuracy. Wrote detailed bug reports in bug tracking system (Jira) and verified bug fixes against new builds. Investigated data discrepancy against MySQL and MongoDB databases. Tested application on variety of mobile devices with iOS, Android and Windows Phone OSs.
- Performed initial debugging procedures by reviewing configuration files, logs, and code.
- Identified existing manual test cases for automation scripts for regression
- Provided support to analyze, debug and report software defects found by automation.
- Tested migration of CNET API from MySQL to MongoDB and identified mapping issues.
- Verified data and services quality after the Data Center move. Wrote test cases to TestLog test case management system and updated it per test results.
- Tested TechRepublic web app, a social network for IT specialists, during Front-end, Back-end redesign. Provided cross- browser tests, usability, security, and performance tests to comply with specs. Validated migrated traffic to Akamai server.
- Tested CNET Reviews, News, CNET TV sites on the web and different mobile devices with iOS and Android. (AWS) as well as over-the-top (OTT) devices, Roku .

Troubleshoot the issues. Attended project status meeting daily (Agile) and actively participated in decision –making discussions

- Environment: Linux, Mac OS X, iOS, Android, Win XP/7, PHP, AWS, Putty, XML, MySQL, DbVisualizer, Akami, HttpWatch, Bugzilla, Jira, Bamboo, Confluence, GreenHopper, TestLog, SymbioTeam, Selenium WebDriver, IE, Firefox, Safari, Chrome, MS Windows Load Balancing, VMware, WebDev, Twiki, iPhone, iPad, iPod Touch, Android Blackberry, Android, Agile

**ZoneLabs, Inc. / Check Point Software Inc., San Francisco, CA  
– 6/2010**

**4/2005**

**Software Quality Assurance Engineer / Qa Project Manager**

- Check Point is a worldwide leader in securing the Internet. Making Internet communications and critical data secure and reliable, it provides customers with uncompromised protection against all types of threats. Award-winning ZoneAlarm solutions protect millions of consumers from hackers, spyware and identity theft. Enterprise Internet Security Endpoint product line enables the companies to centrally manage the security solutions on end-user devices.
- Tested consumer (Zone Alarm product line) and enterprise internet security products on multiple systems against MySQL, Oracle, SQL Server, JDataStore and PostgreSQL databases with Tomcat and Apache web services. (.Net, Java, C#)
- Developed, executed and managed Internet Security tests for various product features such as full disk encryption, network firewall, anti-virus, anti-spyware, browser virtualization, program control and anti-phishing features
- Created test plans and test cases for functional, system and integration testing across multiple releases. Used Test Director / HP Quality Center to track the status of test cases
- Designed and ran automated server and client acceptance tests using SilkTest 6.0
- Implemented and tested Fail-over support of Endpoint server with MS Load Balancing NLB
- Analyzed and tracked issues using various tools such as Essential NetTools, Ethereal, etc.
- Logged bugs and tracked their resolution by using Bugzilla / Rational ClearQuest
- Tested ZoneAlarm product according to requirements under US ADA, using JAWS tool
- Maintained a good communication channel across different teams, kept track of all enterprise projects, prioritized QA tasks and bugs, prepared status reports, improved test process

### 1.2.1.23 Quality Assurance Analyst Resume 2

Name - Mounika Goduru- Quality Assurance Analyst
Summary Qualifications
<ul style="list-style-type: none"> <li>• 11+ years of experience working as a Quality Assurance Analyst.</li> <li>• Over 8 years of IT experience in the analysis, design, testing and implementations of various applications like client/server, web-based applications (Web Testing) and CRM applications.</li> <li>• Excellent testing experience in all phases and stages of Software Testing Life Cycle and Software.</li> <li>• Experience in creating Test Plans, writing and executing Test Cases, Manual Testing, and automated Test Execution.</li> <li>• Experience in Business Functionality Testing, Smoke testing, User Interface testing, Integration Testing, Black Box Testing, End-to-end Testing, Manual Testing, UAT testing, Regression Testing, Performance Testing, Documentation and Reporting.</li> <li>• Involved in different phases of Software Testing and Software Development Life Cycle (SDLC) including Agile Methodology (Scrum) and Waterfall.</li> <li>• Experience in Data Analysis, Data Validation, Data Cleaning, Data Standardization, Data Verification and identifying data mismatch.</li> <li>• Very good understanding of Test data creation, Data Analysis, Data verification.</li> <li>• Solid Back End Testing experience by writing and executing SQL and PL/SQL and NO SQL Queries.</li> <li>• Experience in Automation Testing and Exploratory Manual Testing (Black Box/White Box Testing) on Web-based applications.</li> <li>• Experience in developing end to end automation using Selenium WebDriver/RC/IDE/Grid, Junit/TestNG, ANT, Maven, Jenkins, Cucumber and HP ALM.</li> <li>• Expert in developing Java Selenium/WebDriver test scripts and Test Frameworks using TestNG/Junit to perform Functional and Unit Testing.</li> <li>• Experience in using Jenkins/Hudson as a Continuous Integration server to configure with Ant/Maven.</li> <li>• Have Java coding experience in Eclipse IDE for functional testing and regression testing for web-based N-Tier applications.</li> <li>• Working experience on Sales force CRM and Siebel CRM Applications.</li> <li>• Proficient in SFDC and Siebel CRM integration Testing.</li> <li>• Involved in various testing cycles like SIT, Preproduction testing, UAT, Regression, End to End.</li> <li>• Testing and Postproduction testing.</li> <li>• Working knowledge of Testing Banks, have a good experience in Testing Remittances, Payments, Deposits and Interfaces Module, Functional knowledge in channel testing like ATM banking, Internet Banking, and Mobile Banking, Point on sales, Kiosk Banking.</li> <li>• Ability to quickly adapt to different project environments, work in teams and accomplish difficult tasks independently within timeframe.</li> <li>• Expert in writing SQL queries and Test Case Design, Test Tool Usage, Test Execution, and defect Management.</li> <li>• Implemented security and sharing rules for different users at different levels of organization.</li> <li>• Knowledge in UNIX shell scripting and configuring corn-jobs for performance Loads.</li> <li>• Good Knowledge in Selenium Web driver with java.</li> <li>• Testing of Crystal reports and MSBI (SSAS/SSRS/SSIS) reports.</li> <li>• Extensive experience in working with Banks, Sales force CRM, Siebel CRM8.1 (Oracle CRM), ETL testing and HP ALM, MS share point 2008,2010</li> </ul>

- Expertise in Testing complex Business rules by creating mapping and various transformations.
- Extensive experience in working with databases including Oracle 11/10g/9i/8i, MS SQL Server 2008/2005/2000/7.0
- Extensive experience in writing SQL to validate the database systems and for backend database testing.
- Good experience in data sources, data profiling, data validation, developing low level design patterns based on the business and functional requirements.
- Excellent communication, analytical and interpersonal skills.

### Education & Certifications

- Bachelor's degree in biotechnology from Kakatiya University, India in 2009

### Technical Skills

- Testing tools: Selenium WebDriver/IDE, TestNG, Jut, Maven, Jenkins, Cucumber, SOAP UI, LoadRunner, JMeter, Mercury Quality Center 10, ALM, QTP11.0, TFS2010
- Languages known: C, PL/SQL SQL, NO SQL\*Plus, core java
- RDBMS: Oracle 7.X/8/9i/10g, SQL Server 11.x/12.0
- Reporting tools: Crystal Reports 6.5, MS BI(SSRS)
- Scripting languages: VB Script, Java Script, PERL, UNIX Shell Scripting
- Technologies: MS CRM, Siebel CRM(Oracle CRM), Mainframes, SFDC, MS SharePoint, ETL Testing, Salesforce CRM Testing
- Databases: Oracle 9i/10g, SQL Server 2005/2010
- Operating systems: Windows 2000, OS/2, Sun Solaris 2.6/2.7, Linux 6.X/7.X/8.X, Docker

### Chronological Order Work Experience

**Client: AT&T, Plano, TX.**

**Oct 2018 –**

**Till Date**

**Role: Quality Analyst**

**Description:**

- AT&T is one of the largest Telecom company. AT&T operates as a carrier both fixed and mobile networks in the US but also offers telecom services. DLE (Dispatch Learning Engine) is a routing algorithm currently designed to apply specific assignment strategy to a set of variables (e.g. assigning the highest number of jobs to the fewest number of technicians, where technicians and jobs are the variables) for the morning load. The goal is to maximize the use of the available resources, and if there's additional capacity after assigning the priority work, use this capacity for quality improvements (e.g. preventative work, training, etc.). This document provides business requirements to expand DLE current functionalities, improving the optimization capabilities of the tool and supporting different strategies for job assignment.
- Responsibilities:
- Research the implementation of open source software "OptaPlanner" to build a service that consumes fewer computing resources and can be integrated with AT&T's scheduling & routing optimizer.
- Creates test plans and test scripts based on the technical and functional requirements for the project and reviews of these documents with business analysts and developers, carries out test runs manually as well as using automated test scripts.

- Worked on testing Drools rules and analyzed the impact by changing the constraint levels.
- Played a major role in testing Mongo DB integration instead of read/write from flat files.
- Worked on initial setup of the Mongo DB integration process by converting the input data into JSON files, to reduce parsing time.
- Modify configuration file to use several heuristic algorithms to analyze OptaPlanner performance.
- Identified test cases for automation using regression testing.
- Worked closely with Devops team to configure containers and deploying code using CI/CD pipeline.
- Executed the jars by setting cron scheduler to run simulations periodically at fixed times for paper trails.
- Worked on testing Web based Rest APIs using Swagger UI and Postman, and compare results against MongoDB.
- Worked on stress testing, performance testing, regression testing, automation estimation, design and framework. Provided the detailed implementation plan to management, Attended and collaborate in all stand ups, planning and design meetings.
- Collect, review and validate test data. Report and track defects to closure, participating in daily SCRUM meetings, Document test results and communicate to Project Management and other Project Stakeholders.
- Report and manage defects to ensure that all issues are resolved according to established guidelines and expectations, closely worked with developers while doing unit and system testing with timely manner.

**Environment:** Java, Cloud, JIRA, Agile, Maven, IntelliJ, SOAP UI, Spring Boot, Rest API, Cucumber, HTML, JavaScript, MAC OS, XML, Python, Jenkins, Eclipse, IE, Docker, Google Chrome, MONGODB, Agile, Oracle and Windows, Postman, Swagger, UNIX, LINUX.

**Client:**BNSFRailway,FortWorth,TX.

**Dec2015–Sept2018**

### **Role: QA Automation Engineer**

#### **Description:**

- BNSF rail manufacturing companies offer the most diversified rail industry product line available in North America. They include leading producers in North America of freight cars, tank cars, Railcar axles, and coupling devices. BNSF Railway manufactures a full line of freight cars, including covered and open hoppers, gondolas, auto carriers, box cars, and intermodal cars. BNSF Railway produces a full line of tank cars that transport liquefied and pressurized commodities.
- Responsibilities:
- Reviewed and Created Project Assessment, Project Plan, Business Process Requirements, Technical Requirements, Test Specifications, and Test Results.
- Actively involved with scrum and sprint meetings, removing obstacles to progress, re-allocating resources where necessary, prioritizing and review milestones and accomplishments.
- Experienced in using Test Director for manual testing the CRM Application and for storing test cases and writing and maintaining test documentation.
- Used load Runner to regularly test performance life cycles in Sales force CRM Application.
- Extensively used Selenium (data-driven, XPath locator) and WebDriver to test the web application.

- Responsible for implementation of Hybrid Test Automation Framework build using Selenium WebDriver, TestNG and Maven technologies under Java platform.
  - Designed, developed and implemented MVC Pattern based Keyword Driven automation testing framework utilizing Java, TestNG and Selenium WebDriver.
  - Identified test cases to automate. Automate those test cases using Selenium WebDriver, TestNG and Java (Eclipse IDE). Used TestNG Annotations to write highly maintainable test scripts.
  - Implemented assertions, error collector functionalities for better validation using TestNG.
  - Performed Data driven testing using Selenium and TestNG functions which reads data from property and XML files.
  - Involved in the Continuous Integration of the automation framework with Jenkins.
  - Involved in creating automation test scripts using selenium, cucumber built on Eclipse IDE
  - Developed automated tests for continuous regression testing and reducing manual testing using Selenium, TestNG and Maven.
  - Did SoapUI testing for Payments API's using SoapUI and Java framework for Web Services testing.
  - Tested request and response XML's based web services interfaces using Soap UI.
  - Tested applications in different types of browsers and versions, such as Internet Explorer, Firefox, Google Chrome to simulate production environment.
  - Created pom.xml in APACHEMAVEN and run the builds using Continuous Integration tool Jenkins.
  - Used XPath and DOM to work with dynamic and static objects in Selenium.
  - Use Firebug for the web-based application testing with selenium for the commands and locator application.
  - Reported software defects in HP ALM and interacted with the developers to resolve technical issues.
  - Created manual test cases, reviewed with different stakeholders to validate the functionality.
  - Conducted backend testing using SQL queries to validate data for database.
  - Attend the BRI (Business Requirement Identification) meeting to understand the business Requirements.
  - Edit and debug tests using Selenium Participated in meeting, teleconferences walk through with the development team, QA manager and Project manager (PM), Coordinated with technical support associates to fix proprietary software issues.
  - Worked on regression testing, automation estimation, design and framework. Provided the detailed implementation plan to management.
- Environment:** Sales force , Siebel, Java,Cloud,HP ALM, Selenium WebDriver, TestNG, Jenkins, Maven, SOAP UI, Cucumber, HTML, JavaScript, XML,Python, Jenkins,Eclipse, IE, Google Chrome, Firefox, XPath, DOM, Quality Center, Firebug, SQL, Agile, Oracle and Windows.

**Client:** PNC Bank, Columbus, OH.  
**Dec 2015**  
**Role:** Sr.Quality Analyst.

**June 2014 –**

**Description:**

- PNC is a highly diversified and growing financial services organization spanning the retail, business and corporate markets. PNC Bank provide deposit, lending, cash management and investment services to more than 5 million consumer and small business customers across 15 states and the District of Columbia.
- Responsibilities:

- Reviewing the business requirements document and creating the Test Plan.
  - Develop, execute, and maintain test designs, including test cases and test scripts.
  - Develop and maintain test data as necessary to support testing efforts.
  - Proficient in using test automation tools such as Selenium WebDriver, to develop automation testing scripts for web and client server applications.
  - Responsible for writing and maintain Selenium WebDriver scripts for regression and functional testing using data driven framework.
  - Responsible for writing and maintain Selenium WebDriver scripts for regression and functional testing using data driven framework.
  - Performed different testing task using various test scripts on Selenium WebDriver and TestNG.
  - Done the Integration testing with the AVAYA interaction center application. Whether the interactive voice response is properly working or not. Whether call center agents are properly handling e-mail, Web and telephone requests simultaneously.
  - Data Base Testing with MySQL.
  - Testing Account creation and account update and Delete process using SFDC.
  - Involved in writing test scripts using java and executed it through selenium cucumber.
  - Testing Contact creation, contact update, and Contact Delete process.
  - Testing Customer Credit Limit, Credit Approval Process.
  - Used load Runner to regularly test performance life cycles in CRM Application.
  - Extensive knowledge of performance testing using LoadRunner and JMeter tools.
  - Worked on LoadRunner/Performance Center Script Creation and Executions.
  - Tested the functionality of the Smart Scripts.
  - Involved in the CI, CD using Jenkins.
  - Support and Maintain different test environments to using testing efforts.
  - Review requirements, designs, and other documentation to ensure testability.
  - Conduct testing to ensure that functionality, usability, reliability, and performance of IT solutions are consistent with requirements and established acceptance criteria.
  - Report and manage defects to ensure that all issues are resolved according to established guidelines and expectations.
  - Assist development team in troubleshooting, determining root-cause of application defects and issues.
  - Work with upstream and downstream application teams to execute E2E test cases.
  - Attended and collaborate in all stand ups, planning and design meetings.
  - Collect, review and validate test data. Report and track defects to closure.
  - Participating in daily SCRUM meetings.
  - Document test results and communicate to Project Management and other Project Stakeholders.
- Environment:** Siebel Financial Services 8.0.0.3,SFDC, Oracle 10g, Windows XP,BMC,Ansible, Microsoft Visual SourceSafe, Load Runner,JMeter,Jenkins,Agile, Linux, Java, Python, JIRA, SQL, Citrix, XML.

**Client:** EBay Inc., Austin, TX.  
**2014**

**June 2013 – May**

**Role:** Quality Tester.

**Description:**

- Working as Tester to accomplish the existing & New Changes occurred in CRM in Service process. Involved in preparing Test Scenarios and Test Cases to test the application. EBay Inc. is used CRM application for their Service process it contains complete service process like Service request, Activities, Customer creation and execution.
- Responsibilities:

- Experienced in using Test Director for manual testing the CRM Application and for storing test cases and writing and maintaining test documentation.
  - Attended and collaborate in all stand ups, planning and design.
  - Collect, review and validate test data. Contribute to continual improvements.
  - Gain user acceptance of test results.
  - Working in Agile /Waterfall models.
  - Extensively used SQL for Back End testing to validate data in the database.
  - Developing Regression suit for various module using Selenium Web driver with core Java in Eclipse IDE.
  - Identified the Automation scenarios, Designed/Setup the Hybrid framework, and prepared the UI Object Info.
  - Automate the test cases using Selenium Web driver with JAVA Framework TestNG.
  - Sending the Status report (Daily, Weekly etc.) to the test lead.
  - Logging and tracking the defects to closure on timely basis.
  - Security testing with different logins like (AM, CM, Super user roles etc...).
  - Involved in production issues analysis.
  - Involved in the upcoming new projects from the initial phase.
  - Responsible for analyzing e-commerce, develop functional requirements based on market data. Also responsible for developing test plans, writing test & test scripts for automated & manual testing company's internal website.
  - Functions, test Data, Prepared the Test Suite using JAVA Framework TestNG, Executed the Scripts, and updated the scripts as part of maintenance.
- Environment:** Siebel Call Center 8.1.1.11, QTP 9.0, Test Director 7.8, Java, HTML, VBScript, XML, Java Script, Load Runner, JMeter, Apache Server, Windows XP, Unix, MS-Office, JAVA, JIRA Application.

#### 1.2.1.24 *Quality Assurance Analyst Resume 3*

Name - Gulshan Jhagwani- Quality Assurance Analyst	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 14+ years of experience working as a Quality Assurance Analyst.</li> <li>• 9+ years of experience in Software Quality Assurance of both Manual and Automated Testing.</li> <li>• Extensively used POSTMAN for API validation and testing.</li> <li>• Good knowledge of Salesforce configuration, Data migration, System integration Testing.</li> <li>• Worked in AGILE, SCRUM and WATERFALL development models.</li> <li>• Experience in all phases of Software Testing Life Cycle (STLC), Software Development Life Cycle (SDLC) and Bug life Cycle.</li> <li>• Worked on multiple projects and extensively involved in User Acceptance Testing (UAT), End to End, Sanity Testing, Functional Testing, Regression Testing, Validation Testing, ad-hoc, 508 compliance, Black Box, White Box and Cross - Browser Testing.</li> <li>• Ability to focus on deadlines and deliverables – ensures the ability to find the bad defects and bugs quickly</li> <li>• Expertise in creating User Acceptance Testing (UAT) and Interacting with Business Owners for validations.</li> <li>• Hands on knowledge of Selenium tool for test automation.</li> </ul>	

- Strong analytical skills to be able to translate from system requirements and user stories to detailed test cases.
- Experience in working with Application Servers and Database Servers.
- Experience in Database Testing using SQL queries.
- Debugged to fix functionality and usability issues discovered during testing, also tested out the bug fixes before implementation.
- Automated capturing of screenshot when test is failed.
- Experience with Onshore/Offshore model
- Extensive experience in Defect Reporting and Defect tracking process using Quality Center (QC)/ALM, Rally, Jira, Azure DevOps and Git Repos.
- Proficient in multiplatform (Windows, Linux, MacOS) and cross browser testing (IE, Firefox, Chrome, Safari, Opera) as well as Mobile testing on different devices (Android, iOS, Windows Phone).
- Experience in working with Product Owners, Line of Business Management, Business Analysts, Development Groups in analyzing Business Specifications.
- Hands-on experience with writing Feature Files in Gherkin format to support test Automation projects.
- Use cucumber with Gherkin Language to develop Step Definitions, Features, scenarios using acceptance criteria and used Scenario outline for data-driven testing to eliminate duplicate steps in the feature file.
- Familiarity with automation frameworks (Cucumber, TestNG etc.).
- Microservices, Configure and launch builds using Jenkins jobs and analyze Test reports from Jenkins and communicate test results to the team.
- Comfortable working as a member of an integrated team as well as independently.
- Sound Technical knowledge, excellent exposure and ability to learn any tool quickly.

### Education & Certifications

### Technical Skills

- Testing Tools: Selenium IDE, Selenium WebDriver, Eclipse, Maven, POSTMAN
- Bug Reporting Tools: Quality Center (QC)/ALM, Rally, Jira, Azure DevOps.
- Build Tools: Maven, TestNG.
- Programming Languages: C#, HTML, JavaScript, SQL
- Operating Systems: Windows, MAC OS
- Others: GitHub, Jenkins, BrowserStack, MS SQL Server, SSMS, Chrome, Internet Explorer, Firefox, Safari
- Environment: Agile, Scrum, Waterfall, GitHub, Visual Studio, JUnit, .NET

### Chronological Order Work Experience



**Company: Maryland State Highway Administration**  
**April 2024**

**Duration: Jan 2023 –**

**Location: Baltimore, MD**

**Role: Test Specialist**

**Responsibilities:**

- Test related to Project new enhancing and maintained custom developed applications supporting State Highway construction projects.
- Worked with the project team to analyze business requirements, technical specifications and other documentation and then develop test plans, test cases, and test data.
- Performed functional, regression, integration, performance, ad-hoc, 508 compliance testing.
- Analyzed test results, separating potential defects with a focus on isolating problem areas, and documented defects.
- Involved in test approach & test case walkthrough, review with peers and test leads. The workgroup consists of business system analysts, developers, and architects.
- Captured defects encountered in Azure DevOps test management tool in a timely manner inclusive of required information.
- Design and prepare all needed test data
- Tested Application new introduce functionality, prior to each release in new Env.
- Ensure the completion of testing activities within the established timeline and provide status of testing on a regular basis.
- Develop and maintain automated regression and integration test plan for validation.
- Identify suitable test cases for automation and establish automated testing frameworks.
- Created and maintained test documentation, including test plans, test cases, and test reports.

Environment: Azure DevOps, iOS, Android, Internet Explorer, Chrome, Firefox, MS SQL Server, Dot Net Framework.

**Company: Exelon (BGE).**  
**2022**

**Duration: Jun 2021 – Sep**

**Location: Baltimore, MD**

**Role: UAT Test Engineer**

**Responsibilities:**

- Created and executed test cases that determine performance, according to product specifications
- Responsible for working within a team to create, document and execute testing strategy, test plans, test cases and test scripts.

- Conducted user acceptance testing to ensure that developed systems satisfied the needs of business clients as specified in the functional requirements.
- Experience testing with all common screen readers (JAWS, NVDA, IOS VoiceOver, TalkBack), keyboard only, and other assistive technology.
- Involved in test approach & test case walkthrough, review with peers and test leads. The workgroup consists of business system analysts, developers, and architects.
- Test App on Mobile Device, also worked and tested on Web Version.
- Work as part of a team to perform manual / automated functional, regression and performance testing on all Utility Technology systems and projects
- Implemented Test Automation Framework using Selenium WebDriver, TestNG and Maven technologies under Java platform.
- Performed Cross-browser Testing with BrowserStack to check if application can work on Internet Explorer, Firefox, and Chrome browsers.
- Able to work in a highly visible, fast paced, changing environment.
- Communicate test progress, test results, and other relevant information to the project team; escalate any issues in timely fashion
- Organized and detail oriented, have the ability to multitask in a matrix reporting structure.
- Supported production deployments and performed “validation testing” during maintenance windows
- Review documentation and requirements to determine intended functionality
- Analyze and document formal test results to triage defects, bugs, errors, and configuration issues
- Maintained continuous test integration and automatic build by using Jenkins and mailed the build outputs to the team members.
- 
- Environment: Azure DevOps, iOS, Android, JIRA, Agile, Internet Explorer, Chrome, Firefox, MS SQL Server, SSMS, Jenkins, Dot Net Framework, AWS, Informatica, Tibco.

**Company: Walden University (Laureate)**  
**2020**

**Duration: Sep 2014 – December**

**Location: Columbia, MD**

**Role: QA Engineer**

**Responsibilities:**

- Analyzed User stories, Business requirements, Functional documents and participated in Sprint planning, Daily standup meetings, Sprint review and Sprint retrospective meetings.
- Responsible for working within a team to create, document and execute testing strategy, test plans, test cases and test scripts.

- Actively participated in all SDLC phases of software development approaches like Agile.
- Executed manual and automated application testing for key product functionalities and developing new test plans using tools such as Selenium and Junit.
- Involved in test approach & test case walkthrough, review with peers and test leads. The workgroup consists of business system analysts, developers, and architects.
- Used strong time management skills to juggle multiple projects simultaneously.
- Executed test cases across 15+ functional product areas, beating team efficiency averages by 20% against work-completion deadlines.
- Reviewed and analyzed the existing test scripts.
- Performed Cross-browser Testing with BrowserStack to check if application can work on Internet Explorer, Firefox, and Chrome browsers.
- Analyzed test results, tracked the defects, and generated reports using Azure DevOps.
- Prepared the data to cover various scenarios and wrote SQL scripts to verify the database updates, inserts and deletion of the records.
- Maintained continuous test integration and automatic build by using Jenkins and mailed the build outputs to the team members.
- Expertise in using GitHub to maintain and manage the build scripts, test data and other documents in the project scope.
- Environment: Azure DevOps, Visual Studio, Selenium WebDriver, DOM, POSTMAN, JIRA, Agile, Browserstack, Internet Explorer, Chrome, Firefox, MS SQL Server, SSMS, Jenkins, Dot Net Framework, AWS, Informatica, Tibco, MuleSoft.

**Company: Spirent Communications  
- Apr 2014**

**Duration: May 2012**

**Location: Frederick, MD**

**Role: Quality Assurance Tester**

**Responsibilities:**

- Evaluated all technical documents applicable to tests. Developed various test techniques for software applications.
- Created Test plan, High level scenarios, test case construction and test estimates, resource estimates and weekly status reports.
- Conducted manual execution of test cases for new features with each release cycle to check application functionality.
- Wrote & executed Manual Test Cases, reviewed, analyzed and managed using Rally.
- Attended Daily Scrum meetings and involved in Estimates for stories during the Iteration planning sessions.
- Worked on teams developing state-of-the-art software for mobile devices.
- Performed testing on a hand-held piece, to test equipment and the operation of the back office interface systems.
- Test various Mobile Devices with various platforms (iOS, Android, Windows).

- Used Quality Center (ALM) to prepare test cases, Rally for bug tracking and reporting, followed up with the development team to verify bug fixes and update bug status.
- Developed and executed SQL queries to verify the proper insertion, deletion and updates into tables.
- Prepared user documentation with screenshots for UAT (User Acceptance testing).
- Worked closely with colleagues, developers, testers and a variety of end users to ensure technical compatibility and user satisfaction.

Environment: Agile (Scrum), Rally, Quality Center (ALM), .Net, Selenium WebDriver, POSTMAN, SOAP, MS Build, Jenkins, GitHub, MS SQL Server, Android, IOS, Windows, Java.

**Company: CareFirst  
2012**

**Duration: Nov 2010 – Jan**

**Location: Washington DC  
Role: Software Tester**

**Responsibilities:**

- Successfully discussed with all members, Project manager and QA Lead to collect data for automation.
- Developed and maintained Test Plan, Test scripts, Test Conditions, Test Data and Expected results for both Functional and Performance tests.
- Supported execution and maintenance of Regression Suites against multiple browsers.
- Used Quality Center for Bug Tracking, Bug fixing, and Bug Reporting.
- Provided support for production level testing using automated scripts.
- Interacted with Developers and Business Analysts to perform various types of testing throughout Software Testing Life Cycle (STLC) and Bug Life Cycle (BLC).
- Involved in Database Testing using SQL Queries of the Application like checking all the Tables in the Database and checking whether the data is moving in their Respective Tables.
- Developed and maintained automation scripts for smoke testing after every hotfix or major deployments.
- Analyzed requirements and proposed the testing methodologies.
- Prepared Traceability Matrix to ensure the adequate coverage of the test cases.
- Updated Test Plans and Test Cases periodically to manage changes in requirements.
- Worked with Offshore QA teams to develop and execute test plans.
- Provided test Execution support to Functional manual teams across the board.
- Participated in Daily Stand-up meeting, walkthrough meeting, retrospective meeting, weekly assessment meetings with business analysts and developers.

Environment: Quality Center (ALM), QTP(UFT), HTML, Web Service Testing (SOAP and REST), POSTMAN, XML, MS SQL Server, Internet Explorer, Google Chrome, Safari, Mozilla Firefox, Windows OS

### 1.2.1.25 Security Analyst Resume 1

Name - Rahul Karthikeyan- Security Analyst
<b>Summary Qualifications</b>
<ul style="list-style-type: none"><li>• 15+ years of experience working as a Security Analyst.</li><li>• Skilled Information Security Advisor with over 15 years of expertise in the Information Security Sector with strong emphasis on Network Security and compliance, Vendor Security Assessment, Change Management, Policy implementation and documentation.</li><li>• Rich experience in providing subject matter expertise in assessing, developing, implementing Information Security programs to validate compliance with Payment Card Industry – Data Security Standards (PCI-DSS).</li><li>• Strong critical thinking, communication and people skills.</li><li>• Manage complete IT security posture, Compliance process, Risk and Information Security Governance.</li><li>• Provide robust, innovative and meaningful advice for all matters relating to Enterprise Security to IBM Account Executives and Clients.</li><li>• Maintain customer's security infrastructure, including IPS, IDS, Log management, and Security Assessment systems through SOC (24x7).</li><li>• Assess threats, risks, and vulnerabilities from emerging security issues. Periodic review, assessment and approval of ISeC Technical Specifications, as a part of Security Policy implementation through the ISeC Process.</li><li>• Manage ISMS, Health Checking, Log Monitoring, Continual Business Need and Quarterly User Validation tasks.</li><li>• Perform and create procedures for System Security Audits, Penetration-tests, and Vulnerability Assessments.</li></ul>
<b>Education &amp; Certifications</b>
<ul style="list-style-type: none"><li>• Advanced Management Studies, Northeastern University</li><li>• Marketing, International Business, Innovation Entrepreneurship, ORGB, Financial accounting (GPA 3.74) - Top of the class</li><li>• PROJECTS - Startup Challenge - 4 Teams, Boston, MA, May 2015</li><li>• MBA, Project Management, Ulyanovsk State University Russia, Feb 2015</li><li>• Christ College Bangalore, India Bachelor of Science, Physics, Chemistry, Mathematics, Jun 2007</li></ul>
<b>Professional Certifications and Training</b>
<ul style="list-style-type: none"><li>• Cisco Certified Network Associate (CCNA)</li><li>• Cisco Certified Network Professional (CCNP) - Route &amp; T-Shoot</li></ul>

- Information Technology Infrastructure Library ITIL V3
- First-aid and CPR

#### Technical Skills

- IOS, ISO 27001, PCI DSS, NIIST, SOC, IDS/IPS sensors

#### Chronological Order Work Experience

**American Airlines Federal Credit Union -- TX, USA      Nov 2015- Present**  
**IT Security Engineer**

- Understand requirements and issues faced by the Organization; provide solutions and guidance to ensure they align with Information Security Regulations and Standards.
  - Performed a Payment Card Industry - Data Security Standards (PCI-DSS) initial Gap Analysis.
  - Business process review to determine location of Cardholder data and processes.
  - Developed a Governance Calendar for requirement validation through the year.
  - Defined compensatory controls for existing processes.
  - Defined Network Segmentation Scope and listed Network Diagram requirements.
  - Defined Systems Baselines/ Configuration Standards per CIS and STIGS.
  - Defined Risk Assessment process aligned to NIIST.
- Analyze problems with information flow, operation controls, procedures and policies, in relation to regulatory requirements to come up with precise solutions leading to overall optimization, productivity and efficiency of the organization.
  - Worked with the Applications, Operations and other technical teams to document dataflow diagrams.
  - Tailored Open PCI Scoping tool kit to categorize systems into 3 primary groups.
  - Determine precise PCI scope by using dataflow diagrams, Business Process reviews and scoping tool kit.
  - Validated PCI scope by reviewing Scan Reports from Data Loss Prevention (DLP) tool.
  - Contract analysis for Audit Clause and PCI compliance clause to ensure Cardholder data will be protected.
  - Reviewed and edited verbiage for inclusion on all new Contracts signed.
  - Determined Critical files/ Folders that need to be monitored for Windows, AIX and Linux.
- Assist the organization with planning appropriate resource allocation, performance measurements and effective operations, to meet all relevant Regulatory and Business requirements.
  - Determined the Roles and Responsibilities of the Network and Security Team.
  - Analyzed and advised on Resource Allocation requirements for the Information Security team to monitor logs.
  - Started a Governance Function process to maintain PCI progress and other IT related policies.

- Use specific experience and expertise to prepare recommendations for implementation of new systems, procedures and organizational changes to comply with industry regulations and business requirements.
- Evaluated and recommended GRC tools (Archer, MetricStream, SAI Global).
- Using industry expertise and knowledge to translate business and regulatory requirements into efficient, actionable and profitable projects. Identify input/output requirements for projects and define timelines and budget for delivery.
- Provided PCI project projection and path.
- Prioritized projects and tasks by looking at dependencies.
- Developed the scope for all projects within the PCI program.
- Design, develop, modify and update processes for optimal performance. Define data, system and program functions to set baselines, which can be used as a scale to assess performance.
- Maintained an PCI In-scope list, Decision Log, as part of the PCI Program progress.
- Maintained a list of all Governance Tasks.
- List of documents created cited in this resume, below.
- Formulate methodologies, frameworks, policies and procedure manuals for new and existing business process, to match business and regulatory objectives of the organization.
- Designed templates for various efforts like Database Access validation.
- Designed and developed PCI-DSS awareness course, as part of PCI training initiative.
- Advisory role in efficiently meeting Financial Industry Standards, with specific focus on PCI-DSS using past experience in Data Network, Information Security and Management.
- Contributed in the documentation of the Information Security Policy.
- Contributed in the Application Development Secure Development Life Cycle.
- Provided security related inputs for Remote Access, like requirements for Multifactor Authentication.
- Designed template for documenting Ports, Protocols and Services.
- Evaluated existing Vulnerability Scan reports.
- Provided PCI relevant input for external scanning vendors, like the requirement for approved scanning vendor and IP's that need to be scanned.
- Provided inputs to Data Backup Policy to align with PCI-DSS.
- Validated Logging requirements for Core Banking System.
- Identifying Information Protection needs and defining System Security requirements; designing System Security architecture and developing a detailed Security design that factors all relevant exposures and threats.
- Developed a Solutions Design with the Network Architect to address PCI requirements.
- Working on data classification and data at rest encryption needs for the organization.
- Build mitigation plans based on Business Objectives and Risk Appetite of the Organization. Determine appropriate strategies to manage risk based on the Risk Appetite (addressing, accepting or transferring the risk).

- Suggested and developed Compensating Controls worksheet for Test/Production data, Rogue wireless, full Disk Encryption.
- Mitigation plans for using BitLocker.
- Oversee and manage the remediation work required. Ensure delivery of work on-time, within budget and also manage the organization's change management process.
- Work with various Vendors to perform Third-Party Risk Assessments to ensure alignment with the organization's security standards & agendas. Track deviations and report the same to the Management using specific Governance, risk and Compliance tools like Archer (California special requirements evaluation for certain 3rd parties).
- Prepared Third-Party Risk Assessment.
- Prepared Third-Party Contract review, responsibility matrix for each Third-Party Service Provider.
- Reviewed all AOC and ROC of all in-scope Vendors/Third-Party Service Providers.
- Assist the Organization in Audit Preparedness such that it is ready to face audits from PCI and various other regulatory bodies.
- Advised on conducting Mock Audits.
- Defined requirements for each team that needs to be provide during and audit.
- Working on creating a Point-of-Contact for Audits and creating a presentation for Audit etiquettes.
- Ensure all employees are educated on relevant regulatory requirements, security best practices and audit preparedness by delivering education sessions and employee sensitization.
- Conducted PCI-DSS Awareness training.
- PCI-DSS presentation during Lunch & Learn for the IT department.
- WebEx Usage policy education.
- Email Usage policy and education.
- Work with Senior Management and Leadership to prioritize future projects and strategize the best path to achieve Business and Regulatory Objectives. Apprise and advise leadership on rules, regulations and trends in the Information Security community.
- Closely worked with the CSO and Senior Vice President of Information Security.
- Was consulted on several Information Security processes.
- Collaborated with QSA Company to evaluate requirements as and when required.
- Created the following documents during my tenure with American Airlines- Credit Union.
- Governance methodology
- Governance Calendar
- Systems baseline
- Security Vulnerability Procedure
- Firewall Management Policy and Procedure
- Firewall Rule Review mythology aligned to SANS
- IT Alert Management Policy and Procedure

- Incident Management Policy and Procedures for Network Probe, Denial of Services, Unauthorized access
- Incident Response Plan (inputs)
- RAACI for Network and Security Team
- Malware Management Procedure
- Card Masking Procedure for End-Users
- Records Retention Policy
- Ports, Protocol and Process templates
- Health Check (Network) Template
- AAFCU – Third-Party Service Provider Responsibility Matrix
- Log monitoring guidance
- Network Segmentation guidance
- FIM files and folders to be monitored
- WebEx Usage Policy and Organization-wide training material
- Email Usage policy and Organization wide training material
- PCI-DSS Awareness Course
- PCI Scoping Toolkit
- Data flow diagram's (in collaboration with relevant SMEs)
- Data flow diagram template with PCI stencil and instruction on scoping and legend

**IBM – International Business Machines  
(2005-2015)**

**Information Security Advisor/ Global Security Program Manager – Panasonic  
North America. NY, USA Feb 2014 – Sep 2015**

- Manage complete IT security posture, Compliance process, Risk and Information Security Governance.
- Provide robust, innovative and meaningful advice for all matters relating to Enterprise Security to IBM Account Executives and Clients.
- Maintain customer's security infrastructure, including IPS, IDS, Log management, and Security Assessment systems through SOC (24x7).
- Assess threats, risks, and vulnerabilities from emerging security issues. Periodic review, assessment and approval of ISeC Technical Specifications, as a part of Security Policy implementation through the ISeC Process.
- Manage ISMS, Health Checking, Log Monitoring, Continual Business Need and Quarterly User Validation tasks.
- Perform and create procedures for System Security Audits, Penetration-tests, and Vulnerability Assessments.
- Managing Customer's Security Operation Center and involving in Computer Incident Response and Investigation.
- Plan, schedule and negotiate maintenance windows. Action changes for client security infrastructure.

- Responsible for ensuring compliance to ISO 27001, PCI DSS and various client specific information security requirements/standards.
- Managing and analyzing various reports of SOC, IDS/IPS sensors, Vulnerability Management, Content Management, Firewall Management, Log Management, System Activity, PCI Compliance and XFTAS (X-Force Threat Analysis Service) Daily summary.
- Implementing and managing Network and Host Security Standards and Procedures. Lead Compliance & Controls Operations across the account. Review/Create Internal Controls Framework for a number of accounts.
- Manage, review and approve Health Check Suppression Management, Log Monitoring, Firewall and Router Rule Re-validation and Configuration. Identity & Access Management and Governance including Role-Based Access Control, Access Request and Certification.

**IBM India & Australia  
2014**

**July 2011 – Feb**

**Network Security/Compliance Lead**

- Manage security programs that drive awareness, decrease exposure, and strengthen the organization.
- Drive efficiency, cost management and service improvements for delivery teams.
- Developed the Network Services Catalogue for business development purposes.
- Responsible for Patch Management (APAR), Remediation, Security Health Check, User ID management, Network Reporting, Process alignment to ITIL standards, Audit readiness, Technical documentation, Change/Problem Management and support.
- Authored effective security policies and procedures, project documentation, milestones and technical/business specifications.
- Spearhead the team for Audit readiness, Technical Documentation and facing client escalations.
- Manage Compliance for over 7000 Devices across Asia Pacific.
- Collaborate with clients for delivery risks including Risk Communication, and creating Risk Letters, to align with business goals.
- Own delivery of contract performance, standards and client measurements (SLA/KPI).

**Qantas Airlines – IBM India & Australia  
2011**

**Jul 2010 – Jun**

**Network Lead L1/L2**

- Lead a team of 24 Network Engineers and collaborated with different teams.

- Project Lead for IBM AU/NZ for the Qantas account on configuring IT infrastructure and handling “Request for Services” (RFS) without any miss in SLA.
- Lead transition from AU team to bring the end-to-end support for the Network Team.
- Resolved non-compliance issue raised by the Security Audit team findings in IOS Security Health Checks.
- Responsible for RFS on various responsibilities like ACS, routers and administration of user issues.
- Perform monthly network report for the customer and providing advice if the network performance degrades on various sites. - CPU, WAN and LAN utilization.
- Ensured that the customer gets 99.9% of availability of networks across various locations including disaster recovery and production environments.

**Fidelity Information Solution & Alinta– IBM India & Australia Apr 2009 – June 2010**  
**Network Team Lead L1**

- Lead a team of 11 Network Engineers and coordinate with different teams.
- Implement a new “Terminal access controller access control server” (TACACS) server and Cisco works for various customers.
- Responsible for vulnerability checks (APAR) and Security policy changes.
- Responsible for day-to-day management of more than thousands of network devices.
- Developed and maintained processes and procedures documentation.
- Maintain Access-List Configuration on various boundary environment routers.
- Resolve any non-compliance issues on IOS hardening.
- Implement firewall filter rules for Checkpoint and maintain Global Properties of the Checkpoint Firewalls through Smart Dashboard.

**Heinz Watties & Australian Gas & Lights– IBM India & Australia Jul 2008 – Mar 2009**  
**Network Specialist**

- Monitor security advisory in official websites and raising non-compliance for any issues found on the devices.
- Provide compliance and audit support to various products like Cisco and Checkpoint.
- Participate in upgrading of IOS on various Cisco products.
- Manage Asset details of the customer and update the customer for any additional network devices.
- Administration of users and the devices on TACACS servers.

**Freedom Furniture– IBM India**  
**2008**  
**Network Specialist**

**Jan 2007 – June**

- Participate in Network Asset Management process.
- Provide Health Checks for various network devices like Cisco Routers, Switches and Pix Firewalls.
- Provide APAR checks as per issues raised by vendors.
- Responsible for Network Impact Assessment and Risk Assessment of the applications to be rolled out in Asia Pacific region.
- Administer users and the devices on TACACS servers.
- Update, review and publish project documents.

**IBM India  
2006**

**June 2005 – Dec**

**Change Manager and Tools Administrator**

- Administrator for a Change/ Incident/Problem Management tool.
- Provide access to the tool based on management approvals.
- Provide support for access issues and scheduled maintenance.
- Update, review and publish project documents.
- Manage Change Records process adherence.
- Ensure that the change is correctly classified and closed as per ITIL standards.
- Conduct Change Advisory Board meetings (CAB) for high impact changes.

#### 1.2.1.26 Security Analyst Resume 2

**Name - Sam Hosseini- Security Analyst**

##### **Summary Qualifications**

- 11+ years of experience working as a Security Analyst.
- Use Tanium Modules (Asset, Threat Response, Tanium connect, Comply, Trends etc.) daily for Threat Hunting, Preventing Security breaches, Troubleshooting Alerts. Creating Security Reports, Boards, charts for CSOC & management presentations. Collaborate with CSOC daily in solving Server / Endpoint Security Remediations. Create & present multiple Tanium Reporting for top management.
- Was promoted on the 2nd day to “CISO Engineering Team” Lead position. Collaborating with the top Management on Network Architecture, Security Designs, SCCM and Microsoft Networking issues.
- Drive continuous improvement across all aspects of Security Operations to include collaborating with CSOC & Microsoft Team in patching, Quarantining endpoints.
- Perform daily event and incident triage (e.g., malware triage, network analysis, live response, etc.)
- Develop and maintain security operations processes & documentation (e.g., Tanium boards, Panels runbooks, operating procedures, etc.)

- Assist with the analysis and remediation of security incidents using Tanium, SNOW.
- Enhance detection and prevention controls (e.g., logic updates, exclusions, etc.).
- Collaborate on design, architecture, and threat models to incorporate detection and monitoring requirements.
- Collaborate on response, containment, and remediation for confirmed security incidents.
- Work with different operating systems and cloud hosting providers (e.g., AWS, GCP, Azure, OCI)
- Develop automation playbooks to improve the efficiency of operation processes.
- Seek opportunities for continuous improvement and drive efficiency.
- Maintain working knowledge of attacker tactics, techniques, and procedures (TTPs).
- Maintain event collection environment through health monitoring.

### Education & Certifications

- Bachelor of Science (Physics), University of Texas, Austin, Texas

#### **ITS Professional Development / Certifications:**

- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Trainer (MCT- 2013)
- Microsoft Certified Technology Specialist (MCTS – 2012)
- Certified Technical Trainer (CTT+)
- CompTIA Net+ and A+ Certification
- Completed Planet 3 Certified Wireless LAN/WAN Network CWNA Program
- Completed Exchange 2010 Certification training Program.
- ISO 9001:2008 / ISO 19011 Certified Lead Auditor
- Dell EqualLogic and Compellent Storage SW (Certified)
- SIEM / SOAR: HPE ArcSight (Certified), Atalla, Voltage (Certified), Splunk, Microsoft Azure, Sentinel + Rapid7- InterConnect.

### Technical Skills

- SIEM, SOC, SOX, NIST, ISO, SIEM / SOAR: HPE ArcSight (Certified), Atalla, Voltage, Splunk, Microsoft Azure, Sentinel + Rapid7- InterConnect.

### Chronological Order Work Experience

**Texas HHS – InfoJini Consulting**  
**Present**  
**Network Security Analyst 2**

**03/10/2022 –**

- Use the following Security tools on daily basis:

- RSA Archer / SIEM, Tenable Nessus, Tenable SC, Netwitness, Palo Alto FW, Veracode – Application DynaTrace, PhishER, ServiceNow.
- Implementing and supporting security platforms related to: Security Orchestration Automation & Response (SOAR), Security Information Event Management (SIEM), and User & Entity Behavior Analytics (UEBA), IAM (Azure AD, MS AD, Auth0),.
- Conducting companywide Threat Intelligence / Attacks / Phishing email, Investigations using Netwitness, Archer, VirusTotal.
- Develop, deploy and tune SIEM content such as correlation rules, dashboards, reports and Models.
- Create and maintain documentation related to DLP solutions; this may include conceptual, logical, and physical diagrams; new environment design documents; procedural documents; job aids; write ups on technical capabilities and solution configurations.
- Local + Federal Compliance + Auditing for controls & SSP (system security plan completion)
- Help deliver on DLP program objectives, implement DLP controls, define standards and policies to protect HHS. Assess, report on, and make recommendations regarding current and proposed architectures, strategies, and systems in the DLP space.
- Serving as technical SME to support the Microsoft Defender EDR platform. Developing use cases, threat detection logic and rules, and alerting in Defender EDR platform for response by Incident Detection & Response analysts.
- Operationalizing Indicators of Compromise from intelligence feeds by developing, testing, deploying, monitoring and alerting rules into Defender EDR Platform.
- Develop and implement SOC and IR systems integrations through automation and orchestration including API, PowerShell, and Python
- Develop and implement new SOC and IR playbooks for alert enrichment and triage, and threat hunting.
- Expertise with Data Loss Prevention, Data Protection, or Insider Threat security programs.
- Deploying and maintaining DLP and endpoint security controls.
- Hands-on daily deployment, configuration, or maintenance to support Enterprise EDR Solutions.
- SIEM, Threat Intelligence, and SOAR platforms highly configurations.
- Integrate data sources from a Cybersecurity standpoint into a SIEM/Splunk/SOAR environment is highly desired.
- Provide on call support (24/7) when needed.

**PERATON**  
**03/08/23**  
**TANIUM Analyst**

**08/20/2022 –**

- Use Tanium Modules (Asset, Threat Response, Tanium connect, Comply, Trends etc.) daily for Threat Hunting, Preventing Security breaches, Troubleshooting Alerts. Creating Security Reports, Boards, charts for CSOC & management presentations. Collaborate with CSOC daily in solving Server / Endpoint Security Remediations. Create & present multiple Tanium Reporting for top management.
- Was promoted on the 2nd day to “CISO Engineering Team” Lead position. Collaborating with the top Management on Network Architecture, Security Designs, SCCM and Microsoft Networking issues.
- Drive continuous improvement across all aspects of Security Operations to include collaborating with CSOC & Microsoft Team in patching, Quarantining endpoints.
- Perform daily event and incident triage (e.g., malware triage, network analysis, live response, etc.)
- Develop and maintain security operations processes & documentation (e.g., Tanium boards, Panels runbooks, operating procedures, etc.)
- Assist with the analysis and remediation of security incidents using Tanium, SNOW.
- Enhance detection and prevention controls (e.g., logic updates, exclusions, etc.).
- Collaborate on design, architecture, and threat models to incorporate detection and monitoring requirements.
- Collaborate on response, containment, and remediation for confirmed security incidents.
- Work with different operating systems and cloud hosting providers (e.g., AWS, GCP, Azure, OCI)
- Develop automation playbooks to improve the efficiency of operation processes.
- Seek opportunities for continuous improvement and drive efficiency.
- Maintain working knowledge of attacker tactics, techniques, and procedures (TTPs).
- Maintain event collection environment through health monitoring.

**WSP Global – Sr. SOC Security & Audit Analyst – Global Security Operations  
1/08/2022 – 06/14/2022**

**Sr. SOC Audit Analyst Support Global SOC + Operations teams related to / for SIEM (Including Microsoft Sentinel & Splunk) Security Operations, SOC vulnerabilities, Pen Testing, Network Security, SOX related legislation (US or Canadian) and keeping track quarterly of documentation and IT General Computer Controls (ITGC). Advanced knowledge of SIEM, IT Audits / SOX.ISO.**

**Key Member of the Global Security Team**

- Access rights / provisioning / deprovisioning/segregation of duties/ reviews. PAM
- Privileged access rights challenges (AD, GPOs, MFA, Direct access to databases or data files, Different access levels/Operating System/Application/Web Application/Database/Active Directory), DevOps

- SME in SIEM, IT Audit, SOX, ISO, CyberArk ver. 11 & 12, Rapid7 SIEM, entire suite, CrowdStrike.
- ISO 27001 Auditing – Per Global SIEM operations
- Strong knowledge regarding Networks SIEM (Splunk + MS Sentinel) / Azure / cloud/on-prem -hybrid. MS 365 Defender, MCAS including Incident Analysis & Threat Hunting. Azure Architecture designs. Assess client's Security Risks in safeguarding Data, Applications and DBs on prem. / Cloud
- Hunting for Malware & harmful Network Traffic using Sentinel / Jupyter Notebooks. Configuring Alerts, Reduce attack surface & Malware prevention using Defender AV. IAM (Azure AD, MS AD, Auth0),
- change management, and documentation to include use cases, Security controls across org.
- Batch job processing, Python, PowerShell, Power Query
- Endpoint's security (antivirus/antimalware/data loss prevention) – **Global operations**
- Projects related to US/Canadian legislation for SIEM, SOC, SOX, NIST, ISO related Audits

**General Dynamics IT / GDIT – Remote**  
**01/07/2022**

**12/11/2020 –**

**Sr. Cyber Security Engineer SME – Splunk Administrator - Federal Projects**

Splunk Enterprise / Enterprise Security (ES) - Performing complex system development, design, modeling, analysis, integration, and sustainment of Splunk systems for new or existing computer systems within an Enterprise. PAM, CyberArk ver. 11 & 12. IAM (Azure AD, MS AD, Auth0),

Create procedures to manage, monitor and track Risk Management program + Attack Surface Reduction. While creating Awareness among users, managers. This included Risk, vulnerabilities & Gap assessments & proper Mitigation plans & Related documentations.

- Developing dashboards, data models, reports and performance optimization, DevOps.
- Designing and customizing complex search queries and promoting advance searching, forensics, and analytics. - Developing and documenting configuration standards, policies, and procedures for operating, managing, and ensuring the security of a Splunk infrastructure.
- Participating in incidents, problem, and change management processes related to Splunk.
- Providing Splunk + Azure + Azure Architecture designs, MS Sentinel. MS 365 Defender, CrowdStrike, MCAS including Incident Analysis & Threat Hunting, ensuring appropriate Security controls are in place.
- Planning and directing upgrades and system enhancements.
- Developing and implementing testing strategies and documenting results.

- Developing documentation on new or existing systems to include Risk Assessments for AWS
- Providing system/equipment/specialized training and technical guidance.
- Serving as liaison with clients, participating in meetings to ensure client needs are met.
- Used Power BI for Business Intelligence, Data Analytics, Data Transformation, Merge Data queries, Create Dashboards, Reports for Management
- Communicating with customers and teammates clearly and concisely.
- Maintaining current knowledge of relevant technology as assigned and may have supervisory responsibilities.
- Participating in special projects as required.

**HCL America – Dallas / Austin, Texas**  
**11/25/20**

**07/05/2019 –**

**SIEM / SOC Threat Engineer – Texas Dept. of Transportation**

- Participate in a SOC team, IR, EDR (Endpoint Det., Response), PAM, UEBA (Behavior Analytics), IAM (Azure AD, MS AD, Auth0), Remedy providing twenty-four (24) hours a day and seven (7) days a week services and ensure client SOC/Threat Hunting using + configuring Defender 365, Sentinel, Jupyter Notebooks, Forensics, Configuring Cloud protection Services + Reducing Attack surface for over 250,000 Devices using Sentinel / Defender 365, QRadar ver. 7.3.0, Splunk 7.2.3 / 7.2.6, Rapid7 SIEM + entire suite, CrowdStrike. Wrote the DR documentation for many sites, including training local analysts on disaster recovery procedures.
- Monitor all Applicable Risk Assessments ensuring completion, to the 3rd party Risk Management program. Conduct ongoing Security Assessments to ensure appropriate Controls are in place
- Raising Incidents to be managed by the next level of support for risk remediation. Ongoing triage, diagnosis, and resolution of Incidents
- Manage Splunk Root Cause Analysis with identification of the root cause, and an action plan and estimated time to complete remediation using Splunk use cases I developed.
- ServiceNow (SNOW/CMDB) administration, Providing Splunk (ver. 7.2.3 & Splunk Cloud 8.0.2), incident management, CyberArk ver. 11
- Delivering incident hunting & remediation incl. report with analysis and recommendations
- Support risk mitigation or issue resolution following an event or incident.
- Maintain customer's SIEM (Splunk 7.2.3) in accordance with customer policy and best practices, including patching and policy management, SIEM administration, data management, user accounts, backups, Plan for Disaster recovery & customize searching for ease of use, as well as service management processes and objectives, created over 120 use case and over 300 Splunk SPL scripts for web security analysis, Malware hunting & remediations etc. for the customer & other Analyst).

- Deliver Threat Hunting, Incident Response, AWS EC2, Cloud application testing for security and Splunk / SIEM related services in accordance with client's contractual obligations, upholding contracted service levels, ensuring constant security monitoring, triage, analysis, alert, and incident response.
- Monitor the customer network, including monitoring and configuring site to site VPN tunnels, DevOps, monitoring Firewall infrastructure, and monitoring IPS infrastructure, including reporting of any incidents to Customer's service desk.
- Conduct relevant risk mitigation, Extensive vulnerability assessment + Attack Surface Reduction and testing of WAN devices.
- Resolve security-related incidents or breaches detected within enterprise IT environment by liaising with other Customer Contractors, hardware manufacturers, and other resolver support teams as required using ServiceNow, CMDB (configurations, Security)
- Participate in quarterly security tabletop, red team v. blue team exercises, and live training drills of incident run books with Customer staff to facilitate brainstorming, improvement, and creativity in incident response.
- TAC 202, NIST 800-53, ISO 9001, CSF, NERC, FFIEC

**US Department of Veterans Affairs – Washington DC  
06/25/2019**

**12/10/2018 –**

**Office of Information Security (OIS)**

**Cyber Security Incident Response (CIR) – VA's Network Encounters over 45 millions incidents daily**

**Sr. Cyber Security Analyst**

- Monitor various security tools (Splunk, Splunk Enterprise Security (Splunk Cloud 8.0.2), CrowdStrike, Palo Alto Networks, SourceFire, Cisco ASA, Cisco Firepower, TACACS), McAfee ePO to identify potential incidents, network intrusions, and malware events, etc. to ensure confidentiality, integrity, and availability of VA architecture and information systems are protected. IR, EDR (Endpoint Det., Response), PAM, UEBA (Behavior Analytics) activities, Forensics in addition to Cyber Ark.
- Use Splunk ES SIEM to (IR) respond to incidents detected on the VA network (over 1 million devices)
- My duties included DR preparation documentation & training other analysts on DR preparations and documenting all procedures.
- Monitor all applicable Risk Assessments ensuring completed in Multi sites in calculated timeframe
- Reviewing and analyzing log files to report any unusual or suspect activities including Threat hunting & writing use cases to solve issues such as Malware attacks, user behavior issues & IIS, Apache servers slowness issues & slow user web access related.

- Use intrusion testing, Risk Analysis, threat analysis, incident response, Web application pen testing, use-case workflows to follow established and repeatable processes for triaging and escalating
- Generate trouble tickets and performing initial validation and triage to determine whether incidents are security events.
- Complete investigations in to identified cyber events and hand over as appropriate
- Follow established incident response procedures to ensure proper escalation, analysis, and resolution of security incidents
- Develop and maintain Incident Response procedures and Security SOPs.
- Analyze and correlate (IR) incident event data to develop preliminary root cause and corresponding remediation strategy
- Communicate effectively to all customers and stakeholders
- Work with other contract teams to effectively respond to cyber incidents.
- Provide technical support for new detection capabilities, recommendations to improve upon existing tools/capabilities to protect the VA network, and vulnerability assessments for High Value Assets
- Wrote over 1700 Splunk use cases including complete documentation and solutions to each case. Developed Splunk Event sequencing procedures to reduce tickets & reduce false positive events, trained other analysts on how to view & solve incidents “the smart way.”
- Use McAfee, Symantec Enterprise Antivirus,
- CSF, FISMA, NIST 800-53, FFIEC, ISO 9001 - I participated in Auditing done by FDIC & SEC of our FFIEC audits.

**Colonial Williamsburg Foundation – Williamsburg, VA    05/1/2018 – 12/06/2018**  
**(Federated AD – 1700+ Clients & 300+ Servers)**  
**Network Cyber Security Engineer**

- Respond to Splunk ver. 7.1.1 / computer security incidents according to the Computer Security Incident Response Policy (CSIRP)
- Deploy security related systems and security in business systems, including VMs, POS and TERMS
- Enforce policies and procedures to govern systems access, usage, data access and security of digital assets using GPO, SCCM, SCEP, ServiceNow, CMDB
- Monitor security tools (Splunk ver. 7.1.1, NEXPOSE, Rapid7, Tripwire and Malwarebytes, MacAfee ePO across the enterprise and respond to alerts accordingly
- Identify, analyze, and communicate information security vulnerabilities using daily reports, JIRA.
- Managed Splunk Licensing & license servers. Updating Splunk Indexes, forwarders and writing over 400 use cases to solve difficult to solve issues.

- Responds to Splunk security service requests, user issues, troubleshoots system/user issues and supports change management procedures, including device updates & backups.
- Wrote complete step by step procedures for Splunk Event sequencing to reduce resolution time on the part of Analysts & automated many event responses to reduce number of tickets.
- Administer network security technologies (Cisco Firepower, Firewalls (Fireeye), IDS, IPS, log management, Endpoint Protection, patch management, etc.).
- Performs scans using Rapid7 NEXPOSE to assess vulnerability and take corrective action for data security risks, Preparing KRI, KPI Cyber Security metrics Reporting using MS SCCM, plus KRI, KPI Reporting
- Manage third-party encryption certificate distribution (SSL, Code-signing, etc.)
- Plan and lead the tasks required to ensure regulatory compliance (PCI, HIPPA, etc.)
- Threat hunting, threat analysis, vulnerability assessments, analyze current security practices and make enhancements to increase their effectiveness to strengthen our security shields.
- Collaborated with enterprise team for FFIEC audits done by SEC & FDIC of banking offices.
- Write and maintain security documentation and reports / JIRA.

**Micro Focus – Austin, TX**

**12/27/2017 –**

**04/25/2018**

**Arcsight Content System Engineer**

- Participate in the operation of a Global ArcSight Security Information and Event Management system, to include ArcSight ESM, Splunk (ver. 7.2.6), Oracle, Connector appliances, SmartConnectors, Logger appliances, Windows and Linux servers and a variety of network and security related devices.
- Reviewed / modified all Indexers, forwarders, and heavy forwarders for good health and settings.
- Occasionally responsible for providing a detailed technical design for enterprise solutions. Wrote over 200 use cases for the issues common at customer sites.
- Splunk IR, EDR (Endpoint Det., Response), UEBA (Behavior Analytics). Wrote over 100 use cases for many of the company's customers.
- Collaborate with Micro Focus Engineers in order to provide part or all a detailed technical design which meets customer requirements.
- Provides planning and design support for the development of solution architectures that will be implemented in a multiple-system environment.
- Develop and deploy content for a complex and growing Splunk 7.2.6 / ArcSight infrastructure; including use cases that involve Dashboards, Indexes, forwarders, Active Channels, Reports, Rules, Filters, Trends, and Active Lists

- Developed procedures to design, deploy and configure an Splunk / ArcSight ESM Architecture for high-availability (HA) and failover.
- Tune ArcSight / Splunk performance and event data quality to maximized system(s) efficiency. Documenting procedures including backups and HA procedures
- Perform routine equipment checks and preventative maintenance FOR Splunk (Enterprise).
- Provide optimization of data flow using aggregation, filters, etc.
- Develop custom Flex Connectors as required to meet use case objectives.
- Apply Configuration Management disciplines to maintain hardware/software revisions, ArcSight content, security patches, hardening, and documentation.
- Supporting the establishment, enhancement, and continual improvement of an integrated set of correlation rules, alerts, searches, reports, and responses.
- Coordinating and conducting event collection, log management, event management, compliance automation, and identity monitoring activities, in addition to Preparing NERC, KRI, KPI Cyber Security metrics Reporting

**Microsoft / Vexcel – Austin, TX**  
**12/23/2017**

**07/25/2017 –**

**Microsoft Dynamics 365 / CRM Consultant**

- Provide technical Consulting including State of Texas / Louisiana / New Mexico MOSAIC for WIC application(s) during converting many applications from Legacy (DOS) to GUI working on Win 10 / Microsoft Servers. Collaborating with IT / Development engineers to troubleshoot multiple migration issues and adding new feature for smooth transition to GUI (Win 10) Operating system platform.
- Managed Splunk administration, including installing indexes, forwarders, patches, and updates in addition to DR / HA procedures.
- Conduct consultation / collaboration with Desktop support team for MOSAIC application to help clinic staff using the application serving customers during Migration to finished product. IDS/IPS + Forcepoint, Carbon Black (Cloud Based), Splunk ver. 7.1.1, and application / Website security.
- Development and review of new consultation / training materials by analyzing many engineers and team member feedback to provide a better Training and lab material.
- Advise senior leadership / managers on clinics performances and State of Texas team members experiences and Recommend actions for improvement strategies during final phases of the project.

**HP Enterprise – Austin, TX**  
**06/27/17**

**11/22/2015 –**

**ESM / Arcsight Engineering / Security Content Development**

- Provide technical Consulting / training including HPE ArcSight, Atalla and Voltage (Secure Data) (as ESM /SIEM solutions) to HPE customers (gov./ Internal / Global – in US and International), in person and virtually. Including Python scripting, ArcSight Logger, ArcMC, and ArcSight Activate.
- Ensure effective delivery of big data analytics solutions to support the highest competence level for better security against current security threats.
- Conduct consultation to adjust HPE SW to serve as Cybersecurity shield for customers, mostly Microsoft Networks containing Active Directory (AD), DNS/DHCP, using PowerShell and Linux, Exchange, Hyper-V, SQL, and Linux. IDS/IPS, Forcepoint threat intelligent monitoring.
- Development and review of new consultation / training materials by analyzing team member feedback to provide a better return on their investment.
- Advise senior leadership / managers on classroom performance and HPE team member experiences and Recommend actions for improvement strategies as SME for Microsoft / Financial / ESM / SIEM products portfolios.
- Collaborate with Cyber Security Experts, Technical Writers, and Education Services to ensure accuracy.
- Contents are delivered to meet government / local / military / global customer needs.

**Dell Inc. – Round Rock, TX**  
**10/07/2015**

**6/23/2013 –**

**Technical Training Senior Advisor**

- Deliver technical Consulting / training including Dell EqualLogic, Compellent / Microsoft Networking Storage, SIEM / Cyber Security to Dell customers (Field Engineers/ Administrators), Team members through A combination of blended Cyber Security solutions. IDS / IPS, Splunk ver. 6.1, Forcepoint.
- Execute and share best practices for ensuring excellence in consulting / training and performance.
- Ensure effective delivery of Security solutions / Splunk use cases to support the highest competence given the level of knowledge and skills for mostly Microsoft Networks containing Active Directory (AD), DNS/DHCP, Exchange, PowerShell 3.0, Hyper-V, SQL.
- Provide consulting and adjust materials to better serve as security shield for customers for mostly Microsoft Networks, Linux, AWS, and Virtual Servers.
- Development and review of new training materials by analyzing team member feedback and providing feedback for recommended revisions to course curriculum.
- Advise senior leadership / managers on classroom performance and Dell team member experiences and recommend actions for improvement strategies.
- Provide subject matter expertise (SME), advice and program delivery.
- Collaborated with enterprise team for FFIEC audits done by SEC.

- Sought after for contributions to the development of new techniques and strategic planning expertise.

### 1.2.1.27 Security Analyst Resume 3

Name - Rahul Karthikeyan- Security Analyst	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Security Analyst.</li> <li>• Skilled Information Security Advisor with over 15 years of expertise in the Information Security Sector with strong emphasis on Network Security and compliance, Vendor Security Assessment, Change Management, Policy implementation and documentation.</li> <li>• Rich experience in providing subject matter expertise in assessing, developing, implementing Information Security programs to validate compliance with Payment Card Industry – Data Security Standards (PCI-DSS).</li> <li>• Strong critical thinking, communication and people skills.</li> <li>• Manage complete IT security posture, Compliance process, Risk and Information Security Governance.</li> <li>• Provide robust, innovative and meaningful advice for all matters relating to Enterprise Security to IBM Account Executives and Clients.</li> <li>• Maintain customer's security infrastructure, including IPS, IDS, Log management, and Security Assessment systems through SOC (24x7).</li> <li>• Assess threats, risks, and vulnerabilities from emerging security issues. Periodic review, assessment and approval of ISeC Technical Specifications, as a part of Security Policy implementation through the ISeC Process.</li> <li>• Manage ISMS, Health Checking, Log Monitoring, Continual Business Need and Quarterly User Validation tasks.</li> <li>• Perform and create procedures for System Security Audits, Penetration-tests, and Vulnerability Assessments.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>• Advanced Management Studies, Northeastern University</li> <li>• Marketing, International Business, Innovation Entrepreneurship, ORGB, Financial accounting (GPA 3.74) - Top of the class</li> <li>• PROJECTS - Startup Challenge - 4 Teams, Boston, MA, May 2015</li> <li>• MBA, Project Management, Ulyanovsk State University Russia, Feb 2015</li> <li>• Christ College Bangalore, India Bachelor of Science, Physics, Chemistry, Mathematics, Jun 2007</li> </ul>	
Professional Certifications and Training	

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP) - Route & T-Shoot
- Information Technology Infrastructure Library ITIL V3
- First-aid and CPR

#### Technical Skills

- IOS, ISO 27001, PCI DSS, NIIST, SOC, IDS/IPS sensors

#### Chronological Order Work Experience

**American Airlines Federal Credit Union -- TX, USA      Nov 2015- Present**  
**IT Security Engineer**

- Understand requirements and issues faced by the Organization; provide solutions and guidance to ensure they align with Information Security Regulations and Standards.
  - Performed a Payment Card Industry - Data Security Standards (PCI-DSS) initial Gap Analysis.
  - Business process review to determine location of Cardholder data and processes.
  - Developed a Governance Calendar for requirement validation though the year.
  - Defined compensatory controls for existing processes.
  - Defined Network Segmentation Scope and listed Network Diagram requirements.
  - Defined Systems Baselines/ Configuration Standards per CIS and STIGS.
  - Defined Risk Assessment process aligned to NIIST.
- Analyze problems with information flow, operation controls, procedures and policies, in relation to regulatory requirements to come up with precise solutions leading to overall optimization, productivity and efficiency of the organization.
  - Worked with the Applications, Operations and other technical teams to document dataflow diagrams.
  - Tailored Open PCI Scoping tool kit to categorize systems into 3 primary groups.
  - Determine precise PCI scope by using dataflow diagrams, Business Process reviews and scoping tool kit.
  - Validated PCI scope by reviewing Scan Reports from Data Loss Prevention (DLP) tool.
  - Contract analysis for Audit Clause and PCI compliance clause to ensure Cardholder data will be protected.
  - Reviewed and edited verbiage for inclusion on all new Contracts signed.
  - Determined Critical files/ Folders that need to be monitored for Windows, AIX and Linux.
- Assist the organization with planning appropriate resource allocation, performance measurements and effective operations, to meet all relevant Regulatory and Business requirements.
  - Determined the Roles and Responsibilities of the Network and Security Team.
  - Analyzed and advised on Resource Allocation requirements for the Information Security team to monitor logs.

- Started a Governance Function process to maintain PCI progress and other IT related policies.
- Use specific experience and expertise to prepare recommendations for implementation of new systems, procedures and organizational changes to comply with industry regulations and business requirements.
- Evaluated and recommended GRC tools (Archer, MetricStream, SAI Global).
- Using industry expertise and knowledge to translate business and regulatory requirements into efficient, actionable and profitable projects. Identify input/output requirements for projects and define timelines and budget for delivery.
- Provided PCI project projection and path.
- Prioritized projects and tasks by looking at dependencies.
- Developed the scope for all projects within the PCI program.
- Design, develop, modify and update processes for optimal performance. Define data, system and program functions to set baselines, which can be used as a scale to assess performance.
- Maintained an PCI In-scope list, Decision Log, as part of the PCI Program progress.
- Maintained a list of all Governance Tasks.
- List of documents created cited in this resume, below.
- Formulate methodologies, frameworks, policies and procedure manuals for new and existing business process, to match business and regulatory objectives of the organization.
- Designed templates for various efforts like Database Access validation.
- Designed and developed PCI-DSS awareness course, as part of PCI training initiative.
- Advisory role in efficiently meeting Financial Industry Standards, with specific focus on PCI-DSS using past experience in Data Network, Information Security and Management.
- Contributed in the documentation of the Information Security Policy.
- Contributed in the Application Development Secure Development Life Cycle.
- Provided security related inputs for Remote Access, like requirements for Multifactor Authentication.
- Designed template for documenting Ports, Protocols and Services.
- Evaluated existing Vulnerability Scan reports.
- Provided PCI relevant input for external scanning vendors, like the requirement for approved scanning vendor and IP's that need to be scanned.
- Provided inputs to Data Backup Policy to align with PCI-DSS.
- Validated Logging requirements for Core Banking System.
- Identifying Information Protection needs and defining System Security requirements; designing System Security architecture and developing a detailed Security design that factors all relevant exposures and threats.
- Developed a Solutions Design with the Network Architect to address PCI requirements.
- Working on data classification and data at rest encryption needs for the organization.

- Build mitigation plans based on Business Objectives and Risk Appetite of the Organization. Determine appropriate strategies to manage risk based on the Risk Appetite (addressing, accepting or transferring the risk).
- Suggested and developed Compensating Controls worksheet for Test/Production data, Rogue wireless, full Disk Encryption.
- Mitigation plans for using BitLocker.
- Oversee and manage the remediation work required. Ensure delivery of work on-time, within budget and also manage the organization's change management process.
- Work with various Vendors to perform Third-Party Risk Assessments to ensure alignment with the organization's security standards & agendas. Track deviations and report the same to the Management using specific Governance, risk and Compliance tools like Archer (California special requirements evaluation for certain 3rd parties).
- Prepared Third-Party Risk Assessment.
- Prepared Third-Party Contract review, responsibility matrix for each Third-Party Service Provider.
- Reviewed all AOC and ROC of all in-scope Vendors/Third-Party Service Providers.
- Assist the Organization in Audit Preparedness such that it is ready to face audits from PCI and various other regulatory bodies.
- Advised on conducting Mock Audits.
- Defined requirements for each team that needs to be provide during and audit.
- Working on creating a Point-of-Contact for Audits and creating a presentation for Audit etiquettes.
- Ensure all employees are educated on relevant regulatory requirements, security best practices and audit preparedness by delivering education sessions and employee sensitization.
- Conducted PCI-DSS Awareness training.
- PCI-DSS presentation during Lunch & Learn for the IT department.
- WebEx Usage policy education.
- Email Usage policy and education.
- Work with Senior Management and Leadership to prioritize future projects and strategize the best path to achieve Business and Regulatory Objectives. Apprise and advise leadership on rules, regulations and trends in the Information Security community.
- Closely worked with the CSO and Senior Vice President of Information Security.
- Was consulted on several Information Security processes.
- Collaborated with QSA Company to evaluate requirements as and when required.
- Created the following documents during my tenure with American Airlines- Credit Union.
- Governance methodology
- Governance Calendar
- Systems baseline
- Security Vulnerability Procedure
- Firewall Management Policy and Procedure

- Firewall Rule Review mythology aligned to SANS
- IT Alert Management Policy and Procedure
- Incident Management Policy and Procedures for Network Probe, Denial of Services, Unauthorized access
- Incident Response Plan (inputs)
- RAACI for Network and Security Team
- Malware Management Procedure
- Card Masking Procedure for End-Users
- Records Retention Policy
- Ports, Protocol and Process templates
- Health Check (Network) Template
- AAFCU – Third-Party Service Provider Responsibility Matrix
- Log monitoring guidance
- Network Segmentation guidance
- FIM files and folders to be monitored
- WebEx Usage Policy and Organization-wide training material
- Email Usage policy and Organization wide training material
- PCI-DSS Awareness Course
- PCI Scoping Toolkit
- Data flow diagram's (in collaboration with relevant SMEs)
- Data flow diagram template with PCI stencil and instruction on scoping and legend

**IBM – International Business Machines  
(2005-2015)**

**Information Security Advisor/ Global Security Program Manager – Panasonic  
North America. NY, USA Feb 2014 – Sep 2015**

- Manage complete IT security posture, Compliance process, Risk and Information Security Governance.
- Provide robust, innovative and meaningful advice for all matters relating to Enterprise Security to IBM Account Executives and Clients.
- Maintain customer's security infrastructure, including IPS, IDS, Log management, and Security Assessment systems through SOC (24x7).
- Assess threats, risks, and vulnerabilities from emerging security issues. Periodic review, assessment and approval of ISeC Technical Specifications, as a part of Security Policy implementation through the ISeC Process.
- Manage ISMS, Health Checking, Log Monitoring, Continual Business Need and Quarterly User Validation tasks.
- Perform and create procedures for System Security Audits, Penetration-tests, and Vulnerability Assessments.
- Managing Customer's Security Operation Center and involving in Computer Incident Response and Investigation.

- Plan, schedule and negotiate maintenance windows. Action changes for client security infrastructure.
- Responsible for ensuring compliance to ISO 27001, PCI DSS and various client specific information security requirements/standards.
- Managing and analyzing various reports of SOC, IDS/IPS sensors, Vulnerability Management, Content Management, Firewall Management, Log Management, System Activity, PCI Compliance and XFTAS (X-Force Threat Analysis Service) Daily summary.
- Implementing and managing Network and Host Security Standards and Procedures. Lead Compliance & Controls Operations across the account. Review/Create Internal Controls Framework for a number of accounts.
- Manage, review and approve Health Check Suppression Management, Log Monitoring, Firewall and Router Rule Re-validation and Configuration. Identity & Access Management and Governance including Role-Based Access Control, Access Request and Certification.

**IBM India & Australia  
2014**

**July 2011 – Feb**

**Network Security/Compliance Lead**

- Manage security programs that drive awareness, decrease exposure, and strengthen the organization.
- Drive efficiency, cost management and service improvements for delivery teams.
- Developed the Network Services Catalogue for business development purposes.
- Responsible for Patch Management (APAR), Remediation, Security Health Check, User ID management, Network Reporting, Process alignment to ITIL standards, Audit readiness, Technical documentation, Change/Problem Management and support.
- Authored effective security policies and procedures, project documentation, milestones and technical/business specifications.
- Spearhead the team for Audit readiness, Technical Documentation and facing client escalations.
- Manage Compliance for over 7000 Devices across Asia Pacific.
- Collaborate with clients for delivery risks including Risk Communication, and creating Risk Letters, to align with business goals.
- Own delivery of contract performance, standards and client measurements (SLA/KPI).

**Qantas Airlines – IBM India & Australia  
2011  
Network Lead L1/L2**

**Jul 2010 – Jun**

- Lead a team of 24 Network Engineers and collaborated with different teams.
- Project Lead for IBM AU/NZ for the Qantas account on configuring IT infrastructure and handling “Request for Services” (RFS) without any miss in SLA.
- Lead transition from AU team to bring the end-to-end support for the Network Team.
- Resolved non-compliance issue raised by the Security Audit team findings in IOS Security Health Checks.
- Responsible for RFS on various responsibilities like ACS, routers and administration of user issues.
- Perform monthly network report for the customer and providing advice if the network performance degrades on various sites. - CPU, WAN and LAN utilization.
- Ensured that the customer gets 99.9% of availability of networks across various locations including disaster recovery and production environments.

**Fidelity Information Solution & Alinta– IBM India & Australia Apr 2009 – June 2010**  
**Network Team Lead L1**

- Lead a team of 11 Network Engineers and coordinate with different teams.
- Implement a new “Terminal access controller access control server” (TACACS) server and Cisco works for various customers.
- Responsible for vulnerability checks (APAR) and Security policy changes.
- Responsible for day-to-day management of more than thousands of network devices.
- Developed and maintained processes and procedures documentation.
- Maintain Access-List Configuration on various boundary environment routers.
- Resolve any non-compliance issues on IOS hardening.
- Implement firewall filter rules for Checkpoint and maintain Global Properties of the Checkpoint Firewalls through Smart Dashboard.

**Heinz Watties & Australian Gas & Lights– IBM India & Australia Jul 2008 – Mar 2009**  
**Network Specialist**

- Monitor security advisory in official websites and raising non-compliance for any issues found on the devices.
- Provide compliance and audit support to various products like Cisco and Checkpoint.
- Participate in upgrading of IOS on various Cisco products.
- Manage Asset details of the customer and update the customer for any additional network devices.
- Administration of users and the devices on TACACS servers.

**Freedom Furniture– IBM India**  
**2008**

**Jan 2007 – June**

### Network Specialist

- Participate in Network Asset Management process.
- Provide Health Checks for various network devices like Cisco Routers, Switches and Pix Firewalls.
- Provide APAR checks as per issues raised by vendors.
- Responsible for Network Impact Assessment and Risk Assessment of the applications to be rolled out in Asia Pacific region.
- Administer users and the devices on TACACS servers.
- Update, review and publish project documents.

### IBM India 2006

**June 2005 – Dec**

### Change Manager and Tools Administrator

- Administrator for a Change/ Incident/Problem Management tool.
- Provide access to the tool based on management approvals.
- Provide support for access issues and scheduled maintenance.
- Update, review and publish project documents.
- Manage Change Records process adherence.
- Ensure that the change is correctly classified and closed as per ITIL standards.
- Conduct Change Advisory Board meetings (CAB) for high impact changes.

### 1.2.1.28 Software Developer/Engineer Resume 1

#### Name – Sukhpreet- Software Developer Engineer

#### Summary Qualifications

- 15+ years of experience working as a Software Developer Engineer.
- 12+ years of experience in the IT Industry with proficiency in Design & Development of Python, Java/J2EE, Django, flask project.
- Experience in working with number of public and private cloud platforms like Amazon Web Services (AWS), Microsoft Azure, Rackspace Cloud and Openstack.
- Experience in Infrastructure as service (IaaS), Platform as service (PaaS), Software as a service (SaaS) & end user computing.
- Well versed with design and development of presentation layer for web applications using technologies like HTML, CSS, and JavaScript, Bootstrap.
- Good experience in developing web applications implementing Model View Control architecture using Django, Flask, Pyramid and Zope Python web application frameworks.
- Experienced in HTML/HTML5, DHTML, CSS/CSS3, JavaScript, JQuery, Angular.JS, AJAX, XML and JSON.
- Experienced in working with various Python Integrated Development Environments like Net Beans, PyCharm, PyScripter, Spyder, PyStudio, PyDev and Sublime Text.

- Strong expertise in development of web based applications using Python, Django, Flask, Dojo, HTML, XML, Angular.JS, CSS, DHTML, JavaScript, JSON and JQuery.
- Worked on several python packages like Numpy, matplotlib, BeautifulSoup, Pickle, PySide, Scipy, wxPython, PyTables etc.
- Experienced in working on Application Servers like WebSphere, WebLogic, Tomcat, Web Servers like Apache server, NGINX and Integrated Development Environments like PyCharm, Eclipse, MyEclipse, JDeveloper and RAD.
- Experienced in WAMP (Windows, Apache, MYSQL, and Python/PHP) and LAMP (Linux, Apache, MySQL, and Python/PHP) Architecture.
- Having experienced in Agile Methodologies, Scrum stories and sprints experience in a Python based environment, along with data analytics, data wrangling and Excel data extracts.
- Sound experience in working with python editors like PyCharm, PyScripter, PyStudio, PyDev, Wing IDE and Spyder.
- Experience in developing web services (WSDL, SOAP and REST) and consuming web services with python programming language.
- Experienced in working with server side technologies including databases, restful API and MVC design patterns.
- Good experience in Python, Django, Shell Scripting, SQL Server, Unix and Linux and Open stack.
- Experience with Requests, Pysftp, Gnupg, ReportLab, Numpy, Scipy, Matplotlib, HTTPLib2, Urllib2, BeautifulSoup and Pandas python libraries during development lifecycle.
- Knowledge about setting up Python REST API Frame work using Django.
- Experience with Docker containers, Microservices, and CI/CD pipeline.
- Having good knowledge in using NoSQL databases like Apache Cassandra (1.2, 2.0 and 2.1) and MongoDB (2.6, 2.4), Orient DB.
- Expertise in working with server side technologies including databases, Restful API and MVC design patterns.
- Having good exposure over working with deployment of Python and Java projects using cloud architecture.
- Experienced in web applications development using Django/Python, Flask/Python, and Node.js, Angular.js, DOJO, JQuery while using HTML/CSS/JS for server-side rendered applications.
- Experience in using various version control systems like CVS, Git, GitHub and Amazon EC2 and deployment using Heroku.
- Worked in Cloud based NMS application which monitors the CPU/Memory parameters of Virtual machines.
- Experience in project deployment using Heroku/Jenkins and using web services like Amazon Web Services (AWS) EC2 and AWS S3.
- Proficient in writing SQL Queries, Stored procedures, functions, packages, tables, views, triggers using relational databases like Oracle, DB2 and MySQL.
- Extensive experience with Amazon Web Services (AWS), Openstack, Docker Puppet, Chef, Ansible, AWS CloudFormation, AWS CloudFront.
- Experience in handling database issues and connections with SQL and NoSQL databases like MongoDB (2.6, 2.4) by installing and configuring various packages in python (Teradata, MySQL dB, Pyodbc, MySQL connector, Pymongo and SQLAlchemy).
- Good knowledge in working with Web/application server - Apache Tomcat (6.0, 7.0, 8.0), Tornado, CherryPy, Chaussette, Rocket.
- Experience with Requests, Pysftp, Gnupg, ReportLab, Numpy, Scipy, Matplotlib, HTTPLib2, Urllib2, BeautifulSoup and Pandas python libraries during development lifecycle.

- Excellent experience with Python development under Linux OS (Debian, Ubuntu, SUSE Linux, RedHat Linux, Fedora).
- Experience in working with Python ORM Libraries including Django ORM.

### Education & Certifications

- B.Tech, Computer Science – Mumbai University, India – 2005

### Technical Skills

- Operating Systems: Windows, MAC OS, Unix/Linux
- Languages: Python, C++, Java, J2EE
- Python Libraries: Numpy, Matplotlib, NLTK, Statsmodels, Scikit-learn/sklearn, SOAP, Scipy
- Python Frameworks: Pandas, Flask, Django, Docker
- Python IDE: Sublime Text 3, Eclipse, Jupyter Notebook, VIM, Pycharm
- NLP used for Python: NLTK, OpenNLP, StanfordNLP (NER, POSTag, Tokenization)
- Databases: RDBMS (Oracle, SQL Server, MySQL), No SQL (MongoDb), HDFS (Hadoop)
- Web Technologies: CSS, JavaScript, XML, AJAX, JQuery, Bootstrap, AWS, RESTful Web Services
- Other Tools: Putty, SQL developer, Toad, JIRA, Matlab, R

### Chronological Order Work Experience

**Adobe Systems – San Jose, CA**

**Aug 2018 -**

**Present**

**Python Developer (Software Engineer)**

#### **Responsibilities**

- Involved in analysis, specification, design, and implementation and testing phases of Software Development Life Cycle (SDLC) and used agile methodology for developing application.
- Participate in requirement gathering and analysis phase of the project in documenting the business requirements by conducting workshops/meetings with various business users.
- Debugging of existing Java , Python code to resolve various customer reported issues. REST API implementations and used docker for deploying the applications.
- Prepared required program-level and user-level documentation.
- Create and execute test cases in JUnit for unit testing of application.
- Participated in various testing environments such as mobile, tablet, android, iOS, and PC.
- Mentoring interns for AEM Forms project.
- Worked on Python Open stack API's, used Python scripts to update content in the database and manipulate files.

- Implemented machine learning schemes using Python libraries sci kit-learn and spicy.
- Experience in MVC architecture using Django for web based application in OOP concepts.
- Developed Merge jobs in Python to extract and load data into MySQL database.
- Worked on creating EC2 instances, Elastic Load balancers and S3 buckets.
- Developed file cleaners using Python libraries and made it clean.
- Worked on front end frame works like CSS, Angular JS, Bootstrap for development of Web application.
- Developed views and templates with Python and Django's view controller and templating language to create a user-friendly interface using MVC architecture.
- Used Python and Django to interface with the jQuery UI and manage the storage and deletion of content.
- Using Git version control tool to coordinate team-development.
- Designed and developed the UI of the website using HTML, XHTML, AJAX, CSS and JavaScript, also used Bootstrap as a mechanism to manage and organize the html page layout.
- Wrote and executed various MYSQL database queries from Python using Python-MYSQL connector and MySQL db package.
- Responsible for debugging the project monitored on JIRA (Agile).

**Environment:** Windows, Linux, Python, Angular JS, libraries - (NumPy, SciPy, Pandas, PyCharm, Query, Multipliable, Pillow), SQL Alchemy, MVC, HTML5, Shell Scripting, JSON, Apache Web Server, SQL, UNIX.

**BNP Paribas - Boston, MA**  
**Aug 2018**

**May 2016 to**  
**Sr. Software Engineer (Python)**

BNP Paribas is a French international banking group. It is the world's 8th largest bank by total assets, and currently operates with a presence in 72 countries. It was formed through the merger of Banque Nationale de Paris (BNP) and Paribas in 2000, but has a corporate identity stretching back to its first foundation in 1848 as a national bank. It became one of the five largest banks in the world following the 2008 financial crisis.

Anti-Money Laundering (AML) of BNP Paribas works on the et of procedures, laws or regulations designed to stop the practice of generating income through illegal actions. It filters customer data, classify it according to level of suspicion and inspect it for anomalies. Such anomalies would include any sudden and substantial increase in funds or a large withdrawal. This project helps achieve compliance for BNP.

**Responsibilities**

- Involved in analysis, specification, design, and implementation and testing phases of Software.
- Development Life Cycle (SDLC) and used agile methodology for developing application. Upgraded existing UI with HTML, CSS, jQuery and Bootstrap.
- Technical lead for the module - understood the business requirements from the clients and was responsible for the pieces owned by India team.
- Involved in understanding business requirements and translating them into functional / Technical Specifications.
- Automate different workflows, which are initiated manually with Python scripts and Unix shell scripting.
- Create, activate and program in Anaconda environment.
- Working as an application developer experienced with controllers, views and models in Django.
- Restful web services using Python REST API Framework.
- Automated Regular AWS tasks like snapshots creation using Python scripts.
- Build servers using AWS, importing volumes, launching EC2, RDS, creating security groups, auto-scaling, load balancers (ELBs) in the defined virtual private connection.
- Managed Virtual servers (Ubuntu, Linux and Windows) on AWS EC2 using Open-Source Chef server.
- Deployed and monitored scalable infrastructure on Amazon Web Services (AWS) & configuration management using Chef.
- Launched Kubernetes to provide a platform for automating deployment, scaling and operations of application containers across clusters of hosts.
- Tested entire frontend and backend modules using Python on Django Web Framework.
- Responsible for handling the integration of database systems.
- Used object-relational mapping (ORM) solution, technique of mapping data representation from MVC model to Oracle Relational data model with an SQL-based schema.
- Implemented Performance tuning and improved the Performance of Stored Procedures and Queries.
- Installed and configured py Builder for application builds and deploying it.
- Used Selenium Library to write fully functioning test automation process that allowed the simulation of submitting different we request from multiple browser to web application.
- Developed and Deployed SOAP based Web Services on Tomcat Server.
- Used Jenkins for continuous integration for code quality inspection and worked on building local repository mirror and source code management using Git hub.
- Used IDE tool to develop the application and JIRA for bug and issue tracking.
- Wrote unit testing codes using unit test, resolving bugs and other defects using Firebug.
- Used JIRA to assign, track, report and audit the issues.

- Used GIT to coordinate team development.

**Environment:** Python, Django, Django-CMS, SSO, Kubernetes, PostgreSQL, MySQL, Bootstrap JS, HTML5, CSS3, Agile, REST, JSON

**Santander – Boston, MA**

**Jan 2015 –**

**May 2016**

**Senior Software Consultant (Python)**

Banco Santander, S.A., doing business as Santander Group is a Spanish multinational commercial bank and financial services company based in Madrid and Santander in Spain. Additionally, Santander maintains a presence in all global financial centres as the 16th-largest banking institution in the world. Santander was ranked as 37th in the Forbes Global 2000 list of the world's biggest public companies. Santander is Spain's largest bank. Santander is the 5th largest bank in Europe with approximately US\$1.4 trillion in total assets-under-management (AUM)..Global Customer Data Utility (GCDU) provides a central repository of customer data for all the group sites. It provides a central point for capturing and maintaining customers and its grouping. GCDU holds GCDU holds data related to core customer details, customer to customer linkages, customer to group linkages, internal customer ratings and additional codes details.

### **Responsibilities**

- Involved in daily Scrum meetings and follows agile methodology.
- Wrote Python routines to log into the websites and fetch data for selected options. Used Python modules such as requests, urllib, urllib2 for web crawling.
- Used other packages such as Beautiful soup for data parsing.
- Developed and led the development of GCDU
- Involved in detailed discussion with client and creating solution proposal of projects. Understanding Business Requirement Document and creating Technical specifications for developing the GCDU project.
- Worked on developing web applications and implementing Model View Control (MVC) architecture using server-side applications like Django and Flask.
- Involved in developing views and templates with Python and Django view controller and templating language to create a user-friendly website interface.
- Developed views and templates with Python and Django view controller and templating language to create a user-friendly Website interface.
- Worked on writing and as well as read data from csv and excel file formats.
- Involved in working with Web-services backend development using Python (CherryPy, Django, and SQLAlchemy).
- Worked on HTML5, CSS3, JavaScript, Git, REST API, and Mongo DB.

- Design and Setting up of environment of MongoDB with shards and replicaset. (Dev/Test and Production).
- Worked on analyzing SQL scripts and designed the solution for the process using PySpark.
- Developed rich user interface using CSS, HTML, JavaScript and JQuery. Created a Python based GUI application For Freight Tracking and processing.
- Used Django framework for application development.
- Responsible for search engine optimization (SEO) to improve the visibility of the website.
- Developed automated testing framework for command-line based tests on Linux using Objected Oriented Perl and for selenium-based tests using Python.
- Created database using MySQL, wrote several queries to extract data from database.
- Responsible for debugging and troubleshooting the web application using Jira Bug Tracking Tool.

**Environment:** MySQL, HTML, Python, Django, HTML5, CSS, XML, MySQL, JavaScript, Linux, Shell Scripting, AJAX, urllib, urllib2, Json, CherryPy, Unix, Bootstrap, MongoDB, SQL Alchemy, JQuery.

**American Express – Hyderabad, India and New York, NY**  
**Dec 2014**  
**Technical Module Lead**

**Feb 2012 –**

CAS is a Global Transaction Processing System servicing the American Express card business and providing risk management It is AMEX's most mission critical system. CAS is a single global system that provides authorization operations, fraud and credit control, Global electronic funds **services**, treasury, service establishments and link operations, and is also the direct indicator of business.

#### **Responsibilities**

- Module Lead of the project involved in Estimation and determining Timelines of the project after requirement analysis.
- Preparation of detail design document based on the requirement.
- Worked on creating POC for migration to Hadoop.
- Worked on persistence layer using O/R Mapping framework Hibernate with Oracle 10g Database.
- Implemented views using tags and Expression Language.
- Developed J2EE Backing Beans, Action Classes, and Action Mapping and Application facades and hibernate classes to retrieve and submit using the Spring Framework.

- Develop different J2EE components like EJB's, Client jars, Web Modules and Application EAR modules.
- Supported production issues related to deployed applications. This required analyzing troubleshooting and resolving issues at both the Database level (Oracle 10G and 11G).
- Used jQuery core library functions for the logical implementation part at client side for all the application.
- Core developer of the application infrastructure and the frontend architecture.
- Developed framework using Java, Spring, Hibernate and Oracle and web server technologies.
- Used TOAD for all database query testing and optimizations.
- Created web services, WSDL and web methods with Annotation in hibernate, Used the spring container for data source and to load the Hibernate specific classes.
- Involved in Development of the application Using J2EE Technologies (Servlets, JSP, EJB, Spring).
- Created war files & deployed on Tomcat, WebLogic using ANT deployment tool.
- Created XML Schema, XML template and XSL. Developed Web Services Application using SOAP.

**Environment:** Spring, Hibernate, EJB, JavaScript, MYSQL, Toad, Oracle, WSDL, Eclipse, WebLogic, Waterfall model, UML , JSP & SERVLET, ANT, Xml, Web 2.0, Apache Tomcat, Linux, Unix, SQL.

**Syntel, Inc – Mumbai, India  
2012**

**Nov 2010 – Jan**

**Project Lead**

**Responsibilities**

- Involved understanding the current business process, defining scope of the project along with position statement.
- Re-engineered various modules for implementing changes and creating efficient system.
- Developed dynamic web pages using MVC Frameworks.
- Developed content migration utility tool to migrate the content.
- As a Tech lead I was part of design for the content migration tool on MVC framework
- Performed end to end testing to cover all scenarios of content migration
- Used Java/J2ee and PL/SQL for creating stored procedure
- Supported Apache Server on windows Platform.
- Installation and setting up LDAPsystem for user authentication.
- Involved in writing modules for Role based authentication using LDAP server in Java and servelets and wrote business layer API for field sales forecasting application

- Developed internal time sheet application for the project using Java/J2ee with JSP and Servlets on MVC framework
- Received client appreciation for the implementation of the system
- Developed Use cases and Test Cases for QA testing.
- Provided support for the UAT of the product

**Environment:** MS Visio, PMSmart(Internal tool), UML, Java, Eclipse(IDE)  
Windows 7, SQL, LDAP, Siteminder

**Hexaware Technology – India, USA**  
**Nov 2005**  
**Software Engineer**

**Jun 2005 –**

**Responsibilities**

- Developed dynamic web pages using python Django Frameworks and developed various templates for different customers and saved their User preferences
- Role based authentication API is developed using Django framework, XML processing, data exchange and business logic implementation.
- Write Automation/test python scripts to test the application and Used HTML, CSS for front-end applications.
- Used python scripts to update content in the database and manipulate files.
- Developed Business Logic using Python on Django Web Framework.
- Used Django Database API's to access database objects.
- Involved in building database Model, APIs and Views utilizing Python, in order to build an interactive web-based solution.
- Used Python based GUI components for the front-end functionality such as selection criteria.
- Created test harness to enable comprehensive testing utilizing Python.
- Developed simple application for partner site using Python Flask framework for backend service
- Developed React front end application and transferring Jason data over HTTP

**Environment:** Python 3.x, Django, DOM, JSON, HTML5, CSS3, AJAX, JavaScript, Angular.js, Apache Web Server, MYSQL, GitHub, LINUX

**1.2.1.29 Software Developer/Engineer Resume 2**

Name - Manish Upadhyay- Software Developer Engineer	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Software Developer Engineer.</li> <li>• 17+ years of professional experience in developing and administering .NET Framework applications.</li> <li>• Proficient in C#, .Net MVC, ASP .Net Core, Azure, Open shift, CI/CD focused, Asp.Net, Micro Service Architecture,</li> </ul>	

- API Gateway (Mulesoft), Repository Pattern, API Development, Redis Cache, Relational and non-relational DB.
- Specialization with Building, deploying, and consuming Independent, scalable, and robust Microservices.
- Experience working with Govt agencies, working with 3rd party licensed agencies with focus on Gov Cloud.
- Capable of leading, developing, and assisting in JavaScript based frameworks such as React, Angular, Vue, or combinations with CMS tools such as Form.io with highly focused logging and auditing
- Experience with T-SQL, creating Store procedures, CTEs, Views to handle complex business logic.
- Experience leading a team of software developers, conducting training, code reviews and ensuring that product of highest quality gets delivered.
- Highly focused on Security which includes but not limited to API security, OWASP principals, signed certificates, Data model security and various other aspects
- Experience deploying application with various web servers such as IIS, TomCat Apache and AWS.
- Experience with decisioning and setting up Cache mechanism both with Proactive and Reactive based approach, achieved via Cache as Service and various patterns.
- Experience in Data manipulation, Store Procedures, Views, Reporting, Data Extraction, Transforming and Loading (ETL) between Homogenous and Heterogeneous System using Sql Server, SSRS, SSIS
- Experience with helping team in recruiting right resources and train them accordingly to bring them to speed.
- Extensively used tools like SQL Profiler, Index Tuning Wizard, and Database Engine tuning wizard, Windows Performance Monitor for monitoring and tuning MS SQL Server performance.

#### Education & Certifications

- Bachelor of Engineering in Information Technology, UP Tech University - 2005

#### Technical Skills

- Visual Studio 2015, ASP.Net 4.5, MVC 5, C#, Angular JS, Bootstrap, HTML 5, CSS 3, SQL Server 2012, Entity Framework, KendoUI, Node.js, Web APIs

#### Chronological Order Work Experience

**LAUSD (Los Angeles Unified School District) - Los Angeles, CA    March 2017 - Present**

**Senior Software Developer**

Project 1: "Apply.lausd.net"

- Apply web portal assists parents to apply for all kind of programs on offer by LAUSD. It serves more than 100,000 parents a year and allows them to apply on-time and late applications and manages notifications. Parent web portal is supported by an internal Principal's portal where school staff can manage these applications.

Project 2: "eChoices.lausd.net"

- eChoices web portal assists parents to decide the ideal program that meets child's interests within L.A. Unified's acclaimed Magnet, Dual Language, Schools for Advanced Studies, Admission Criteria and Affiliated Charter Schools. eChoices lists down schools across all programs and various details on each school.

Project 3: "goto.lausd.net"

- Goto is a unified web portal that allows pathways to other Unified Enrollment websites like Apply, eChoices, SchoolMint. It also allows insights to LA Unified on how many parents read about the brochures, research on schools and apply to those schools.

Project 4: "Principal Portal"

- Principal Portal assists Principals and other school users to view applications submitted by parents and allow them to select applications for assigned school capacity. This portal allows editing school capacity, provides many reports to the school users like enrollment numbers, application submissions etc.

Project 5: "Administrator Portal"

- Administrator Portal assists Admin users to view applications submitted by parents, manage user rights, manage master lists, generate reports, keep checks on school-based counts etc.

Project 6: "MISIS (My Integrated Student Information System)"

- LAUSD is the largest public-school system in California. MISIS application allows teachers to take student attendance, add/edit emergency contact information, enrolment's, grades etc. MISIS also provides access to School and District Admins, who can manage Teacher/School information, view different reports on students/teachers/substitutes.

Responsibilities:

- Administered multiple projects in Agile methodology and managed scrum meetings.
- Developed Oracle and SQL queries for data loads and data quality.
- Designed and supervised the efforts for building a multi-tenant architecture using Repository pattern.

- Developed and lead the development efforts to help LAUSD build user facing applications, for new and existing members using C#, Angular, EF, Azure DB, tSql, MongoDB, TypeScript, Azure Application Services, and other related Web Technologies
- Developed secure and ResftFul WebAPis using Azure functions and utilizing Azure function routes.
- Create Store procedures to handle business logic.
- Develop and lead the effort to build various portals using Microsoft Power Apps.
- Used Web tools like WAVE and SiteImporve to meet W3C Web Content Accessibility and Section 508 accessibility guidelines (ADA Compliant).
- Develop various letters and forms sent to parents in SSRS, and PowerBI
- Configure and manage various third party SSOs (Open ID, SAML) on Okta portal.
- Added and modified TFS Work Item Templates for better task management.
- Reengineered multiple systems for improving UI, Features, Efficiency & Scalability.
- Core group member in defining and prioritizing technology investments.
- Participated in web application design strategy and team code review meetings.
- Configured various application environments, including Production
- Used Telerik controls to build user friendly and standout screens.
- Used AppDynamics to find and resolve performance bottlenecks.

**CNB Bank - Los Angeles, CA  
March 2017  
Lead Software Engineer**

**2014 -**

CNB is a subsidiary of the Toronto-based Royal Bank of Canada and it is the 37th largest bank in the United States as of March 31, 2018 with total assets over 51 Billion.

**Responsibilities:**

- Designing and Developing Micro-services that are highly scalable, fault-tolerant using .Net Core.
- Implemented the core banking solution such as Fixed Deposits, Loans, Document management, Data warehousing, EFT ATM, Credit Cards, Insurance, File Manager, Web, digital and other core modules.
- Integrate unit test cases using N-Crunch to run unit tests automatically.
- Integration of code with Sonarqube for continuous inspection of code quality.
- Used Code integration, management using Git (Bitbucket) and deployments using Bamboo.
- Used JUnit Artifactory repository manager to create software packages for Rest API's.
- Used Redgate to compare SQL Server schemas and deploy differences.

- Used scaffolding technique to auto generate models from database using entity framework.
- Ensure best practices are applied and integrity of data is maintained through security, documentation, and change management.
- Consuming downstream services such as IAM, FIS, and RSA and integrating them with our services to implement the business requirement.
- Worked with different teams in the bank such as Core Development, Support, and QA teams to fully understand the business requirements such as security, legal, compliance, and authorization.

**LA City Permits Division - Los Angeles, CA**  
**February 2014**  
**Lead Software Engineer**

**October 2010 -**

Office of LA City county division is responsible for issuing various permits to organizations, individuals, businesses, and other entities. Each year office of LA City is reviewing, and issuing over 70,000+ permits, such as RPermits, APermits, LPermits.

**Responsibilities:**

- Lead a team of 4 developers to build the product, conducting scrum meetings and code reviews to ensure best practices and on-time delivery.
- Created couple of custom, single-page, responsive web application to replace a legacy line-of-business web application.
- Leveraged angularJS resources for all data access, encapsulating URLs and standardizing data access interfaces. Created custom directives for re-usable components (multi-field form elements, background file uploads, etc.)
- Implemented AngularJS Controllers to maintain each view data. Implemented Angular Service calls using Angular Factory
- Tested all application controllers extensively with mocha/chai and AngularJS's built-in testing facilities.
- Consumed the in-built Web APIs project to perform the CRUD operations on user actions.
- Wrote complex store procedure for receiving the data from upstream and message them accordingly for consumption within our applications.
- Used the KendoUI grid functionality with in-built functions such as sorting the data and filtering the data as per the business requirement.

**Environment:** Visual Studio 2015, ASP.Net 4.5, MVC 5, C#, Angular JS, Bootstrap, HTML 5, CSS 3, SQL Server 2012, Entity Framework, KendoUI, Node.js, Web APIs

**PriceWaterHouseCoopers - Tampa, FL**  
**April 2010**  
**Senior Software Consultant / Analyst**

**May 2006 -**

ElectionNarrowingTool developed in Share Point 2010 is an in-house tool used by PWC which allows users to cast a vote for a board of members and lets administrators of tool to see, organize and control the votes casted against board members by users of organization.

**Responsibilities:**

- Develop and enhance web parts using SharePoint designer 2010 and Winform.
- Create WCF using ASP.NET C#.
- Reading SharePoint lists using CAML queries and accessing data as a potential substitute to existing data bases.
- Created Web Parts using SharePoint Designer 2010 to display live feeds by consuming web services
- Designed and implemented Data Grid Web Parts to display data from SQL Server 2008 database utilizing Business Data Catalog features.
- Interact with business to define the business rules for the system.
- Designed and Developed Web Forms using ASP.NET Controls and C# as Code behind.
- Setup Dev/ QA/ Demo environments for development and testing purpose.
- Created Design, Functional and User Manual documents.

**Environment:** Visual Studio 2010, ASP. Net 4.0, Team Foundation Server 2010, C#, SharePoint2010, AJAX, JavaScript, WinForms, SQL Server 2008, SSRS

**1.2.1.30 Software Developer/Engineer Resume 3**

Name – Naveed- Software Developer Engineer	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 12+ years of experience working as a Software Developer Engineer.</li> <li>• Around 11 years of experience as Java Full Stack developer in Project analysis, Design, Development, Testing and Deployment of Web Based Applications using Java/J2EE. Actively involved in each phase of Software Development Life cycle (SDLC).</li> <li>• Expertise in using Agile Software Development methodologies like Scrum, Sprint, and Traditional software models like Waterfall and TDD.</li> <li>• Expertise in design and development of web and enterprise applications using React.js, Redux, AngularJS, jQuery, JavaScript, JDK 1.8, Ajax, Bootstrap, HTML5, CSS3, SASS, Stylus, ES6.</li> <li>• Understanding of Security / Entitlements and implications and implementations (OAuth)</li> <li>• Expert in Core Java with strong understanding of Garbage Collector, Collections, Multithreading, Event handling, Exception handling and Generics.</li> <li>• Knowledge on Java 8 Lambda Expressions to retrieve the data from Collections using Functional Interfaces.</li> </ul>	

- Experienced in developing messaging module by using Spring JMS, Apache Camel, Kafka, Active MQ and Rabbit MQ, etc.
- Experience in using build/deploy tools such as Jenkins, Docker for Continuous Integration & Deployment for Microservices.
- Experience in developing cloud-based applications using Spring Cloud, Pivotal cloud foundry and Amazon Web Services (AWS).
- Hands on Experience in Microservices development with Spring Boot and Spring Cloud.
- Design and develop containerized Microservices for cloud native applications using Spring framework.
- Having experience in developing API using Nodejs and Express JS.
- Good Expertise on new Java 8 features such as lambdas, functional interfaces, and Streams.
- Expertise in various open-source frameworks like spring and Object Relational Mapping Technology like Hibernate.
- Good Experience with workflow systems such as JBPM.
- Knowledge of UNIX shell scripting and Perl programming. Writing Core java Thread process for generating millions of discount codes implementing callable interface of JDK 1.8.
- Strong knowledge of AWS services such as S3, EC2, SQS, SNS, Lambda and CloudWatch.
- Designed and developed Micro services business components and restful service endpoints using Spring Boot.
- Developed the backend services using Node.js, Express and MongoDB.
- Expertise in Amazon AWS Services like Cloud Watch, Relational Databases, EC2 instances, S3 Buckets.
- Developed Single Page Application (SPA) using AngularJS.
- Defined AWS Security Groups which acted as virtual firewalls that controlled the traffic allowed to reach one or more EC2 instances.
- Experience in using React.js JS components, Forms, Events, Keys, Router, plus Redux, Animations and Flux concept.
- Possess Excellent Analytical, problem solving and learning skills as well as a Keen Interest in the Emerging Technologies.
- Extensive experience in development and implementation of ORM framework Hibernate/ Hibernate with Spring Data Access.
- Experience in continuous integration using Jenkins for timely builds, code coverage, running test.
- Sound Knowledge of Bootstrap Framework for Responsive Web Applications.
- Expertise in Amazon AWS Services like Cloud Watch, Relational Databases, EC2 instances, S3 Buckets.
- Experience in Integration of Amazon Web Services AWS with other applications infrastructure.
- Hands on experience working with the UI technologies like Angular 7, HTML, CSS, JSF, JSP tag libraries

#### Education & Certifications

- Bachelor of Technology in Computer Science Engineering, Jawaharlal Nehru Technological University, Kakinada, INDIA

#### Technical Skills

- Programming Languages: Java 8
- J2EE Technology: Web services, Shell Scripting, WSDL, JSP, JDBC, WTX, Servlets, JDK 1.8, JMS, JCA, Java Beans, java Mail, RMI, JNDI, Java, XML, Design Patterns.
- UI Technologies: HTML5, CSS3, JavaScript, Angular 7.
- Web/Applications Servers: Tomcat & WebSphere.
- Frameworks: Spring Boot, Spring Cloud, Hibernate & Spring MVC
- Messaging Platforms: RabbitMQ and Kafka
- Tools & IDE: Eclipse, IntelliJ
- Build Tools: Maven & Gradle
- Database: Oracle, Postgres & MongoDB, DB2
- Cloud: AWS
- Agile: 2 weeks Sprint, 4 weeks release
- DevOps: Jenkins, Docker, GitHub, Bitbucket

### Chronological Order Work Experience

**Texas, Department of Health and Human Services (HHSC), Austin TX. Jan 2023 – 31ST Aug 2023**

#### **Role: Software Engineer**

##### **Responsibilities:**

- As a member of the team, participate in requirements analysis, high-level and detailed design, development, testing and deployment of new application components, as required.
- Work with other teams as necessary to accomplish goals.
- Create technical and design documentation, as required.
- Perform system analysis and problem resolution, as required.
- Analyze software for configuration & performance tuning opportunities, as required.
- Develop and maintain data and process models, as required.
- Employ contemporary testing methods to ensure applications function properly and without error.
- Provide technical support for testing and implementation efforts.
- Participated in program design, coding, and test walk-through meetings to provide input regarding technical standards and customer requirements.
- Provide application support (defect repair, maintenance, and production operations support) for web-based Java applications in an SOA platform. Perform system analysis, troubleshooting, diagnosis, and problem resolution. Analyze software for defects and performance tuning opportunities. Develop and test application code to resolve defects and improve application reliability and performance.
- Implementing Client-facing applications with responsive design and development.
- Implementing SPAs with a TypeScript framework like Angular or a JavaScript library like React.

- Experience with Agile Development Methodologies (preferably Scrum).
- Hands-on experience with CI/CD methodologies. Development experience for mobile and tablet platforms.
- Hands-on programming experience in following languages / technologies: Java, JEE, REST/SOAP web services, HTML5, JavaScript, JQuery, AJAX, CSS3, Bootstrap, SASS, Typescript, Spring, J2EE Java Server Pages, JSON, XML, JWT, Maven, OAuth, Postman.
- Worked with integration of all pages in JSP/HTML/JavaScript on the presentation module.
- Used Angular to build customer forms connected to the backend.
- Followed MVC model and used spring framework for developing the Web layer of the application.
- Hands-on experience participating in all phases of the SDLC (Systems Development Life Cycle).
- Used Continuous delivery / Continuous Integration (CI/CD) tools Docker, Jenkins to deploy this application to AWS.
- Involved in developing Integration Issues, System Testing Issues, User Acceptance Issues, Power BI performance Issues including JUnit.
- Used Spring, Hibernate module as an Object Relational mapping tool for back-end operations over SQL database.
- Developed the Application as Single Page Application (SPA) using AngularJS.

**InterContinental Hotels Group (IHG) Atlanta GA.**  
**Dec 2022**

**Nov 2021 –**

**Role: Full Stack Developer**

**Responsibilities:**

- Involved in developing the front-end applications using web technologies like HTML/HTML 5, and CSS/CSS3.
- Used Java/J2EE and Spring framework in the back end with CI/CD tools for continuous integration and continuous delivery.
- Used Java/J2EE, Hibernate and Spring framework in the back end with CI/CD tools for continuous integration and continuous delivery.
- I have experience in Developing User Interface (UI) Rich Web Applications, and Web Service Applications using Front End/User Interface (UI) Technologies like Object Oriented JavaScript, Type Script, Angular 5, AngularJS, Node JS, Bootstrap, Media Queries, CSS Frameworks, Java.
- The Application is designed using J2EE technologies based on MVC architecture.
- Implemented Service tier and Data access tier using Spring and Hibernate. Developed various Test cases for Unit-Testing the code using JUNIT.
- Developed GUI using JavaScript, HTML, CSS, JQUERY and Angular 2.4 in ongoing projects.

- To make web pages more interactive, I used AJAX.
- Used Struts Tiles component to give common look and feel to an advisor application.
- Extensively used Eclipse for writing code.
- Worked with Rest API's like creating, checking the health and deploying them in the angular pages to make them up.
- Written JUnit Test cases for performing unit testing.
- Used ANT automated build scripts to compile and package the application.
- Used Jira for bug tracking and project management.
- Developed client-side validation code using JavaScript and React custom component developed by us for validating input fields named input validator.
- Implemented based Cloud Architecture on AWS Platform. Developed AWS Lambdas that run in the AWS environment.
- Worked with RESTful APIs and other programmatic interfaces. Hands-on experience in developing a single page application.
- Designed, developed, and validated the front end using HTML4, CSS, JavaScript, jQuery, JSON and JSP, Power BI Tag libraries for reusable web interface components including the open-source Display Tag libraries.
- Used LDAP for Authentication and Authorization.
- Management and Administration of AWS Services CLI, EC2, VPC, S3, ELB Glacier, Route 53, CloudTrail, IAM, and Trusted Advisor services.
- Used Continuous delivery / Continuous Integration (CI/CD) tools Docker, Jenkins to deploy this application to AWS.
- Building and deployment of EAR, WAR, JAR files on test, stage, and production systems in WebLogic Application Server.

**Environment:** JAVA, J2EE, Servlets, Spring and Hibernate, Microservices, AWS, Spring ORM, Angular 2.4, HTML, CSS, JQUERY, JavaScript, Spring 2.5, JSP, Jboss, WTX WebSphere MQ 5.3/6.0/6.1, SASS, Power BI JUNIT, EasyMock2.2x, JBoss, MS SQL-Server, Eclipse, Hibernate, XML, WebLogic Application Server.

**Georgia Department of Labor (GDOL), Atlanta, GA**  
**Oct 2021**

**Sep 2020 –**

**Role: Java Full Stack Developer**

**Responsibilities:**

- Involved in all phases of project from analysis, Creating Use case diagrams, and Sequence Diagrams and class diagrams using the MS Visio Tool.
- Developed the functionalities using Agile Methodology.
- Designed front-end presentation logic using HTML5, JSP, CSS, Angular 7, JavaScript, and Spring UI.
- Intermediate experience with Advanced JavaScript including prototype based.
- Implemented JQuery validation plug-in, modified JQuery validation plug-in to support custom validation, JQuery modal box, JQuery date picker.

- Used Spring MVC Framework for Controller components and View components.
- Understanding of modern identity standards – OAuth, OpenID Connect, Mobile Connect.
- Developed Business objects with POJOs and data access layer using Hibernate framework.
- Used OAuth as a secure authorizing tool and implemented authorization on web services.
- Achieved Dependency injection by creating spring services, spring controllers and DAOs to wire objects of business classes.
- Experienced in Automating, Configuring, and deploying instances on AWS and Data centers, also familiar with EC2, Cloud watch, Cloud Formation and managing security groups on AWS.
- In depth Knowledge of AWS cloud service like Compute, Network, Storage, and Identity & access management.
- Used DB2 Database for table creation and involved in writing SQL queries using Joins and Stored Procedures.
- Implemented DAO pattern to fetch data from database using Hibernate to carry out various database operations and avoid redundant database access statements.
- Built S3 buckets and managed policies for S3 buckets and used S3 bucket and Glacier for storage and backup on AWS.
- Management and Administration of AWS Services CLI, EC2, VPC, S3, ELB Glacier, Route 53, CloudTrail, IAM, and Trusted Advisor services.
- Created automated pipelines in AWS Code Pipeline to deploy Docker containers in AWS ECS using services like CloudFormation , CodeBuild , CodeDeploy , S3 and puppet .
- Used Hibernate Transaction Management, Spring/Hibernate Batch Transactions and Hibernate cache concepts.
- Implemented application security including User Management, LDAP authentication, authorization (users have restricted access to app components according to their permissions).
- Extensively used the LOG4j to log regular Debug and Exception statements.
- Wrote JUNIT test cases to test the functionality of the code by using Mock Framework.
- Used Maven building tool for creating EAR file to be deployed in application servers. It is also used for dependency management of code in application.
- Configured AWS Multi Factor Authentication in IAM to implement 2 step authentication of user's access using Google Authenticator and AWS Virtual MFA .
- Involved in maintaining the reliability, availability, and performance of Amazon Elastic Compute Cloud (Amazon EC2) instances.
- Conduct systems design, feasibility and cost studies and recommend cost-effective cloud solutions such as Amazon Web Services (AWS).
- Used JIRA ticketing system to keep track of issues and tasks on individuals.

- Used SVN for version management between various integration and development streams.

**Environment:** HTML5, CSS3, Angular JS, Bootstrap, Java 8, jQuery, AJAX, JSP, XML, Java/J2EE, Spring Boot, AWS, Servlet, Hibernate, Restful, EJB's, JDK 1.8, struts 2, Jboss, Sonar Qu be 4.1, Selenium, Maven, Oracle, PL/SQL, JUnit, SOAP, Microsoft Visio, JIRA, SVN.

**Prudential Financial, NJ**  
**2020**

**Feb 2018- Aug**

**Role: Java Full Stack Developer**

**Responsibilities:**

- Integrated the app code to database using ORM using Spring data JPA.
- Worked with Amazon ECS (Elastic Container Service) and worked on Mongo DB, Dynamo DB, MySQL, and Oracle databases.
- Worked with PNC team for completion of E2E (End to End) testing. Designed and implemented Microservices.
- Experienced with AWS services to smoothly manage application in the cloud and creating or modifying the instances.
- Used Java 8 latest features to process collections data. Implemented Initial setup and component migration to Redux.
- Experienced consuming APIs using AJAX and manipulating/consuming JSON objects . Used JQuery for callbacks, promises and event-based functions.
- Developed various screens for the front end using React.js JS and used various predefined components from NPM and Redux library.
- Implemented based Cloud Architecture on AWS Platform. Developed AWS Lambdas that run in the AWS environment.
- Used GraphQL to load the data to a client from the server. We also used GraphQL to multiply the internal sources.
- Worked with RESTful APIs and other programmatic interfaces. Hands-on experience in developing a single page application.
- Designed, developed, and validated the front end using HTML4, CSS, JavaScript, jQuery, JSON and JSP, Tag libraries for reusable web interface components including the open-source Display Tag libraries.
- Experienced in Automating, Configuring, and deploying instances on AWS and Integration of Amazon Web Services (AWS) with other applications infrastructure.
- Integration of Amazon Web Services (AWS) with other applications infrastructure.
- Used Spring MVC framework controllers for Controller's part of the MVC.
- Implemented Business Logic using POJOs and used Tomcat to deploy the applications.

- Involved in developing Integration Issues, System Testing Issues, User Acceptance Issues, performance Issues including JUnit.

**Environment:** Java, JSP, AngularJS, Spring, Hibernate, JUnit, AWS, Spring MVC Framework, Hibernate ORM, SQL Server 2005, MySQL, JDK 1.8, HTML, Redux, PL/SQL Stored Procedures, Selenium, Eclipse, JSON, HTML, CSS, XML, Angular 7, Docker, DynamoDB, MongoDB, Ant, Maven, CI/CD Jenkins.

**IPFS (IMPERIAL PFS), Kansas City**

**Jan 2017-**

**Feb 2018**

**Role: Java Full Stack /J2EE Developer**

**Responsibilities:**

- Worked with integration of all pages in JSP/HTML/JavaScript on the presentation module.
- Used Angular to build customer forms connected to the backend.
- Followed MVC model and used spring framework for developing the Web layer of the application.
- Designed and developed the application with MVC/Model2/Spring framework.
- Developed Java Beans and Java classes to interact with the Database. Designed and Developed the Application layer using Java Beans.
- Used Spring, Hibernate module as an Object Relational mapping tool for back-end operations over SQL database.
- Developed the Application as Single Page Application (SPA) using AngularJS.
- Implemented REST Microservices using spring boot.
- Database design and connectivity done by using JDBC Bridge.
- I have experience in Developing User Interface (UI) Rich Web Applications, and Web Service Applications using Front End/User Interface (UI) Technologies like Object Oriented JavaScript, Type Script, Angular 5, AngularJS, Node JS, Bootstrap, Media Queries, CSS Frameworks, Java.
- Worked on setting up Docker containers to run the applications. Developed the Front-End and User Interface of ARWorks applications using JavaScript, ES6, React.js, and Redux.
- Developed Single Page Applications (SPAs) using React.js-Router and to enable navigation from one view to the next as clients performs application tasks.
- Involved writing modules using React.js as a view engine to build component-based application.
- Created reusable React.js components and managed application state with Redux.
- Applied redux middleware using redux-promise, redux-thunk and redux-saga.
- Used redux form to manage form state in redux.
- Involved in designing and developing the application using AngularJS, Bootstrap, HTML5, and CSS3.

- Hands on experience on Amazon Web Services (AWS) provisioning and good knowledge of AWS services like EC2, S3, Elastic Beanstalk, ELB, RDS, VPC, Route53, Cloud Watch, Cloud Formation, IAM, and SNS.
  - Selected the appropriate AWS service based on compute, data, or security requirements.
  - Integrated Amazon Web Services AWS with the infrastructure of other applications.
  - Used Single Sign-On (SSO) to ensure all our services are completely protected.
  - Used Data Access Object (DAO) to access the data with Data Source.
  - Involved in designing & deploying on Tomcat web server and Jboss Application Server.
  - Additional UI Components implemented using an asynchronous jQuery, Angular based rich client to improve customer experience.
  - Used Eclipse for development, debugging, coding, and deploying applications. Created Ant build scripts.
  - We used CI/CD Jenkins while working on two different code languages like JAVA and Hadoop.
  - Used AWS RDS for database configuration.
  - Used the AWS code pipeline for moving the code across different environments.
  - Wrote SQL Queries and PL/SQL procedures to create, retrieve and update data.
  - Used Ant builder tool to make Deployable Jar and War files.
  - Used Maven Framework to build the project and deploy the applications on the server.
  - Log4j was used to log both User interface and Domain Level Messages.
- Environment: Agile, JEE6, J2SE, JSP, Tag Libraries, JDBC, JNDI, MySQL, PL/SQL (Stored Procedures, Triggers), HTML, JavaScript, CSS, Angular, Gradle, Redux, JDK 1.8, WTX WebSphere MQ 5.3/6.0/6.1, SVN, SOAP, Groovy, RESTFUL Web Service, jQuery, Hibernate, Selenium, HTML, Spring MVC, UML, XML, XSLT, Ant, JDBC, AWS, Windows, UNIX.

**Global Green, Hyderabad**  
**Dec 2016**

**July 2012 –**

**Responsibilities:**

- Involved in various phases of Software Development Life Cycle (SDLC) of the application like Requirement gathering, Design, Analysis and Code development.
- Developed and implemented the MVC Architectural Pattern using Struts Framework including JSP, Servlets, EJB, Form Bean and Action classes.
- Implemented server-side tasks using Servlets and XML.
- Involved in implementing business requirements using EJB by writing stateless session beans.
- Involved in integrating the business layer with DAO layer using ORM tool Hibernate 2.1.7.

- An outpatient registration module and emergency registration module.
  - Developed web layer using Spring framework to manage the project in MVC pattern.
  - Made all requests and processes controlled by the system.
  - Developed user interface using JSP, JSP Tag libraries JSTL, HTML5, CSS3, JavaScript, Angular 2.4 to simplify the complexities of the application.
  - Used interface-oriented programming manner improving flexibility and expandability of the system.
  - Build Database and tables according to client requirements. Maintenance of the Database and the Systems
  - Debugged and fixed the problems that were found during the different phases of the project.
- Environment:** Windows XP, Java, JDBC, Servlets, JSP, JSTL, CSS, JavaScript, Angular 2.4, Spring MVC, HTML, JavaScript, Eclipse 3.1.0, SOAP, XML, EJB 3.0.

#### 1.2.1.31 Systems Administrator Resume 1

Name - Ali Syed- Systems Administrator
Summary Qualifications
<ul style="list-style-type: none"> <li>• 13+ years of experience working as a Systems Administrator.</li> <li>• Experience with Virtualization technologies in Installing, Configuring and administering VMware ESX/ESXi 4.0/4.1/5.0/5.1/5.5/6.0/6.5 Enterprise and created and managed VMs (virtual machines) and also involved in the maintenance of the vCenter Server 5.0/5.1/5.5/6.0 Enterprise.</li> <li>• Experience with Windows 2008/2012R2/2016 Servers (Enterprise Environment) in Installing, Configuring and administering.</li> <li>• Experience in Active Directory, GPOs, DNS, DHCP, File &amp; Print Server, IIS (Web Server), 5.1/6.0/7,7.5/8.0/8.5 FTP, Terminal Server, RIS, RRAS, NAT, WSUS, Microsoft Clustering, Exchange Mail Server and ISA Server</li> <li>• Experience in working with Microsoft Exchange, LYNC in migration of Exchange 2010 to Exchange 2013.</li> <li>• Responsible production support of Active directory (AD), GPO, GPP, Domain users, Users and groups and given appropriate permissions, shares and privilege to access LAN and Domain environment.</li> <li>• Good Knowledge of Azure and AWS.</li> <li>• Implementation of View 5.0, View 4.5, Desktop Virtualization View 4.6, VDI on Cisco UCS.</li> <li>• Extensive understanding of networking concepts, (IE. Configuration of networks, TCP/IP, VPN, VLANs, and routing in LAN/WAN, Ethernet Port, Patch Panel virtual networking, wireless networks &amp; Cloud computing concepts)</li> <li>• Experience in VMware vCloud suite, specifically vCO and vRA (vCAC).</li> </ul>

- Experience in managing multiple Windows systems with Microsoft SCCM & SCOM 2007/2010/2012 providing patch management, remote control, software distribution and OS deployment.
- Executed the plan and implemented by using ITSM management principle.
- Hands on Experience in building web application projects using Cold Fusion 8.0, 9.0, SQL Server 7.0 and Cold Fusion Application Server.
- Experience in using Visual Studio 2008/2010, ASP.NET, SQL Server and Utilized a Web services layer in between the ASP.NET pages and the SQL Server stored procedures.
- Strong understanding of VMware Networking concepts like creation of vSwitches, different types of port groups, NIC Teaming and VLAN Problem management on VMware ESX 4.X and Virtual Center and vMotion.
- Experience in enhancing and creating several workflows, document management and insurance related applications using XML, JavaScript.
- Knowledge on iSCSI SAN, NAS, NFS storage and RAID concept.

### Education & Certifications

### Technical Skills

- VMware:VMwarevSphere4.0/4.1/5.0/5.1/5.5/6.0,vCenterServer .0/4.1/5.0/5.1/5.5/6.0/6.5ESX 3.5/4.0/4.1/5.0/5.1/5.5/6.0/6.5, VMware Update Manager, HA, DRS, FT, vMotion, Storage vMotion, VMware Capacity Planner, VMware Workstation
- Windows Administration: Configuration of DHCP and DNS, installation and configuration of VPN client, Windows Server 2003/2008R2/2012 , installation and configuration of Active Directory creating users and groups, WSUS, setting user access controls, domains creation and setup. Microsoft Exchange, LYNC, Office 365,SCCM & SCOM 2007/2010/2012.AZURE,AWS.
- Networking: OSI Reference Model, IP switch FTPIIPv4 and IPv6 addressing and subnetting, Ethernet LAN, TCP/IP, UDP, switches, routing concepts, virtual network concepts including vSwitches, VLANs, dvSwitch, TCP/IP stack for virtualization, configuration of printers.
- Hardware: HP ProLiant DL380 G5/G6 Intel Xeon, HP ProLiant DL385 G6/G7 AMD Opteron, Dell PowerEdge 2850, 2950, R710, HP BL 460c G5/G6 blade servers, C7000 HP Chassis.NetApp V6000 Series.
- Operating Systems: Windows Server NT 4.0/2000/2003/2008R2/2012, Windows XP/Vista/7/10, Linux & Centos, Apple Mac OS.
- Languages: C, C++, Python, VBScript, SQL, Bash, HTML, XML, JavaScript,ASP.Net

### Chronological Order Work Experience

**Inovalon Bowie, Maryland**  
**Present**  
**Systems Admin**

**Dec 2016-**

- Inovalon is a leading technology company providing cloud-based platforms empowering a data-driven transformation from volume-based to value-based models throughout the healthcare industry. Inovalon's platforms are informed by data pertaining to more than 932,000 physicians, more than 455,000 clinical facilities, and 240 million Americans

**Responsibilities**

- Worked in Infrastructure Datacenter Operations Team with an Environment of 2500 Servers with more than 2000 users WIN 2003/2008/2008R2/2012/2012R2/2016 vSphere 5.5/6.0
- Resolving at least 20 Tickets per day pertaining To Infrastructure Datacenter Operations Team using IBSM Ticketing System.
- Experience working with Project management and also ITIL Certified.
- Using PowerShell Scripts to automate processes pertaining to installing software on Windows desktops 7 & Windows 10, 2008R/2012R2 servers.
- Worked on SCCM (using OSD and MDT) and WSUS for Windows 10 Desktop Patches Deployment, Imaging and Patch management.
- Experience in working ADFS Environment, adding admin rights and restricting rights to User
- Involved in live migration of Virtual Machines and Virtual machines files using the vMotion and Storage vMotion.
- Administered SCCM Deployment Packages, Applications (MSI ) over 4500 workstations and users.
- Experience in working with Microsoft SharePoint, Microsoft Exchange, Office 365, and LYNC in migration of Office 365, Exchange 2010 to Exchange 2013.
- Experiencing in Building & managing server builds and Citrix Xen App & Xen Desktop applications installations.
- Responsible for Supporting all Windows Server, workstations patching related fixes.
- Administering and monitoring Patch management tools like WSUS, SCCM and Shavlik.
- Patching workstations for the different environments through SCCM & Shavlik.
- Providing and maintaining user access in vCenter server and maintenance of vCenter server.
- Created RHEL and Windows Virtual Machines as per the business requirements.
- Experience in Building and Troubleshooting Microsoft App-V virtual applications.
- Developed organizational units in Active Directory (AD) management and managed user security with group policies.
- Involved in DCO-ON Call Production Support 24\*7 for all Production Environment.

- Experience using the Microsoft Windows PowerShell scripting engine to automate tasks with SCOM.
- Proficiency in using VMware vSphere CLI and VMware vSphere PowerCLI to script and automate builds and changes to environment.
- Performed cross platform audits of Active Directory (AD) security groups, objects and user permissions.
- Experience in working In Vulnerability Patch Management Team using security regulatory methods to remediate vulnerabilities.
- Experience in designing and managing Hyper V Environment.
- Experience working on VMware Horizon View and also on 500 VMware VDI workstations.
- Proficiency in Microsoft PowerShell scripting to perform reporting and automation functions within the IDMS area..
- Ensure all the Servers are in compliance with Windows Patching, upgrade & Security.
- DEV\UAT\PROD servers robust patching through Shavlik patching tool.
- Experience in Setting up Citrix Environment.
- Facilitating and documenting of Vulnerability remediation using Nexpose scanning tool.
- Collaborate with management, security and technical teams on Vulnerability fix issues.
- Setting up and adding Servers in Solar winds, SCOM for monitor.
- Experience in NetBackup, Adding Servers in EMC Avamar.
- Providing production support and monitoring of tickets on day to day troubleshooting.
- Develop Scripts to test the servers and workstations are up working mode.
- Troubleshooting and tuning up SMTP, SNMP services issues.

**Technicolor, Indianapolis, Indiana**  
**Nov 2016**  
**Windows Admin**

**Jan 2016-**

Technicolor, a worldwide technology leader in the media, entertainment sector, world class research and innovation laboratories and creative talent pool enables them to lead the market in delivering advanced services to content creators and distributors.

**Responsibilities**

- Expertise in Setting up Test, Prod IIS webserver in Enterprise Environment (Configuring of applications in webconfig and deploying of websites.
- Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise

- Hands on experience dealing with security updates, patches, hot fixes and also by using WSUS, SCCM on Windows 7 & Windows 10 Desktops.
- Experience in working with Microsoft Exchange, LYNC, office 365 in updating new versions.
- Expertise in Backup and migration of data in Enterprise Environment.
- Manage and coordinate a team of Windows and Microsoft SCCM engineers to aid in support of the projects and current needs of the environment.
- Experience in maintaining and Troubleshoot issues related to Identity and Access Management (IAM) Centrify authentication and authorization procedures.
- Integration of 2 factor authentication for Citrix environment (RSA, and Symantec VIP).
- Familiarity with Juniper Netscreen firewall, Tivoli, MRTG/Cacti or other SNMP management tools.
- Created and deployed custom scripts to be used in upgrade and deployment of software through GPO and SCCM.
- Hands on experience of Visual Studio 2008/2010, ASP.NET, SQL Server and Utilized a Web services layer in between the ASP.NET pages and the SQL Server stored procedures.
- Experience with Virtualization technologies in Installing, Configuring and administering VMware ESX/ESXi /5.0/5.1/5.5 Enterprise and created and managed VMs (virtual machines) and also involved in the maintenance of the vCenter Server 5.0/5.1/5.5 Enterprise.
- Helped in Maintaining and providing Support for SCOM.
- Expertise in Setting up and synchronization of WSUS with SCCM for patching maintenance.
- Experience in Creating, restricting of users in Microsoft Active Directory tools (LDAP).
- Experienced in virtualization technology using Hyper-V 2012R2 and managing Physical and Virtual Server/ failover clustering.
- Experience in working with Microsoft SharePoint, Microsoft Exchange, Office 365, and LYNC in migration of Office 365, Exchange 2010 to Exchange 2013.
- Hands on experience to deal critical issues and prepare Root Cause Analysis (RCA).
- Helped in documentation with fellow engineer for preparation of migrations using (P2V, V2V).
- Extensive understanding of networking concepts, (IE. Configuration of networks, TCP/IP, VPN, VLANs, and routing in LAN/WAN, Ethernet Port, Patch Panel virtual networking, wireless networks & Cloud Computing).
- Extensive experience on call support relating from VMware component issues (Orchestrator, operations manager, converter).
- Experience using scripting languages (PowerCLI, Vb, PowerShell, sphere CLI shell & bash).
- Working daily with .Net and Java teams (Debug/Fix issues of any code deployment)

- Installing and configuring webservers (IIS), Tomcat on DEV, TEST, PROD boxes and managing **it**.
- Deploying new code of web services for DEV/TEST/PROD servers.
- Set up applications, creating SFTP Folders and users on UNIX boxes on DEV/TEST/PROD boxes.
- Opening ports for DEV/TEST boxes & Involved in granting & restricting access for developers, users.
- Troubleshooting and tuning up SMTP, SNMP server issues.

**MNIT (OHE) Saint Paul, Minnesota  
Jan 2016  
Windows Admin**

**Oct 2015-**

The Minnesota Office of Higher Education is a cabinet-level state agency providing students with financial aid programs and information to help them gain access to postsecondary education. The agency also serves as the state's clearinghouse for data, research and analysis on postsecondary enrollment, financial aid, finance& trends.

**Responsibilities**

- Experience in Setup of SCCM deployment Patches of Windows 7 & Windows 10 desktops.
- Extensive Migrating OHE IIS websites and content from a Windows 2008R2 to 2012 Windows Server.
- Experience in Installing, Configuring and administering VMware ESX/ESXi /5.0/5.1/5.5.
- Maintained and managed (DNS) for AETC Active Directory (AD) enterprise.
- Experience in managing multiple Windows systems with Microsoft SCCM 2010/2012 providing patch management, remote control, software distribution and OS deployment.
- Hands on with vCenter Server 5.0/5.1/5.5 managing with multiple ESXi Servers, Build and troubleshooting experience with ESX Servers and ESXi Servers, vSphere and vCenter manager.
- Experience using scripting languages (PowerCLI, Vb, PowerShell, sphere CLI shell & bash).
- Administered DNS, DHCP and WINS & Created user ID's, roles, groups OU's etc.
- Maintaining documentation for Citrix and application installs.
- Experience in working with Microsoft Exchange,LYNC,office 365 in updating new versions
- Configured Adobe Cold Fusion 11 application server and IIS 8.0 webserver.
- Experienced in Migrating IIS 7.5 web server Configuration to IIS 8.0 web server.
- Experience in installing IP switch FTP server and configuring IP switch FTP setup.

- Migrated Post gre sql databases from win 2008R2 to win 2012 standard server.
- Installing and configuring Firewall PORT80 server defender for IIS web server.

**Verizon Frisco, Texas**

**June 2014 –**

**Sept 2015**

**VMware/Windows Administrator**

Verizon is an American wireless company and national franchise, known for telecommunications. It is now corporately known as Verizon, Inc. and is a subsidiary of Verizon Communications! Brands, INC., the USA's largest wireless company.

### **Responsibilities**

- Design and implementation of Datacenters and installing the Hardware of HP proliant, Dell Power Edge and Cisco UCS Blade servers.
- Expertise in the area of Virtualization with vSphere 5.0/5.1/5.5,6.0 VMware ESXi 5.0/5.1/5.5,6.0 and Virtual Center server 5.5 & 6.0 Enterprise.
- Installed and managed ADFS (Active Directory Federation services) Office 365 single sign-on authentication federation.
- Expertise in Reviewing and updating SCOM console security, apply patches, create SCOM console roles and reviews, and create and install custom Management Packs (MP)
- Experience in maintaining support of Hyper-V and creating new VM's.
- Created and implemented upgrade strategies for the current environment with specific attention to Microsoft SCCM, GPO, and WSUS in an Environment.
- Experience with handling issues related to Microsoft Lync, Office 365, Exchange servers.
- Implementing Active Directory Services, maintaining Replication, Trust Relationship and enforcing Domain wide Group Policies.
- Experience in managing multiple Windows systems with Microsoft SCCM 2007/2010/2012 providing patch management, remote control, software distribution and OS deployment.
- Deployment and configuration of Domain Controller, Active Directory, OU, GPO.
- Experience in Writing, Maintaining & troubleshooting scripts written both in MS Power Shell,Shell,Vb,XML, Python script for build & operations environment to develop/test/implement automation tools
- Experience in installing ESXi, VMware vCenter Server and creation of folders, Datacenter and VMware clusters using enhanced features like HA and DRS.
- Administrating production servers/network infrastructure that includes Windows administration of Domain Controllers, IIS Web Servers (HTTP/S, FTP and SMTP), MS SharePoint, MS Office 2007/2010, Exchange 2010 Mail Servers, NAS, File and print Servers and Terminal Servers on Windows 2003/2008.

- Extensive knowledge and hands on experience in P2V and V2V migration of 1500 Virtual Machines using VMware Converter, Double take and Plate spin tools.
- Installing, configuring VDI instances using PCOIP protocol and creating floating and dedicated desktops and troubleshooting the instances.

**G3 Technologies, Inc. - New Providence, NJ**  
**May 2014**  
**Systems Engineer**

**Feb 2012 –**

G3T delivers custom-tailored tools and solutions addressing current and future needs of fixed/mobile wireless operators, Fortune 500 companies, and humanitarian service organizations

### **Responsibilities**

- Installing and Managing ESX and ESXi servers on HP, DELL and Installation of vCenter Server, vCenter Components and upgrading VMware Tools.
- Planning, managing and Installation of VMware ESX 5.0 /5.1/5.5 server, Installation and configuration of virtual center database and installation of VMware infrastructure virtual machine.
- Management and integration of ESX server, create a new storage space, creation of VMFS data store, Configuration networking for the virtual machines.
- Experience in Configuring Hyper-V and replicating Hyper-V VM's.
- P2V, V2V conversions of Windows 2012 and Windows 2008 servers using Enterprise Converter.
- Validated configuration standards for Active Directory domain controllers for directory security.
- Planning, configuration, maintenance and administration of VMware ESX server, VMware virtual center, V-Motion, Storage Motion, HA and DRS, P2V, V2V and Troubleshooting.
- Experienced in Windows Administration, Active directory, Exchange server 2003/2007
- Knowledge and experience on applying patches to windows servers using SCCM where the SCCM pulls the updates from WSUS and controlling the installation of updates to the required servers by following the organization standards.
- Migration of Active Directory from windows server 2003 R2 to 2008 R2.
- Configure and manage User, Group, Permission, Role, Resource pool on VMware virtual center.
- Experience in enhancing and creating several workflows, document management and insurance related applications using XML, JavaScript.
- Performed troubleshooting of DNS, DHCP, IIS and Active directory and maintained Web Servers by installing IIS 6, FTP Sites and creating Virtual Directories in IIS 6.

- Plan and schedule OS upgrades & firmware upgrades.
- Administration and managing VMware server (ESX 5.0 & 5.1) on production level.
- Performing Snapshots, Cloning, Migration VM ware convertor, Virtual Infrastructure client.
- Installation/configuration of virtual machines in an Enterprise SAN environment.
- Performing VMware crash/error analysis, Root cause Analysis, Coordinate Post Problem Analysis and Trend Analysis.
- Installation & configuration of Hp Blade servers, HP Proliant BL-460c G7, and Network load balancing.

**TechMahindra, Pune, India  
2012**

**April 2011-January**

**Windows Admin / VMware Engineer**

- Tech Mahindra Limited is an Indian multinational provider of information technology, networking technology solutions and business support services to the telecommunications industry

**Responsibilities**

- Administered VMware environment, evaluated & implemented new hardware & software solutions that benefited architecture & operations. Implemented VMware SRM & troubleshooting performance issues.
- Analyzing and implementing OS patches and hot fixes as well as other OS configurations and updates using Blade Logic Patch Management tool.
- Played a Key role in Managing, Installing, and Supporting Windows 2003/2008 Servers, and VMware ESX Servers 4.0/4.1.
- Maintained vCenter Server 4.1 & implemented View Desktop Infrastructure .
- Configured and maintained Microsoft Active Directory Federation Services. (ADFS)
- Installed and upgraded Cold Fusion application 8.0, 9.0.
- Building ESXi 4.0/5.0 Hosts and maintain those ESXi servers through vSphere Client.
- Experience in Set up Client environments and created connections in Cold Fusion Admin Server.
- Performed troubleshooting of DNS, DHCP, IIS and Active directory and maintained Web Servers by installing IIS 6, FTP Sites and creating Virtual Directories in IIS 6.
- Design and implementation of vCops for of capacity planning to monitor and build new clusters, ESXi and increase storage lun's as per the needs.
- Configured HA, DRS clusters, FT for important VM's.
- Capacity planning using vCops and VMware guided consolidation for gathering the physical machines CPU and Memory usage metrics.

- Used tools such as VMware Converter, PlateSpin, and Veeam FastSCP to work on ESXi Environment for the P2V conversions.
- Design and implementation of standard switches and maintaining the redundancy level for ESX network created different ports groups for different networks like VMnetwork, Vmotion/VMkernel, Management and Storage networks..
- Customized layer 2 & layer 3 networking between VMware, networking components & storage for high availability & maximum performance.
- Performing migration of VM's from Host to host and between Lun's using vMotion and Storage vMotion.
- Identified & fixed ESX performance bottlenecks by working with clients & other teams and configured NFS server to share resources across multiple servers.
- Created Snapshots according to user's requests and requirement.
- Presenting FC SAN LUN's, RDM's iSCSI LUN's and NFS mounts.
- Updating and upgrading ESXi servers using vCenter update manager.
- Worked with system engineering, network, security, & storage engineering teams to prepare & configure new servers for the VMware ESX environment.
- Disaster recovery planning, implementation & recovering systems during crash or hardware failure.
- Update & patch all ESX servers & coordinate hardware-software installations & upgrades to ensure work is performed in accordance with company policy.
- Implementation of Active Directory infrastructure and Network fundamentals, protocols (such as TCP/IP, DHCP, DNS), Group Policy and Profile Management.
- Configured automated VM migrations using automated scripts in PowerShell. Standardized network cable runs for VMware hosts across multiple data center.
- Manage Juniper switches (EX4200), Firewalls (SRX3400) & Checkpoint IP350 for Primary Data center
- Interact & coordinate with different teams to meet the deadlines
- Documentation includes PCI compliance Requirements, Project Plan, Network Diagrams, P2V migration & Network design & upgrades recommendation.
- Provide Level 2 support to end-users and performed technical expertise for windows systems environments on issues related to servers, local services, data centers, and server configuration.

#### 1.2.1.32 Systems Administrator Resume 2

Name - Anil K Bandapally- Systems Administrator	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 15+ years of experience working as a Systems Administrator.</li> <li>• Single-handedly completed the PeopleSoft tool and PUM Upgrades.</li> <li>• Upgraded People Tools from 8.55 to 8.56, 8.56 to 8.57/8.58.</li> <li>• Upgraded FSCM applications to PUM#18, 34 and selection adoption until Latest PUM#41.</li> </ul>	

- Maintained 50 plus PeopleSoft Internet Architecture (PIA) environments.
- Create new environments to support development and upgrade initiative
- Configured and tuned Integration Broker Messaging configurations by separating the traffic
- Troubleshoot issues and maintain detailed documentation of issues and the changes that are implemented to resolve them.
- Integrated HR cloud product (Saba) to ERP PeopleSoft.
- Worked on Design and Implementing COVID symptom monitor checker from AWS to on Prem ERP.
- Extensively worked on PeopleSoft Security on People Tools 8.5x.
- Migrate program changes to the production environment.
- Work closely with users and management to maintain and continually improve the operations, maintenance, and documentation of the systems.
- Work closely with infrastructure (Network, Storage, Windows, UNIX and DBA, Security) teams to research performance and other infrastructure related issues.
- Saved substantial amount of time by developing and implementing innovative Ansible playbook to patch oracle BEA WebLogic servers and to reboot the VM without coordination.
- Carried out root cause analysis and ensured prompt resolution of innumerable system issues, such as performance and service outages through collaboration with multiple vendors.
- Provides infrastructure support services for production sustainment and on-going development efforts
- Coordination with the development team in the review of major new technical areas for performance impacts and database impacts.
- Ensured system availability by implementing failovers by spreading multiple WebLogic Web Server domains.
- PeopleSoft high availability at database layer by implementing Exadata RAC.
- Performed yearly DR/BCP processes.
- Provided support in Hyperion Upgrades
- Applied latest Tax updates to HR system.
- Configured and administered PeopleSoft Integration Broker, REN Server.
- Supported yearend financial processing.
- Configured nVision reports.
- Acted as Phire Admin with deep knowledge.
- Worked with oracle support on several Sev-1 Cases in resolving very complex issues

#### **Education & Certifications**

- Master's Degree in Computer Applications
- Certified Oracle Cloud Foundation Associate-IZ0-1085
- Certified Oracle Cloud Infrastructure Architect-IZ0-1072

- Oracle Database 9i & 12c certifications
- Prince2 Project Management Foundation
- ITIL V3 Foundation
- Certified PeopleSoft Consultant

#### Technical Skills

- **Platforms:** ERP-PeopleSoft, Oracle database 9c, 10g, 11c, 12c and 19c DBA, Oracle, WebLogic 12.2 Servers, Tuxedo 12c, OCI, OMC in OCI, Oracle Cloud Infrastructure-IaaS, PaaS, SaaS modules, Cloud-PaaS product, Topaz/HP Monitoring System, Oracle Cloud Manager Lift & Shift, Cloud Manager
- **Tools:** Control-M, Jenkins, RPA (Robotic Process Automation) in ERP, Chatbots in ERP, Microsoft SharePoint, Phire, Nagios, vRops, Grafana, Oracle Enterprise Manager, CyberArk, Centrify, Citrix VDI, Citrix Application, Kibana, Elastic Search, Log Stash, People Tools 8.1 to 8.59, Microsoft Active Directory (AD), Oracle Access Management (OAM), Oracle Identity Management (OIM), Rapid 7, Ansible, SQR, Application Engine

#### Chronological Order Work Experience

**NYU Langone Health, New York, NY**

**6/2016 – Present**

**Application Support Infrastructure Team (PeopleSoft Admin)**

- Direct a team of four to achieve project goals in a timely manner. Assist application/network/DBA teams with acquisition of site-to-site VPN tunnel RPA automation for travel reimbursement-OCI to on-prem system integration as well as bank file integrations with EFT Encryptions. Conduct production incidents' root cause analysis. Establish strategic partnerships with teams, including UNIX admin, Network Security, IT security, and DBA to increase operational efficiency. Maintain ERP Webserver certificates as well as Hyperion, Essbase, FDMEE financial reporting infrastructure, ODI infrastructure, and OBIEE. Troubleshoot ERP to optimize operations. Implement best practices internally and establish as standard operating procedures. Oversee compliance audits of services to ensure effectiveness of internal controls. Utilize LDAP and OAM to execute Single-Sign on solution.
- Single-handedly completed the PeopleSoft tool and PUM Upgrades.
- Upgraded People Tools from 8.55 to 8.56, 8.56 to 8.57/8.58.
- Upgraded FSCM applications to PUM#18, 34 and selection adoption until Latest PUM#41.
- Maintained 50 plus PeopleSoft Internet Architecture (PIA) environments.
- Create new environments to support development and upgrade initiative
- Configured and tuned Integration Broker Messaging configurations by separating the traffic

- Troubleshoot issues and maintain detailed documentation of issues and the changes that are implemented to resolve them.
- Integrated HR cloud product (Saba) to ERP PeopleSoft.
- Worked on Design and Implementing COVID symptom monitor checker from AWS to on Prem ERP.
- Extensively worked on PeopleSoft Security on People Tools 8.5x.
- Migrate program changes to the production environment.
- Work closely with users and management to maintain and continually improve the operations, maintenance, and documentation of the systems.
- Work closely with infrastructure (Network, Storage, Windows, UNIX and DBA, Security) teams to research performance and other infrastructure related issues.
- Saved substantial amount of time by developing and implementing innovative Ansible playbook to patch oracle BEA WebLogic servers and to reboot the VM without coordination.
- Carried out root cause analysis and ensured prompt resolution of innumerable system issues, such as performance and service outages through collaboration with multiple vendors.
- Provides infrastructure support services for production sustainment and on-going development efforts
- Coordination with the development team in the review of major new technical areas for performance impacts and database impacts.
- Ensured system availability by implementing failovers by spreading multiple WebLogic Web Server domains.
- PeopleSoft high availability at database layer by implementing Exadata RAC.
- Performed yearly DR/BCP processes.
- Provided support in Hyperion Upgrades
- Applied latest Tax updates to HR system.
- Configured and administered PeopleSoft Integration Broker, REN Server.
- Supported yearend financial processing.
- Configured nVision reports.
- Acted as Phire Admin with deep knowledge.
- Worked with oracle support on several Sev-1 Cases in resolving very complex issues

**United Nations Development Program, New York, NY**  
**4/2016**

**8/2005 –**

**ICT Specialist, PeopleSoft Admin DBA**

Headquartered in New York City, UNDP is multi-lateral government (Public Sector) agency advocates for change and connects countries to knowledge, experience, and resources to help people build a better life. Created and implementing organization's ICT strategies for maximum and sustainable value. Facilitated data center migration of ERP system (ALTAS) from one data center to another. Headed ICT services,

including DBA services and ALTAS Production as a managed service (outsourced). Administered and upgraded internal hardware and software ERP instances to upgrade. Employed and maintained Windows server architecture and MS SQL server database technologies. Ensured compliance with corporate information management and technology standards, guidelines, and procedures for the BoM/OIST technology environment. Supported procurement of best ICT equipment for the BoM/OIST and projects based on provision of technical specifications and information on best options in both local and international markets. Built ICT annual plan and road map to achieve strategic vision. Developed, updated, and ensured implementation of business continuity, disaster recovery, ICT, infrastructure/training plans. Enhanced client services by enforcing the use of Atlas (UNDP's implementation of PeopleSoft ERP) functionality. Spearheaded the ICT team to ensure on time delivery of client services. Executed training for the operations/projects staff on ICT issues.

- Monitor, measure and report on-line system performance and make recommendations to optimize the system
- Coordinated systems management tasks with data centers in conjunction with established SLAs.
- Managed Advisory ATLAS availability communications with all partner agencies.
- Provides advanced technical support to PeopleSoft developers and users including advice and guidance on complex processes and system interdependencies.
- Developed and implemented UNDP/BoM/OIST information and documentation management system in accordance with UNDP policy and the country office needs.
- Deep knowledge of PeopleSoft Infrastructure Administration.
- Managed multiple versions of PeopleSoft and People Tools.
- Handled capacity planning, disaster recovery and load balancing activities.
- PeopleSoft Server Administration People Tools v8.52/8.51/8.4x/8.1x - Expertise in installation, configuration, setup, security and management of the PeopleSoft Internet Architecture PIA environment and related processing objects.
- Performed yearly DR/BCP processes
- Expertise in applying Maintenance Packs, Patches, and bundles.
- Expertise in Administering version control tool PHIRE for migrating the changes and releases to production.
- Configured Integration Broker to integrate Nemours internal and external systems with ERP.
- Created new software implementation for high impact results, such as office management system, Phire, inflight, e- registry.
- Monitored backup and restoration procedures for both server and local drives.
- Worked with then PeopleSoft GSC and successfully resolved numerous Production critical issues
- Implemented data warehouse OBIEE platforms to present executive management with Dashboards.
- Improved LAN infrastructure and Internet connectivity to meet UNDP requirements.

- Successfully installed and configured BEA Web Logic Server 11g/10g/9.1, Application Server components namely Tuxedo 11g/10g/8.1.

**Satyam Computers, India**  
**4/2005**

**11/1998–**

**Database Administrator (Oracle, MS SQL Server)**

- Oracle software Installation on various platforms likes Windows NT, Solaris.
- Creating the required tablespaces, users, and roles for the application.
- Customer support in database related issues.
- Setting up the database connectivity from application.
- SQL Server 7.0 in production, integration, and development environments with performance tuning of databases.
- Supporting developers in SQL tuning using Explain Plan.
- Set up transactional replication with push subscription in MS SQL Server 7.0.
- Set up SQL accounts, Security roles, new releases, and service packs.
- Created maintenance plans for publisher, distributor, and subscriber databases.
- Installation and Maintenance of MS SQL Server 7.0
- Migrated the database from MS SQL Server 6.5 to MS SQL Server 7.0.
- Managed security and roles.
- Involved in preparing the Backup/Restore strategies and administering these operations.
- Performed database tuning and formulated optimization strategies based on performance.
- Generated MIS reports of database such as SQL server free space statistics, data file information.
- Preparation of Unit Test Plans, Test Cases, Test Scenarios and System Testing.
- Web Server Administration, Installation and Maintenance of Internet Information Server 4.0 on Windows NT
- Administering Security on IIS 4.0 Server
- Creating Virtual Directories.
- Configuring FTP Server
- Exchange Server Administration, Installation and Maintenance of Exchange Server 5.5 on Windows NT
- Creation and Maintenance of User Account Management of Exchange Server.
- VisionCompass Administration, Installation and Maintenance of VisionCompass Server Setups.
- Installation of VisionCompass Software Setups + Service Packs.
- Technical product support and Product Demonstrations.
- Developed supporting applications to VC, which extracts the statistics from VC Database and created various Stored procedures.

- Given 24X7 production Support.

### 1.2.1.33 Systems Administrator Resume 3

Name - Lakshmi V Gowthamkumar devisetty - Systems Administrator	
Summary Qualifications	
<ul style="list-style-type: none"> <li>• 12+ years of experience working as a Systems Administrator.</li> <li>• Virtualizing Applications and categorizing Them according to requirements of each department using App volumes (App stacks)</li> <li>• Creating User Profiles in Virtual Desktop Environment and maintaining them using Writable Volumes and VMware User Environment Manager.</li> <li>• Supporting End users with day to day issues and keeping track of them using One stop</li> <li>• Fulfilling Service requests according to the needs of each department in a timely manner</li> <li>• Assisted in Designing, Building and Configuring Windows 10 Golden image for VDI Environment.</li> <li>• Creating, Configuring, Maintaining and recomposing Virtual Desktop Pools in Horizon View Administrator</li> <li>• Assisted in vSphere Upgrade from 6 to 6.5</li> <li>• Built Virtual Desktop Pools for Jump servers.</li> <li>• Coordinated with teams to Gather information regarding the required Applications on Jump servers.</li> <li>• Managing Users, User Profiles, Groups and Group Policies in ActiveDirectory</li> <li>• Installation of Microsoft Windows patches using SCCM 2012 &amp; WSUS.</li> <li>• Knowledge and experience in DNS, DHCP &amp; Active Directory Services.</li> <li>• Creating and implementing Group Policy for both users and computers based on Standard Operating Procedures and GIS requirements.</li> <li>• Configuring and troubleshooting issues using Remote management consoles (HP ILO, DRAC &amp; etc.).</li> <li>• Coordinating with other teams for resolving technical issues.</li> <li>• Building App stacks and Delivering Applications to Jump server users and departments by meeting Deadlines</li> <li>• Successfully Assigned Virtual Desktops and Profiles to End users based on requirements</li> <li>• Converting End users from Physical Desktops to Virtual Desktops By setting them up with IGEL devices.</li> <li>• Granting Virtual Desktops to Users Based on Their requirements using CART.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>• Masters (Engineering Management), California State University Northridge, California State</li> </ul>	

- B. Tech (Mechanical engineering (Splzn:Nuclear engineering),SRM University  
SRM University, Chennai

### Technical Skills

- VMware : VMware VSphere 4.x,5.0,5.1&5.5, ESX Server 3.x,4.x,5.x VMware Virtual Center Server(Vcenter) 2.x,3.x,4.x,5.x VMware DRS, HA and FT, VMware Converter 3.0, VMware Update Manager, VMware vShield manager, CommvaultSimpana, VRangerPro, vCloud, vCOP's,VROPS VMWarevRealize Automation (VRac), vSphere Web client, VMWare Orchestrator,Hyper-V,Scale IO, View 4.x,5.x,6.x and 7,App volumes, UEM, IDM,VROPS,IGEL,Cloud pod Architecture,
- Server Hardware: HP Rack servers & HP Blades, Cisco UCS Blades, Dell Power Edge server ,VX Rail
- Databases: Microsoft SQL servers, Oracle.
- Web Services: Microsoft IIS and Apache.
- Ticketing Tools: BMC Remedy, Service now & Cherwell Management.
- Antivirus: Trend Micro, Symantec ,Sophos and McAfee.
- Scripts: Powershell,PERL,Python
- SAN Hardware: EMC VNX, VMAX, XtremeIO, VPLEX, Isilon and 3PAR storage arrays, CommVault Impana
- Operating Systems: Microsoft Windows Server 20\*\*, Red Hat Linux, Windows XP/Vista/Win 7, Windows X and VMware ESX/ESXi server.

### Chronological Order Work Experience

**CARE FIRST of BCBS MD**

**2017march-**

**Present**

**Role: VMware Systems Engineer**

- Virtualizing Applications and categorizing Them according to requirements of each department using App volumes (App stacks)
- Creating User Profiles in Virtual Desktop Environment and maintaining them using Writable Volumes and VMware User Environment Manager.
- Supporting End users with day to day issues and keeping track of them using One stop
- Fulfilling Service requests according to the needs of each department in a timely manner
- Assisted in Designing, Building and Configuring Windows 10 Golden image for VDI Environment.
- Creating, Configuring, Marinating and recomposing Virtual Desktop Pools in Horizon View Administrator
- Assisted in vSphere Upgrade from 6 to 6.5
- Built Virtual Desktop Pools for Jump servers.

- Coordinated with teams to Gather information regarding the required Applications on Jump servers.
- Managing Users, User Profiles, Groups and Group Policies in ActiveDirectory
- Installation of Microsoft Windows patches using SCCM 2012 & WSUS.
- Knowledge and experience in DNS, DHCP & Active Directory Services.
- Creating and implementing Group Policy for both users and computers based on Standard Operating Procedures and GIS requirements.
- Configuring and troubleshooting issues using Remote management consoles (HP ILO, DRAC & etc.).
- Coordinating with other teams for resolving technical issues.
- Building App stacks and Delivering Applications to Jump server users and departments by meeting Deadlines
- Successfully Assigned Virtual Desktops and Profiles to End users based on requirements
- Converting End users from Physical Desktops to Virtual Desktops By setting them up with IGEL devices.
- Granting Virtual Desktops to Users Based on Their requirements using CART.
- Monitoring End user performances using VROPS.
- Documenting Applications based on App stacks and Departments
- Documenting Install Instructions for Specific Applications Based on end user requirements.
- Participating in Health Checks to resolve issues that are critical and resolving them in a timely manner
- Supporting and training users in Migration from Windows 7 to Windows 10 to make the transition smooth
- Supporting and training users in Migration from Physical Desktops to Virtual desktops
- Communicating with End Users Constantly and supporting them until their issues get resolved
- Communicating with Leadership By reporting and updating Status of the tasks and Incidents regularly
- Creation of Datacenter - Host and cluster, templates and snapshot in VM environment.
- Capacity management for VMware vSphere Hosts and HP 3-Par Storage.
- Storage system administration (Oracle ZFS appliances, IBM Flash Systems, Brocade)
- Involved in the storage operations on all the models of VNX 5300, 5500, 5700, VNX-e 3100 and closely worked with EMC team on VMax storage as well.
- Installing ESXI on CiscoUCSblades and C200racks, using KickStart installations, configuring and hardening ESXiservers.

- Identified and developed automation for routine infrastructure tasks; notably, auto scaling virtual machines using vRealize Operations, vRealizeOrchestrator, and PowerCLI

**NEOPRISM Solutions LLC, Chicago, IL**  
**2017**

**Feb2016-March**

**Role: Systems Engineer**

**Responsibilities:**

- Built an Entirely new infrastructure of Horizon View 7 and Integrating with existing Infrastructure.
- Installed and configured View Connection Servers (Standard&Replica7.02) Successfully.
- Installed and configured View Security servers in Dmz and paired them with the Connection servers.
- Configured Vcenter and Deployed Windows 2012R2 Servers for each and every component.
- Troubleshooting Issues regarding replication errors for connection servers.
- Installed and Configured View Composer for Linked Clone feature.
- Installed Esxi as a (Bare metal hypervisor) on Hp blade servers.
- Installed and configured AppVolumes 2.11, Assigned Appstacks and Writable volumes to specific users.
- Installed and configured Horizon UEM 9.0(User Environment manger) and created user and admin file shares to save their personalized settings.
- Executed Win7 migrations to multiple flavors of workstation types, including laptops, desktops, and several advanced VDI technologies
- Created many PowerShell scripts to improve processes and efficiencies.
- Installed and configured horizon identity manager (Formerly known as Workspace Portal) with which the user can see all the desktops and applications assigned to them by logging in.
- Installed and configured VROPS (V realize opertions Manager) For monitoring the environment.
- Imported SSL Wildcard certificates to ensure the safety of the components.
- Provided In class training to desktop Team to Transfer Knowledge on each and every Horizon Component
- Built the Master Image (windows 7\*64) according to the needs of the organization.
- Created desktop pools using Linked Clones and Instant clones.
- Performed a wide variety of cross functional activities, and served as a single point of contact between the Isilon Storage Division (formally Isilon Systems Inc. acquired 2011), and EMC's Global Hardware Engineering.

- Deployed Vdi Instances and created over 500+ desktops and tested all the components successfully.
- Five teams were formed to test the components and each component Installed worked successful according to the needs of the Client.
- Work with vendors to resolve packaging issues for Win 7 & Citrix VDI.
- Significantly decreased possibility of human mistakes and robust of installers by converting legacy WinBatch software installation scripts to PowerShell.

**CYS SYSTEMS, Chennai, India**

**Sep 2012-**

**Dec 2013**

**Role: System Engineer**

- Installing and Configuring Windows 2003/2008 servers
- Administered and configured AD Integrated DNS and DHCP for printers, PC's, and servers.
- VMware vSphere VDI Engineer for VMware View 5.3/6.0 Environment.
- Responsible for Configuration and Maintenance of VMware 5.5 Hosts for Horizon View environments
- Configured backups using Symantec NetBackup for critical applications. Scheduled and administered daily, weekly, monthly and yearly backups using NetBackup and Net Vault software.
- Managing Users, User Profiles, Groups and Group Policies in Active Directory.
- Taking Active Directory, DHCP and DNS backup and restoring as on required.
- Applying Windows Security Updates and Critical Updates.
- Configuring Terminals Services to Remotely Administer the Servers.
- Installed and configured SonicWALL firewalls to provide Remote Access and internal Security.
- Troubleshooting Windows Alerts.
- Troubleshoot LAN and WAN Connectivity related problems.
- Troubleshooting the Event Logs on the Server.
- Administered ESXi 4.0 and Vcenter 4.0 environment which were having 100 plus of virtual machines.

#### 1.2.1.34 *Technical Writer Resume 1*

**Name - Darrel B. Nerove- Technical Writer**

##### **Summary Qualifications**

- 15+ years of experience working as a Technical Writer.
- Responsible for writing and developing multiple enterprise documentation, policies, standards, and procedures in support of the DFPS Business Analyst team.
- Developed User Guides in support of multiple projects and applications.
- We used HITRUST understands information and privacy security, regulatory compliance and third-party risk management, Developed User Help documentation to support their enterprise applications using Rob Help.

- Participated in the development of Application Design Specifications, Business Requirements Documents, Use Cases, Release Notes, and Functional and Technical Process Flow Charts. With DSHS, trainer in their Data Governance division developing and delivering training material on data governance, Informatica's Axon, SAS Viya, ARCGIS, and Snowflake.

### Education & Certifications

- BS, Computer Science, 1988: United States Military Academy, West Point, NY
- Masters - Business Organizational Management, 1996: University of LaVerne, LaVerne, CA
- Ph.D. (ABD) – Information Technology: Capella University, Online

### Certifications

- Local Area Networks, Learning Tree International – 1997, Certified NetAnalyst Level I and II (Senior Protocol Analyst), Pine Mountain Group – 1998, XYLAN SwitchExpert – 1998, Quality Assurance Evaluator – 1999, Information Technology Infrastructure Library (ITIL) – 2011

### Technical Skills

- Expert Level in Microsoft Applications, ServiceNow, Microsoft SQL Server and Server 2008, Programming and Database Development, Multiple Learning Management Systems and Development Tools, Captivate, Articulate, and Camtasia Suite, Adobe Creative Suite, RoboHelp, Madcap Flare, Framemaker

### Chronological Order Work Experience

**Department of Family and Protective Services (DFPS) / HHSC / DSHS** **Dec 2019**  
– Present

#### **Business Analyst/Technical Writer**

- Responsible for writing and developing multiple enterprise documentation, policies, standards, and procedures in support of the DFPS Business Analyst team.
- Developed User Guides in support of multiple projects and applications.
- We used HITRUST understands information and privacy security, regulatory compliance and third-party risk management, Developed User Help documentation to support their enterprise applications using Rob Help.
- Participated in the development of Application Design Specifications, Business Requirements Documents, Use Cases, Release Notes, and Functional and Technical Process Flow Charts. With DSHS, trainer in their Data Governance division developing and delivering training material on data governance, Informatica's Axon, SAS Viya, ARCGIS, and Snowflake.

**Texas Department of Transportation (TxDOT)** **Nov 2018 –**  
**Dec 2019**

#### **Technical Writer**

- Responsible for writing and developing multiple enterprise documentation, policies, standards, and procedures for TxDOT Information Management Division (IMD),



include Security Management, Asset Management, Data Management, Records Management, Risk Management, and Governance policies and procedures.

- Responsible for collaborating with subject matter experts (SMEs) and technical experts to develop processes and procedures within the agency.
- Configured, managed, and stored documentation and knowledge management articles in SharePoint. Developed User Help documentation using Rob Help.
- Also used FrameMaker, HTML, and CSS in the development and editing of enterprise policies and help documentation.

**Leidos Cyber and Capgemini**  
**Nov 2018**

**Jul 2017 –**

**Technical Writer/Senior Instructional Designer**

- Responsible for designing, developing, and delivering multiple Cyber Security training courses to corporate clients.
- Developed the Leidos Cyber internal training and development portal.
- Designed, developed, and delivered the Security Operations Center (SOC) Analyst training course for multiple corporate clients.
- Developed the Internal Threat training program and the Corporate Information Security Auditing and Compliance training course.

**Wright & Associates (United States Agency for International Development - USAID)**  
**Jul 2016 – Jul 2017**

**Technical Writer/Business Analyst & Project Manager**

- Master Cyber Security trainer. Developed multiple role-based cyber security training courses (including Auditing, Risk Management, Certification and Validation, Incident Response, Privacy, and CISO Training) and delivered weekly cyber security training courses to personnel in the USAID agency. Developed ILT and web-based courses (Captivate and Articulate 360).
- Project manager for team of trainers, technical writers, and 508 compliance personnel. Performed the Business Analyst role in the development of Application Design Specifications, Business Requirements Documents, and Use Cases for the development of training courses in the organization.

**SRA International (Washington, DC)**  
**2016**

**Feb 2015 – Jul**

**Senior Technical Writer and Senior Instructional Designer**

- Developed training material and delivered training courses in support for the Department of Agriculture's Electronic Disqualification Records System (EDRS). Developed training courses on system operations and Privacy training. Developed security documentation in conformance with NIST Risk Management Framework and Cybersecurity Framework.

**Stratford University**  
**2015**

**Jun 2014 – Feb**

**Curriculum Developer**

- Developed multiple Information Technology and Cyber Security courses in support of academic programs and degrees. Developed courses using a competency-based approach.

**SRA International (Washington, DC)**

**Nov 2008 –**

**Jun 2014**

**Senior Technical Writer/Business Analyst, Senior Instructional Designer Content Manager**

- Supported multiple government agencies as an Instructional Designer, Technical Writer, Business Analyst and Trainer.
- Developed security documentation in conformance with NIST Risk Management Framework and Cybersecurity Framework.
- As a Senior Instructional Designer, developed ILT and web-based courses (Captivate and Articulate 360).
- As a business analyst, I participated in the development of Application Design Specifications, Business Requirements Documents, Use Cases, and Functional and Technical Process Flow Charts.
- As a technical writer and content manager, managed and developed criminal investigative, auditing, and forensics procedures, manuals, IT asset management and governance policies, ServiceNow procedures and guidelines, software and API documentation, and training material for the United States Secret Service, as a member of the Criminal Investigative Division (CID) Java Development Team.
- Provide technical editing and technical writing for a team of software and database developers, to include software testing and auditing.
- As a technical editor / technical writer and content manager, developed and edited many documents, processes, and workflows in accordance with ITIL guidelines for the USDA's MIDAS project to include security documentation for the project.
- Developed multiple policies, processes, and procedures in support of the Product Lifecycle Management (PLM) software and tools (supporting projects at the Federal Judiciary System, US Secret Service, and USDA).
- Developed User Help documentation using MadCap Flare. In support of the Department of Defense's Army Enterprise Service Desk (AESD) project, developed the agency communication plan, user guides, help desk documentation and process diagrams, help file documentation, and knowledge management system in support of their help desk functions.
- Configured, managed, and stored documentation and knowledge management articles in SharePoint. Worked extensively in collaborative environments, gathering requirements from SMEs and conveying that information to other team members and media development personnel.
- Very familiar with multiple development tools including Microsoft Office, Project, Visio, Framemaker, MadCap Flare, RoboHelp, Camtasia Suite, Captivate, and Articulate 360.

### 1.2.1.35 Technical Writer Resume 2

Name - Luethe Arrowsmith- Technical Writer	
Summary Qualifications	
<ul style="list-style-type: none"> <li>15+ years of experience working as a Technical Writer.</li> <li>With their Client, a Fortune Tech 10 company in Research, Artificial Intelligence (AI), Machine Learning, Generative Text Models and Natural Language Processing</li> <li>Curate and evaluate search results to educate and train the AI model.</li> <li>Collaborate with teams and suggest process improvements due to the exponential growth of the team.</li> <li>Developed billing quote-to-cash procedural standardization.</li> <li>Collaborated with engineering/operations to create technical documentation guides, and policies for software engineers and their project managers to drive consistency for the Department of Defense Cybersecurity.</li> <li>Initiated methodology corporate-wide and developed an agile repeatable iterative process with deliverable templates.</li> </ul>	
Education & Certifications	
<ul style="list-style-type: none"> <li>Master of Science in Information and Communications Sciences, Ball State University</li> <li>Software /Framework Proficiency</li> </ul>	
Technical Skills	
<ul style="list-style-type: none"> <li>Visio, IOS/Mac, SharePoint, Jira, Microsoft Suite, Adobe Suite, Remedy, SAP, Teamcenter, Salesforce, RoboHelp, GitHub, Madcap Flare PCI, NIST, ISO, ANSI, OSHA</li> </ul>	
Chronological Order Work Experience	
<b>Bravens Inc.</b> <b>current)</b> <b>Curator/Technical Writer/Editor</b>	(Dec. 2023 –
<ul style="list-style-type: none"> <li>With their Client, a Fortune Tech 10 company in Research, Artificial Intelligence (AI), Machine Learning, Generative Text Models and Natural Language Processing</li> <li>Curate and evaluate search results to educate and train the AI model.</li> <li>Collaborate with teams and suggest process improvements due to the exponential growth of the team.</li> </ul>	
<b>Def-Logix, Remote</b> <b>August 2023)</b> <b>Lead Technical Business Analyst/Writer</b>	(April 2023 –
<ul style="list-style-type: none"> <li>Developed billing quote-to-cash procedural standardization.</li> <li>Collaborated with engineering/operations to create technical documentation guides, and policies for software engineers and their project managers to drive consistency for the Department of Defense Cybersecurity.</li> <li>Initiated methodology corporate-wide and developed an agile repeatable iterative process with deliverable templates.</li> </ul>	



<b>KETOS, Remote</b> <b>Jan. 2023)</b> <b>Business Analyst/Writer</b>	<b>(Nov. 2022 –</b>
<ul style="list-style-type: none"><li>• Collaborated with engineering and field operations to create technical procedure documentation.</li><li>• Developed process flows to enhance understanding of processes and training.</li></ul>	
<b>Merck, Remote</b> <b>August 2022)</b> <b>Business Analyst</b>	<b>(July 2022 –</b>
<ul style="list-style-type: none"><li>• Developed strategy, policy, and templates for a Zoom virtual mindfulness event.</li><li>• Led Ernst &amp; Young team to implement best practices and Visio process flows for technical documentation.</li></ul>	
<b>Meta, Remote</b> <b>2022)</b> <b>Business Analyst/Technical Writer</b>	<b>(May 2022 – June</b>
<ul style="list-style-type: none"><li>• Developed strategy, policy, templates, and Asana board for updating global Human Resources policies.</li><li>• Worked with subject matter experts to determine and develop templates for training HR professionals.</li></ul>	
<b>Rackspace, San Antonio, Texas</b> <b>March 2022)</b> <b>Business Analyst/Technical Writer, Risk and Controls</b>	<b>August 2021 –</b>
<ul style="list-style-type: none"><li>• Collaborated with enterprise architecture and the business to develop a Software as a Service (SaaS) model for Enterprise Architecture (EA) transformation.</li><li>• Developed IT Standard Operating Procedures (SOP) and Visio process flows for 600+ software's.</li><li>• Edited SOP template to improve usability by reducing the time it takes regulators to locate information.</li></ul>	
<b>TXDOT, TxTAG, Austin Texas</b> <b>May 2021)</b> <b>Business Analyst/Technical Writer, Risk and Controls</b>	<b>(Oct. 2020 –</b>
<ul style="list-style-type: none"><li>• Developed policy, standard operating procedures (SOP) and Visio process flows for Payment Card Industry compliance.</li><li>• Created PowerPoint decks, white papers, and Plan of Action and Milestones to meet regulatory compliance.</li></ul>	

<p> <b>USAA, San Antonio, Texas</b>  <b>2020)</b>  <b>Business Analyst/Technical Writer, Risk and Controls</b> </p> <ul style="list-style-type: none"> <li>• Developed PCI Life Company controls, policies, and standards (SOP) with risk, compliance, business, and legal partners.</li> <li>• Improved Enterprise Information Governance Federal Reserve evidence template usability by reducing the <b>time it takes regulators to find relevant information by 35%.</b></li> </ul>	<p style="text-align: right;"> <b>(Oct. 2019 – May</b> </p>
<p> <b>US Army JBSA, GE Healthcare, Daikin, Rowan Drilling, San Antonio, Texas</b>  <b>(October 2017 – April 2019)</b>  <b>Senior Analyst/Technical Writer</b> </p> <ul style="list-style-type: none"> <li>• Worked with Payment Credit Industry (PCI) security standards and IT subject matter experts to secure customer data</li> <li>• Developed cyber framework, using NIST, for business continuity planning for the morale, welfare, and recreation IT systems.</li> <li>• Participated in Agile PI planning and daily scrum to develop user documentation for leading hospital staffing software.</li> <li>• Translated information from subject matter experts into usable customer-ready online help and job aids.</li> <li>• Developed strategy for IMCOM G6 IT business impact assessments, disaster recovery plans and leadership workshops.</li> <li>• Created templates, standards, and standard operating procedures (SOP) for a new “help desk” software.</li> <li>• Applied knowledge of industry best practices to ensure the proper development of processes, safety compliance and continuous improvement.</li> <li>• Created a dashboard for rig maintenance technical documentation which reduced rig downtime by 10%.</li> </ul>	
<p> <b>Saudi Aramco, Dhahran, Saudi Arabia</b>  <b>2017)</b>  <b>Business Analyst/Technical Writer</b> </p> <ul style="list-style-type: none"> <li>• Created and edited technical documentation for engineering teams, to present to the CEO and board.</li> <li>• Decreased document retrieval time across multiple disciplines by redesigning the document management system.</li> <li>• Developed the implementation strategy for over 20,000 employees for the Capital Management System.</li> <li>• Improved guidelines standardizing executive management reports for over \$100MM projects.</li> </ul>	<p style="text-align: right;"> <b>(Sept. 2014 – May</b> </p>

<b>GE Oil and Gas, Houston, Texas</b> <b>2014)</b> <b>Business Analyst/Communications Lead</b>	<b>(May 2011 – Sept.</b>
<ul style="list-style-type: none"> <li>• Decreased customer search time of more than 300 maintenance bulletins by 50%.</li> <li>• Overhauled safety strategy approach to include ISO, ANSI, and OSHA for compressors by updating technical documentation to address customer needs.</li> <li>• Incorporated OSHA and ANSI safety advisories for compressor operation and maintenance manuals.</li> </ul>	
<b>KBR, Houston, Texas</b> <b>2011)</b> <b>Senior Technical Writer and Editor</b>	<b>(Sept. 2010 – April</b>
<ul style="list-style-type: none"> <li>• Created a SharePoint interactive module for an Aramco/Dow Chemical joint venture that built a \$150B chemical plant.</li> <li>• Communication liaison for joint venture with Engineering Procurement and Construction (EPC) companies.</li> <li>• Reported weekly project status of 12 Estimate, Procure, and Construction companies to upper management.</li> </ul>	
<b>National Oilwell Varco, Houston, Texas</b> <b>2010)</b> <b>Senior Technical Writer</b>	<b>(April 2006 – Aug.</b>
<ul style="list-style-type: none"> <li>• Collaborated with software engineers to update the Amphion automated control systems software operating manuals with best practices.</li> <li>• Improved usability by 10% by standardizing documentation across various software systems.</li> <li>• Developed a SharePoint website for multiple projects in multiple locations.</li> </ul>	
<b>University of Phoenix, Remote</b> <b>2014)</b> <b>Online Facilitator</b>	<b>(June 2004 – Sept.</b>
<ul style="list-style-type: none"> <li>• Developed curriculum for “Communication in the Virtual workplace” and “E-business Strategy” online.</li> <li>• Facilitated online courses and worked with small groups to instill best practices in building remote teams.</li> </ul>	

### 1.2.1.36 *Technical Writer Resume 3*

<b>Name - Denise Yvette Williams</b>
<b>Summary Qualifications</b>

- Developed process and procedural documents, **quick reference guides**, and electronic forms for the **MDOT SHA Office of Information Technology (OIT)**.
- **Tailored materials** for customers learning new technologies and skills, such as the **Outlook Resource Scheduling documents**, **COVID-19 Qlik Mobile App Install & Configure Quick Reference Guide (QRG)**, and **Password Rules & Guidelines**.
- Reviewed and **updated materials written** by OIT staff including the **DOT NET Coding Standards document**. Test document accuracy against system functionality. Research and draft Contractor Compliance Review (CCR) **Quick Reference Guide** and the **CCR User's Guide for Office of Equal Opportunity (OEO) staff training**.
- Designed custom documentation describing Employee Employer Relations (EER), Report, and other HR App modules. **Rewrite** the Random Employee **Selection Processes Manual**.
- Drafted the Negotiated Sales **Users Guide** including a diagram illustrating flow.

### Education and Certifications

- **Bachelor of Arts (B.A.) Communications/English, Goucher College, Towson, MD**
- **Master of Arts (M.A.) Instructional Systems Development (ISD) UMBC Catonsville, Maryland**

### Certifications:

- **Certificate, Technical Writing (Programs for Professional Advancement), Goucher College, Towson MD**
- **Certificate, Information Management, CCBC, Catonsville, Maryland**
- **Certificate of Training, Cyber Foundations, UMBC Training Centers, Columbia, MD**
- **Prepared for Security+ and Network+ Certification Exams. (CompTIA A+ Certified 08/19/13-08/19/16)**
- **Certificate, ISD, UMBC, Catonsville, Maryland**

### Technical Skills

- **Write high-impact documents** concurring with sprints and Software Development Life Cycle (SDLC) using **standard styles** and application-specific terminology.
- Compile **technical data**, deconstruct and streamline business processes, and translate complex concepts into more comprehensible information.
- **Tailor materials** for customers learning new technologies and skills.
- Create diagrams as learning tools that identify and illustrate system flow.
- **Test guide accuracy** against business processes and system functionality.
- Manage the documentation process. Facilitate meetings with subject matter experts (SMEs) to review the completeness and accuracy of **materials**. Produce **high-quality materials** on time and within budget. Report status to management.

- Use **word processing**, diagramming, collaboration, presentation, and **database products** such as **Adobe**, **Microsoft**, SharePoint, Salesforce, Visio, and SnagIt.

### Chronological Order Work Experience

**Maryland Department Of Transportation (MDOT) State Highway Administration (SHA)**  
**2015 – Present**  
**Technical Writer**

#### Office of Information Technology Documentation

- Develop process and procedural documents, **quick reference guides**, and electronic forms for the **MDOT SHA Office of Information Technology (OIT)**.
- **Tailor materials** for customers learning new technologies and skills, such as the **Outlook Resource Scheduling documents**, **COVID-19 Qlik Mobile App Install & Configure Quick Reference Guide (QRG)**, and **Password Rules & Guidelines**.
- Review and **update materials** are **written** by OIT staff including the **DOT NET Coding Standards document**. Test document accuracy against system functionality.
- Design online forms. Create a form used to capture project scope, timelines, and SMEs. Work with management to redesign a form used for Change Requests

#### Technical End-User Documentation

- Collaborate with project teams and stakeholders to produce application-specific deliverables supporting internal and external customer requirements.
- Develop custom end-user documents and **quick reference guides**, electronic forms, and online help files that **bridge training gaps** and aid in knowledge transfer for the MDOT SHA Office personnel.
- **Contractor Compliance Database Management System (CCDMS)**  
Research and draft Contractor Compliance Review (CCR) **Quick Reference Guide** and the **CCR User's Guide** for **Office of Equal Opportunity (OEO) staff training**.
- **Human Resources (HR) Application**  
Design custom documentation describing Employee Employer Relations (EER), Report, and other HR App modules. **Rewrite** the Random Employee **Selection Processes Manual**.
- **Office of Real Estate Management System (OREMS) Property Asset Mgmt. (PAM)**  
Draft the Negotiated Sales **Users Guide** including a diagram illustrating flow. Facilitate meetings with subject matter experts (SMEs) to review the completeness and accuracy of the **materials**.



**1.3 Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service.**

We prioritize regulatory compliance and maintain a comprehensive portfolio of licenses, permits, and certifications necessary to perform the services outlined in the contract. We confirm that we possess all the required licenses, permits, and certifications and are prepared to provide evidence of our compliance before the start date of service.

Please find below our West Virginia Business License:



4/22/24, 7:25 PM

WV SOS - Business and Licensing - Corporations - Online Data Services

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## West Virginia Secretary of State — Online Data Services

### Business and Licensing

Online Data Services Help

### Business Organization Detail

*NOTICE: The West Virginia Secretary of State's Office makes every reasonable effort to ensure the accuracy of information. However, we make no representation or warranty as to the correctness or completeness of the information. If information is missing from this page, it is not in the The West Virginia Secretary of State's database.*

INFOJINI, INC.

Organization Information								
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
C   Corporation	12/12/2018		12/12/2018	Foreign	Profit			

Organization Information		
<b>Business Purpose</b>	5415 - Professional, Scientific and Technical Services - Professional, Scientific and Technical Services - Computer Systems Design and Related Services (design, programming, facilities mgmt)	
<b>Charter County</b>	<b>Capital Stock</b>	
	<b>Control Number</b>	0
<b>Charter State</b>	MD	<b>Excess Acres</b>
<b>At Will Term</b>	<b>Member Managed</b>	
<b>At Will Term Years</b>	<b>Par Value</b>	
<b>Authorized Shares</b>	<b>Young Entrepreneur</b>	Not Specified

Addresses
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<https://apps.sos.wv.gov/business/corporations/organization.aspx?org=466866>

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4/22/24, 7:25 PM

WV SOS - Business and Licensing - Corporations - Online Data Services

Type	Address
Local Office Address	10015 OLD COLUMBIA ROAD B215 COLUMBIA, MD, 21046
Mailing Address	10015 OLD COLUMBIA ROAD,SUITE B215 COLUMBIA, MD, 21046 USA
Notice of Process Address	C T CORPORATION SYSTEMS 1627 QUARRIER ST CHARLESTON, WV, 25311
Principal Office Address	10015 OLD COLUMBIA ROAD,SUITE B215 COLUMBIA, MD, 21046 USA
Type	Address

#### Officers

Type	Name/Address
Director	SANDEEP HARJANI 88 MORGAN STREET SUITE 4805 JERSEY CITY, NJ, 07302
President	SANDEEP HARJANI 88 MORGAN STREET SUITE 4805 JERSEY CITY, NJ, 07302
Secretary	SANDEEP HARJANI 88 MORGAN STREET SUITE 4805 JERSEY CITY, NJ, 07302
Treasurer	SANDEEP HARJANI 88 MORGAN STREET SUITE 4805 JERSEY CITY, NJ, 07302
Type	Name/Address

#### Annual Reports

Filed For
2023
2022
2021
2020
2019
Date filed

<https://apps.sos.wv.gov/business/corporations/organization.aspx?org=466866>

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For more information, please contact the Secretary of State's Office at 304-558-8000.

Monday, April 22, 2024 — 9:54 AM

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**1.4 Lottery shall require resources to hold current certification for target technologies, the certifications would include but not limited to cybersecurity or vendor-specific certifications as Cisco and Microsoft.**

We maintain a robust portfolio of certifications covering a wide range of target technologies, with a strong emphasis on cybersecurity and vendor-specific certifications. This ensures that our resources possess the necessary expertise to meet the diverse needs of our clients. Please find below the partial list of certifications that our resources hold:

- Certified Business Analysis Professional (CBAP)
- Project Management Professional (PMP)
- Agile Analysis Certification (IIBA-AAC)
- Certified Data Management Professional (CDMP)
- Microsoft Certified: Azure Data Scientist Associate
- Oracle Certified Associate (OCA): Oracle Database Administrator
- Oracle Certified Professional (OCP): Oracle Database Administrator
- Microsoft Certified: Azure Database Administrator Associate
- AWS Certified Database - Specialty
- CompTIA A+
- Microsoft Certified: Modern Desktop Administrator Associate
- HDI Customer Service Representative (CSR)
- Certified Business Continuity Professional (CBCP)
- Certified Information Systems Security Professional (CISSP)
- ISO 22301 Lead Implementer
- Cisco Certified Network Associate (CCNA)
- CompTIA Network+
- Juniper Networks Certified Internet Associate (JNCIA)
- Project Management Professional (PMP)
- Certified ScrumMaster (CSM)
- PRINCE2 Practitioner
- ISTQB Certified Tester
- Certified Software Quality Analyst (CSQA)
- Agile Tester (ISTQB)
- Certified Information Systems Security Professional (CISSP)
- CompTIA Security+



- Certified Ethical Hacker (CEH)
- Microsoft Certified: Azure Developer Associate
- AWS Certified Developer - Associate
- Oracle Certified Professional (OCP): Java SE Developer
- Microsoft Certified: Azure Administrator Associate
- CompTIA Server+
- Red Hat Certified System Administrator (RHCSA)
- Certified Professional Technical Communicator (CPTC)
- Adobe Certified Expert (ACE) - Technical Communication
- MadCap Certified Advanced Developer (MCAD)



## ADDENDUM ACKNOWLEDGEMENT

Infojini acknowledged receipt of addendums 1 and 2 issued by the State of West Virginia.

### 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.

Infojini Inc.

Company

Authorized Signature

05/02/2024

Date

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