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## Header 2

List View

**General Information** | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1354530

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

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Vendor ID: VS0000029548

SO Doc ID: LOT2400000011

Legal Name: AMERICAN UNIT INC

Published Date: 4/29/24

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Close Date: 5/7/24

Total Bid: \$0.00

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Response Time: 13:28

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

Responded By User ID: ravi

Total of Header Attachments: 2

First Name: ravi

Total of All Attachments: 2

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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 ESR05072400000006842	1

**VENDOR**  
 VS0000029548  
 AMERICAN UNIT INC

**Solicitation Number:** CRFQ 0705 LOT2400000011  
**Total Bid:** 0  
**Response Date:** 2024-05-07  
**Response Time:** 13:28:48  
**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

## **Proposal Response**

**Solicitation No. CRFQ 0705 LOT2400000011  
Prequalification Agreement IT Temporary Staffing**

### **Response To**

**State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305**



### **Response Prepared by**

**American Unit Inc.  
2901 N Dallas Pkwy Ste 333  
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### **Point of Contact**

**Robert Kashamalla  
Client Engagement Manager  
Phone: (214)275-9162  
Email: [procurement@americanunit.com](mailto:procurement@americanunit.com)**

Cover Letter

May 7, 2024

Attn: Toby L Welch  
State of West Virginia  
Department of Administration  
2019 Washington Street East  
Charleston, WV 25305

American Unit Inc (“AU”) is pleased to submit its response to the State of West Virginia Purchasing Division (“State”), West Virginia Lottery Commission (“WV Lottery”) to provide Temporary Information Technology (IT) Staffing Services.

AU experience with the government clients and strong local presence in State of West Virginia, we will provide skilled and experienced IT resource to WV Lottery through this vendor pool on an as needed basis for this contract. Our offer, in response to the above solicitation, is 100% compliant with all requirements and in many cases, we exceed the requirements in order to provide the WV Lottery a high-value solution and service to address its needs.

AU acknowledges and accepts all solicitation terms, conditions, provisions, Q&A’s, and addenda. We adhere to the General Instructions and Requirements as outlined in the enclosed Solicitation documents and our response shall remain valid for a period of 180 days.

Thank you for giving us the opportunity to respond to this Solicitation and great interest in serving as a valuable business partner to the WV Lottery on this opportunity, supporting the requirements for Temporary IT Staffing Services.

Sincerely,

Robert (Ram) Kashamalla  
Client Engagement Manager  
American Unit, Inc.  
2901 Dallas Pkwy, Suite 333  
Plano, TX 75093  
Phone: (214)275-9162  
Email: [procurement@americanunit.com](mailto:procurement@americanunit.com)  
Website: [www.americanunit.com](http://www.americanunit.com)

**21 years of IT Excellence & Certified**



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## Company Overview

Established in 2003, AU has **21 years of experience** in providing Temporary IT Staffing Services on a nationwide basis for government and commercial sector clients. We are a Small, Minority and HUB certified company with offices strategically located throughout the US, AU currently has over 360 IT resources through the US and works with over 65 clients in various industries.

Our management has more than 20 years of average experience to manage similar staffing services. AU has experience in providing various staffing models such as Temporary, Temp-to-Hire, and Permanent positions. We have extensive experience working with various government clients as a prime and subcontractor. This experience has given us complete understanding of the government functioning and environment, its task orders/requests, timeliness, and deliverables. Our mission is to support government and private sector clients plan, build, manage and justify their investments to optimize mission and business performance. We are a rapidly growing firm of professionals, committed to delivering high standard services to our clients since the inception of the company.

As per the RFQ, Section 4-Deliverable, AU is committed to providing highly skilled and qualified resources to WV Lottery throughout the contract period of performance. AU follows a controlled, well-managed process to quickly, accurately, and cost-effectively provide the best qualified resources to our clients. We will tune our existing processes to fully align with WV Lottery requirements, terms, and conditions set forth in this RFQ and will continuously enhance those processes for continued improvements. The following discussions provide highlights of our ability to deliver effective solutions to WV Lottery.

### *Our proposed solution is geared to improve the following areas:*

- We are a financially stable organization that is 100% Debt Free and extremely cash rich. This allows us to effectively fund our Account Operations and hire top class talent to manage the same
- Low operational overheads with large global 24X7 operations resulting in increased cost savings to clients.
- Internal Team: Team of 150 Technical Team, 70+ recruiters, 15 administrative team and 10 account managers supporting our clients.
- Analysis: We thoroughly analyse the requirements and understand the needs of our clients in order to provide high quality services, and to meet and exceed our customer' needs and to maintain long-term relationship for mutual beneficial partnership.
- 100% Response ratio to consulting requirements received, resulting in vast coverage of critical project ramp-up needs within all Task Orders
- Simple and User-Friendly Process: Customized, Advanced Online Staffing Management System with incredibly simple user interface.
- One of the lowest attrition rates in the market due to a close relationships established with each and every IT resource. Over 95% consistent contractor retention rate YOY
- 3 Million+ contractor network resulting in quicker turn-around-times and market access
- Large Technology & Solutions practice compliments recruitment of quality contractors for technical roles, deep understanding of our client's business/industry domain result in higher fill rates
- An internal contractor database of over 3 Million profiles, containing a "fully vetted" network of over 800K Contractors.
- We are a Nationally Small and Minority certified company to fulfill socio-economic/diversity spend goals

- Extremely flexible and adaptive processes that can be easily tailored to meet the client's requirements
- Large Dedicated Account Management and Recruitment Teams
- Higher quality and larger pool of certified consultants in several niche areas of expertise
- Woman & Minority owned status helps fulfill socio-economic/diversity spend goals

**AU Awards and Recognitions:**

**2015 Deloitte Technology Fast 500:** Ranked 11<sup>th</sup> fastest-growing company in US and also No.1 fastest-growing company in the Midwest region by Deloitte's 2015 North America Technology Fast 500 Rising Star program.

**2015 Business Award:** Recognized by DiversityBusiness.com, the nation's leading B2B website, as the 25<sup>th</sup> Top Diversity Owned Businesses in Illinois, the 23<sup>rd</sup> Top Small Business in Illinois, the 48<sup>th</sup> Top Subcontinent Asian-American Owned Business in America, the 83<sup>rd</sup> Top Asian-American Owned Business in America, the 249<sup>th</sup> Top Small Businesses in America and the 285<sup>th</sup> Top Diversity Owned Businesses in America.

**2017 Stevie Award Finalist:** Best Business Turnaround Named a finalist in this category by the American Business Awards.

**2018 Stevie Award-Best Executive/CEO of the Year:** The American Business Awards recognized American Unit President and CEO Devender Aerrabolu with this honor. The American Business Awards, also known as the Stevies, is the only national, all-encompassing awards program honoring great performances in business. Stevies were awarded in over 40 categories from over 2,600 nominees.

**2018 Celebration of Enterprise:** Recognized as One of the Fastest Growing Companies in 2018 by Inside Collin County (Texas) Business.

**Chicago's 101 Best Brightest Company:** In 2018, Recognized as one of the best Chicago-area companies for which to work by the National Association for Business Resources.

**2018 Diversity Business Award:** Recognized by DiversityBusiness.com, the nation's leading B2B website, as

- 22<sup>nd</sup> on the Top 100 Diversity Owned Businesses in Texas list
- 39<sup>th</sup> on the Top 100 Subcontinent Asian American Businesses in the U.S. list
- 81<sup>st</sup> on the Top 500 Asian Owned Businesses in the US
- 335<sup>th</sup> on the Top 500 Diversity Owned Businesses in the US

**2018 Dallas 100:** Named the 16<sup>th</sup> fastest-growing company in North Texas by the Caruth Institute for Entrepreneurship at Southern Methodist University. Companies must be privately held and meet a number of criteria based on sales growth, credit ratings and perceived character within the community.

**2019 Inc. 500:** Ranked No. 29 in Inc. Magazine's Top 100 IT Service Companies in the US list, as well as No. 15 on the Top 100 Businesses in Dallas-Ft. Worth-Arlington, TX.

**2019 Tech Titans / Fast Tech 50:** Ranked as the second fastest-growing technology company in the Dallas area by the Metroplex Technology Business Council.

**2019 Deloitte Technology Fast 50 for Texas:** Ranked 2008 Deloitte Technology Fast 50 for Texas

**2019 Deloitte Technology Fast 500:** Ranked as the 46<sup>th</sup> fastest-growing technology company in the US.

**Celebration of Diversity:** Dallas Arboretum & E&Y 2020 - Was featured as a Finalist under the Workplace of the Year 2020 by Dallas Arboretum and Ernst & Young. The award recognizes those individuals, corporations and nonprofit organizations that are leading the way in creating inclusiveness environment.

**Inc 500/5000:** We were listed among the top 500 companies in US by Inc 500 in 2020 for its stupendous revenue growth rate of 584.9%. We were ranked No.440<sup>th</sup> in USA and No.12<sup>th</sup> in Dallas Forth-Worth, TX under the growth by revenue category and No. 45<sup>th</sup> in US under IT services category.

**2020 Tech Titans / Fast Tech 50:** We were ranked 8<sup>th</sup> fastest-growing technology company in the Dallas area by the Metroplex Technology Business Council under their 5-year growth category. Participants for Titan Fast Tech 2020 were public & private companies and encompass all technology industry segments, including communications, computer and peripherals, internet, life sciences, semiconductors, software and media. To qualify for the ranking, companies must own proprietary technology.

**2021 Best Companies to Work for in Texas:** Recognized as the second-best company to work for in Texas by the Best Companies Group. This statewide awards program honors the top 100 best places of employment in Texas, focusing on how they benefit their employees, the state's economy and other businesses.

**2021 Best of the Best:** Finalist for the 2021 Best of the Best award presented annually by the Frisco (Texas) Chamber of Commerce.

**Celebration of Enterprise:** Proud winner of the 2021 Capital One – Celebration of Enterprise award. COE, recognizes businesses that have identified a need, filled the void and succeeded on the bottom line. Companies were judged in six different categories based on bottom-line revenue.

**Dallas Business Journal - Best Place to Work 2021:** Named one of the “Best Places to Work For” in North Texas. We ranked 48 amongst the 162 North Texas businesses recognized as a Dallas Business Journal’s Best Places to Work honoree. Now in its seventh year, the 2021 program attracted an overwhelming number of nominations. To achieve the highly sought-after Best Places to Work designation, companies had to earn national best practice scores, as determined by Quantum Workplace, the program’s research partner.

**Diversity Business Council Top 2022 Businesses:** Highly ranked in multiple categories, including 15<sup>th</sup> among the Top 100 Diversity-Owned Businesses in Texas, 19<sup>th</sup> among the Top 100 Privately Held Businesses in Texas, 28<sup>th</sup> among the Top 100 Subcontinent Asian-American Businesses in the US, 138<sup>th</sup> among the Top 500 Privately Held Businesses in the US, and 187<sup>th</sup> among the Top 500 Diversity-Owned Businesses in the US.

**American Business Awards:** Named a Finalist in the Best Overall Company of the Year - Computer Software, Computer Services & Telecommunications Industries category in the 2022 American Business Awards also known as Stevie Awards. Details about the awards and the list of Finalists in all categories are available at [www.stevieawards.com](http://www.stevieawards.com)

**Ernst & Young Entrepreneur of the Year for North Texas, Arkansas, and Oklahoma:** American unit was named a 2022 Finalist for this honor, which is selected by an independent panel of regional business, academic, and community leaders to recognize outstanding achievement in innovation, financial performance, and service to the industry and their communities.

**Comerica Bank Collin 60:** Recognized as the 16<sup>th</sup> fastest-growing business in Collin County, Texas for 2020

## Company Qualifications

### **Unique Capabilities**

Our organization is extremely unique as compared to our industry as a whole and especially when compared to local competition. AU positions itself in market very differently from its competitors – we offer value added services that differentiates us from typical staffing vendors through our service intensive value proposition, broad service knowledge, public sector experience and investment back into the company to empower our clients.

With dedicated delivery team for our Information Technology , Administrative, Professional, Health Care, and Human Resources clients, we are positioned to understand the client unique needs and have designed our service and delivery channels accordingly. The following summary demonstrates our Unique Selling Propositions (USPs) to provide services to the WV Lottery.

**Delivery-Focused Approach** – At AU, we differentiate ourselves from our competition in our delivery-focused approach, instead of the traditional sales-focused approach. Our Account Managers are experienced and responsible individuals who have a service-oriented approach and put their client’s interests ahead of their own as compared to other firms with sales-oriented Account Manager as their primary contact.

AU will assign a dedicated team specifically tasked with supporting the WV Lottery. Our account team has local and regional oversight to ensure the team’s performance meets and exceeds the WV Lottery’s performance expectations and metrics.

**Process-Driven Organization** – Through our experience supporting large and diverse clients, AU has honed our programs and processes to provide superior delivery and performance to our clients. From our mature operating protocol, the AU Operating Procedure, to our National Accounts Program, our processes are the cornerstone of our delivery model ensuring consistent delivery and quality across all verticals and geographies. We are confident in our abilities, and we develop mutually beneficial metrics so that we deliver the same quality of service year after year to our clients across multiple locations.

**Proven Customized Recruiting and Screening** – Based on client and market demands, AU maintains a pipeline of candidates representing the most common skill sets throughout US. Our recruiting process requires each recruiter to identify and pre-screen a select number of resources, allowing our recruiters to become experts in certain skill sets. This pipeline method greatly reduces our time to fill by streamlining the candidate submittal process for our clients. AU proactive pipeline recruitment guarantees a turnaround time of less than 48 hours.

**Domain-Centric Recruitment Model** – AU employs domain-centric recruitment to recruit highly specialized staff. Our recruiting teams have the domain insight and experience to help clients meet their technical consulting and staffing goals along with meeting their season-specific needs.

**Complete Workforce Solution Provider** – At AU, we use our insight, knowledge, and national resources to make exceptional connections. With over 65 clients throughout US spreading across every industry, AU has the reach and experience to meet the WV Lottery’s business objectives and exceed the WV Lottery’s expectations. Client diversification allows AU to more quickly adapt to change in market conditions, client requirements, and preferences, invest more in resources and better understand the industries that are prevalent in major areas when compared to competitors with more client concentration.

The WV Lottery can also leverage AU's expertise in workforce management to design, develop, and manage workforce strategies and effectively control the costs associated with vendors, all categories and classifications of labor, fringe benefits, and statutory obligations.

**Client-Focused Customer Service** – Above all, AU strives to meet client needs in a timely and efficient manner. As our business partner, the WV Lottery will be our top priority. Starting with the personal attention of an Account Manager, WV Lottery will have a direct link to AU executive team keeping the lines of communication open and available. The dedicated Account Manager will be supported by a host of back-office individuals ensuring accurate statements and prompt reports.

**Technical Recruiters and Miners:**

Our recruiters work in a team structure based on our client's needs. Each client is assigned a team of recruiters that becomes expert in not only our client's positions but also the client work culture. Each one is important for our recruiters to find the right candidate based on skills, qualifications, and technical knowledge.



AU has more than 80 technical recruiters, 10 resume formatters, and 10 account managers to support our client's resource requirements. Our recruiters have average experience of over six years as recruiting professionals and 90% of our recruiters have degrees in various technologies. AU proactively recruits and maintains a full pipeline of qualified candidates ready to hire for each contract. Our technical recruiters work closely with our Account Manager and Recruiting Manager to understand client's requirement and provide best match for client's need.

**Admin and Back-Office Team:**

AU has more than 25 admin, payroll, and back-office team and responsible for processing job orders in our internal web-based tool. This team is highly experienced in creating a checklist of requirements that make the technical recruiters work easy for them to source the candidate quickly and process the job order in the system.



The efficient back office machinery at AU handles the background support work needed to ensure the candidate's smooth transition to begin the contract. We provide the necessary support to have the candidate to smoothly transition from his/her current location to client's site and look after the necessary accommodation and transportation issues for the candidate to begin work with fewer constraints.

Our experienced management team, proven methodologies, and focus on government solutions, positions us to meet client needs and requirements. Partnering with us provides clients inherent and clear advantages which result in achieving contract objectives with significant cost savings.

We custom-recruit subject matter experts, thought leaders, and KOLs (Key Opinion Leaders) based on the specific details of a particular need, no matter how complex is it. We have recruited several experts for a variety of engagements. We will bring to bear our experience and best practices to achieve a high-quality outcome for the WV Lottery.

**Mission & Vision** – AU is dedicated to offering exceptional service and fostering the growth of our clients, candidates, and employees through:

- Creative and prized solutions for strategic, long-term relationships
- Matching exceptional talent with rewarding opportunities through process-based staffing to create unparalleled value
- Nurturing thought leaders in technology and business
- Respecting each and every candidate and employee and rewarding excellence
- Achieving sustainable and profitable growth
- AU vision is to be a trusted partner and advisor to all of those we serve.

**Our Core Values** – AU fosters a strong sense of work culture and identity by sticking closely to a few core values that drive us to excel every day. They are:

<b>Passion</b>	We are firm believers in doing what we love and enabling our candidates find work that they're passionate about.
<b>Excellence</b>	With passion, commitment, and perseverance, we go the extra mile to deliver beyond our client's expectations.
<b>Transparency</b>	We believe honest and timely feedback is crucial in a people-driven business and aim to be as transparent as possible with all of our stakeholders
<b>Community</b>	We believe that fostering a sense of community amongst our talent pool and employees will drive our efforts to create a positive impact in the communities we live and work.

**Commitment to Diversity** -At AU, we are committed to building long-term relationships with our clients by creating strategic and sustainable value for all of their stakeholders. We are equally passionate about the talent we work with. AU extends unparalleled guidance, professional mentorship, benefits, and transparency in all matters to nurture and grow our invaluable talent network. We are firm believers in the value that diverse individuals bring to the table. We are appreciative of the diversity initiatives our clients have implemented and we are similarly committed to our diverse candidates and suppliers.

### **IT Consulting Team**

We have 150+ technical team and they are expert in development, assessment, configuration, programming, analysis, integration, implementation, installation, optimization, troubleshooting, testing, life-cycle management, operations, design, review, consulting, capacity planning, auditing, process improvement, project management, conversion, normalization, digital evidence analysis and preservation, training, coaching, mentorship, documentation, policy and procedure development, and technical writing.

AU IT team have needed cross-platform experience and expertise in developing, implementing, and supporting for the Client Server, Salesforce, Maximo Asset Management, Web based, SharePoint, Turnkey Projects on niche skills. Our team can assume complete responsibility for analysis, design, development,

implement, testing, and deployment. Our team has extensive experience with all skill talent and we have done numerous projects and user-contributed content for a wide variety of clients, including telecommunications, transport, communities, schools, museums, and other public agencies. Our core team has a proven track record in their respective domains.

### AU Technical Category

AU has placed over 3600 technical staff across the nation, and presently manages over 360 technical employees working at several client locations. AU maintains and retains a large pool of highly motivated and qualified technical professionals for the full scope of Technical field, including but not limited to:

• Application Development & Maintenance (ADM)	• Mainframe Legacy Systems Maintenance
• Application Testing	• Infrastructure Support & Management
• Business Analysis	• Information Security Consulting and Audit
• Business Intelligence, Data Warehousing & Analytics	• Mobile Application Development
• Client/ Server Application Development	• Project / Program Management
• Cloud Computing Services	• Quality Assurance & Porting
• ERP Implementation, Maintenance & Support	• Legacy Applications support
• Network Architecture, Planning, Development, and Implementation	• Packaged Solutions Implementation (SAP, Oracle Applications and PeopleSoft)
• Systems & Application Integration	• Web Application & Content Management
• Product Engineering	• Web Design & Development
• GIS Services	• Desktop Support & Helpdesk
• Cybersecurity Services	• Database Design and Administration
• <b>Maximo Asset Management</b>	• IT Networking Services
• <b>IBM Tririga</b>	• Salesforce
• <b>Digital Transformation Program Services</b>	• Data & Analytics Services

In the past, we have filled quite a few direct and indirect contract positions with the public sector systems throughout the nation including job categories such as below:

### AU Staffing positions:

• Programmers/Developers	• Training Analysts
• Systems Architects	• Cybersecurity Engineers
• Computer Network Support Specialists	• Test Engineers
• Business and Data Analysts	• GIS Administrators
• Programmer/Analyst	• Quality Engineers
• Senior Programmers	• Systems Administrators
• Systems Analysts	• Database Administrators
• Application Developers	• Web Application Design/Development
• Mainframe Developers	• Technical Leads
• Software Application Engineers	• Project Managers
• Subject Matter Experts	• VOIP Administrators

<ul style="list-style-type: none"> <li>• Technical Writers</li> <li>• GIS Analysts</li> <li>• Technical Analysts</li> <li>• Functional Analysts</li> <li>• Systems and Software Engineers</li> <li>• Network Specialists</li> </ul>	<ul style="list-style-type: none"> <li>• Technical Functional Analysts</li> <li>• System Analysts/Architects</li> <li>• Business/System Analysts</li> <li>• Program Manager</li> <li>• Enterprise Solutions Architects</li> <li>• Tech Support Leads</li> </ul>
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### AU Technical Competency

AU delivers IT solutions for clients through US, focused on strategic areas of information technology consulting including: Application Development & Maintenance, Enterprise and Cloud Architecture, Systems Administration, Database Management, Program/Project Management, Business Process Improvement, System Selection and Implementation, Supply Chain Management, and Systems Integration.

### Specialty Areas of Expertise - Technology Expertise

Web & E-Commerce	ASP.Net, C#, HTML, DHTML, XML, ADO, Java, JavaScript, JavaBeans, EJB, WebLogic, WebSphere, VBScript, ActiveX, IIS, MTS, SOAP, Web Services
Front-End Development	VB.NET, Visual Basic, Visual C++, MFC, SDK, C/C++, COM, DCOM, ATL, ABAP/4, Dexterity, RPG/400.
Back-End Database	MS SQL Server, SQL.NET, Oracle, Sybase, DB2, Informix, MS Access.
Oracle Tools	Oracle 10G, 9i, Oracle DBA, PL/SQL, PERL, Pro*C, ETL, Oracle Discoverer, PSP, Java Script, Java, JDeveloper, Oracle Applications Server, Oracle Developer Suite.
Operating System Tools	UNIX, Windows, Windows NT, OS/400 ERWIN, Visual Source Safe, MS Office.
ERP/CRM Technologies	SAP, Siebel, PeopleSoft, Oracle Applications, Clarify
Business Intelligence/DW	Ab-Initio, Informatica, Business Objects, DataStage
Mainframe	Micro Focus COBOL, DB2, VSAM, CICS, COBOL, JCL, IMS DB/DC, IDMS, ADSO, Assembler.

### IT Applications

Software	Windows O/S, Cobol, Unix C++, Java, J2EE, JSP, VC++, VB, IDMS, VBA, VB Script, VB.NET, C#, MFC, XML, Perl, Delphi, PHP, REXX, FORTRAN, Delphi, Java, Ruby Power Builder, Lotus Notes, MS Exchange, ABAP, J2EE, Linux, Apple
Enterprise Resource Planning (ERP)	SAP, PeopleSoft, JD Edwards, Siebel, Clarify, SAS, Ariba, Vignette, Business Objects, Informatica, Cognos, and Vantive
Graphic Production	Adobe Photoshop, Corel Draw, Visio, Jasc Paint Shop Pro, Adobe Illustrator
Web Server Software	Apache, Microsoft IIS, Igor Sysoevnginx, Google GWS
Database Development	MySQL, Microsoft SQL Server, Oracle, IBM, DB2, Firebird, PostgreSQL, Ingres, Sybase and Max DB.
Web and Mobile Development Software	HTML editors, Adobe Flash, Silverlight, WAMP, Adobe Dreamweaver, Coda, Freeway, Microsoft Expression Web, NetObjects.

Open Source	Linux, Unix, Red Hat, Fedora, Ubuntu, SuSE, Drupal
Data Warehousing – ETL Data synchronization, software as a service, Business process outsourcing	Apatar, CloverETL, Flat File Checker, Jitterbit 2.0, Pentaho Data Integration, RapidMiner, Scriptella, Talend Open Studio, Ab Initio, AltovaMapforce, HitSoftwareAllorda, Digital , Informatica PowerCenter, Fuel Service Flow, Lavastorm martin Dawes Analytics , Apache Cocoon, Cognos, Cosort, IBM InfoSphere DataStage, and HiT Software

Languages/Programing skills:	Python, Java, R, Visual Basic, C, SQL, XML
J2EE Technologies	JSP, Servlets, JDBC, Log4J, Junit, XML (SAX & DOM), Applets, Spring, Hibernate, AJAX, JMS, Microservices, Spring MVC, Spring Boot, Web Services, JSP, JSF, JPA
Middleware:	ODBC, JDBC
Methodologies:	Agile, SCRUM, Waterfall
Software Tools:	MS Access, MS Office and MS Excel, NetBeans IDE, VS Code, Eclipse IDE
CI/CD Tools:	Jenkins, Maven
Web Technologies:	HTML, CSS, CS3, JavaScript, Node JS, AngularJS, AJAX, React JS, Angular, Bootstrap
O/S:	UNIX, LINUX, Windows XP and Windows7
Databases:	My SQL, Oracle 10g/11g/12c, SQL Lite, MS Access, PL/SQL, SQL Server
Cloud Platform	Amazon Web Services (AWS)
Application Servers:	Apache Tomcat, Weblogic, Web Sphere
Web Services:	SOAP, REST, WSDL, AWS
Frameworks:	Spring, Hibernate, Angular, Spring boot, Junit, Rational Rose
Modeling Languages:	UML

### **Account Management**

AU' Account Management methodology consists of seven high-level functional areas including: Integration Management, Scope Management, Time Management, Cost Management, Quality Management, Communication Management, and Risk Management

AU has dedicated Account Manager to support the WV Lottery. The Account Manager's responsibilities will include: assisting with temporary IT staffing services, supporting the relationship of the contract and working exclusively on this account. Mr. Robert (Ram) Kashamalla will be the main contact for the WV Lottery. Our managerial team has direct lines that are accessible to our clients. This direct line can connect to our managerial teams' cellular phones when they are not in the office, which allows our clients the ease of contacting our staff during and after work hours

Our approach to project management is based on people, process, and technology. We align these components to proactively manage scope, schedule, quality, resource, communications, and change management. For the WV Lottery, our number one priority is to ensure we select qualified, reliable, and multi-skilled staff to provide exceptional temporary IT staffing services. We will adequately prepare staff for the WV Lottery' work environment by sufficient training throughout the onboarding process. Once on-

site we will apply our performance techniques to ensure quality achieved for the duration of the contract. Our performance metrics will align with the government’s Quality Assurance Surveillance Plan (QASP).

To manage the staff, we will utilize emails, Zoom, Slack, and MS Teams as communication channels to manage day-to-day operations. All employees are required to complete a daily “plan of the day,” via email this is what they are planning on working on that day (completed as one of the first activities when arriving to work) and what they actually worked on during day each day (completed at the close of the business day) this helps the Account Manager (AM) track and management track team member tasks, helps resource allocation, and provides oversight to the team. Our AM will also routinely visit various sites to monitor, assist, and manage team members. For time-management we use a web-based application to manage hours, paid-time off, among other items related to time management. We conduct daily check-ins for all team members. Once a month, off peak hours we ask our entire team to return to our corporate office (in-person or virtually) for training and updates in regard to the company their projects and to provide motivation.

Below Organization structure with key staff who will be involved in providing temporary IT staffing services upon award:

S.No	Name	Title
1	Robert (Ram) Kashamalla	Client engagement Manager/Account Manager (Primary POC)
2	Ramana Venigalla	Vice President (Secondary POC)
3	Ravi Venigalla	Chief Information Officer (Management POC)
4	Linda Montgomery	Recruiting Manager (Recruiting POC)
5	April Rehkemper	HR/Payroll Manager (Payroll and Invoice POC)
6	Ananda Alagappa	IT Manager (Technical POC)

### **Making the Match**

Making the match is what we do, and AU aims for a superior match each and every time, we place technology talent on assignment. We will work closely with the WV Lottery to gain an in-depth understanding of staffing requirements and we recruit, test, evaluate and recommend high-quality, cost-effective resources. Rather than simply collect a “laundry list” of requirements and skills, AU asks questions that allow us to build a functional job profile, including key success milestones and attributes that allow us to match not only skills and experience, but also subtle elements such as fit with managerial style, corporate culture, etc. With this knowledge, we develop a thorough candidate profile that forms the basis of our recruitment strategy.

### **Staffing Method**

AU anticipates no issues in initiating a fully staffed contract upon award, due to specialized tools and processes at the disposal of our recruiting staff. AU leverages a proven recruiting model supported by over 80 recruiters, serving a contract portfolio with twenty (25) state/local and forty (40) commercial contracts requiring recruitment and hiring support for over 80 new requirements daily for our growing contract portfolio requirements. Our recruiters have built a qualified candidate’s database with over 450,000 resumes that has government and commercial experience.

AU ensures that the diverse candidates provided will have required the training, education, certifications, and clearance (as required) for his/her respective category and position within the contract of this RFQ. We utilize a robust recruiting process that consistently searches for and shortlists available pipeline of

candidates specific to the category and position's needs. As per the request from the WV Lottery, we will provide resumes for quality, pre-screened candidates that have been determined to meet the requirements of the WV Lottery, along with the associated agreed staffing rates for each as established in the Master Contract. At any given time, our pipeline consists of a minimum of 15 qualified candidates for frequently requested positions regardless racially and linguistically. For less common positions, we maintain a pipeline of 5 to 8 candidates similar to job categories. We realize that our success at the WV Lottery' depends on the flexibility and agility of our organization's staffing approach to quickly fulfill the WV Lottery' staffing needs, when it is imperative to have qualified candidates ready to step in and execute contractual requirements.

## Certifications

AU has key business relationships with:

- IBM/TRIRIGA
- SAS
- Oracle
- VMware
- Microsoft
- Microstrategy
- BMC/Remedy
- DocuWare
- Ingram Micro
- QTS Carpathia
- AWS
- Citrix
- Cisco
- Tibco
- SAP
- Salesforce
- Fortinet
- Juniper
- Palo Alto
- Terremark

## Experience

Over the years, AU has built a reputation in providing innovative temporary IT staffing services that enable its clients to reduce operational issues and increase enterprise efficiency levels. AU has been working on similar contracts with clients in various sectors. Our experience is proven through the successful management of temporary IT staffing services contracts supporting State/Local governments and Commercial sector clients through US.

### Entity #1:

Company name	Ohio Public Employees Retirement System
Address	277 E. Town St. Columbus, OH 43215
Time Period	11/8/2021 to present
Project description	<p>During the development life cycle, a sampling of the required deliverables to be completed/maintained by the Senior Java Developers was include, but not be limited to, the following:</p> <ul style="list-style-type: none"> <li>• <b>Program:</b> Technical Specification Documents, Functionality developed according to design specifications using Java, Code Review Checklists</li> <li>• <b>Unit Test:</b> Creation and execution of test scripts, using JUnit, to verify that each programmed module will function properly when it is inserted into the system.</li> <li>• <b>System Test:</b> Creation and execution of system tests to prove that the system is meeting the defined business requirements.</li> </ul>

### Entity #2:

Entity name	Verizon Communications
Entity address	One Verizon Way, Basking Ridge, NJ 07920
Contract number/purchase order number assigned by the Entity	MA-003235-2015
Original Term of the Contract/purchase order	09/24/202015 – 9/23/2023
The number of Staff assigned for the Contract or purchase order	53
Type of tasks performed by assigned Staff	In 2015, AU was awarded for Verizon to provide IT Staffing Services. AU has been providing Verizon with Temporary IT Personnel Services such as IT Technical Assistant, Program Managers, Team Leads, Cloud Architect, Functional Architects, Data Quality Controller, Meeting and Academic Support Technicians, Data Quality Controller, IT Technicians, Data Quality Controllers, and Technology audiovisual (AV) systems Engineer positions. Currently, 28 resources are working under this contract.

### Entity #3:

Entity name	California State Teachers' Retirement System
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Entity address	100 Waterfront Place, Mail Stop #30 West Sacramento, CA 95605
Contract number/purchase order number assigned by the Entity	Master Service Agreement
Original Term of the Contract/purchase order	04/27/2020 to 04/26/2025
The number of Staff assigned for the Contract or purchase order	16
Type of tasks performed by assigned Staff	AU has been providing IT staffing services and placed multiple candidates including but not limited to Programmer Analysts, Database Administrators, Enterprise Architects, Database Architects, Business Analysts, UI/UX Designers, Programmers, Application Developers, Product Managers, System Administrators, Cloud Architect, Network Engineer, IT Systems Monitoring Engineers, IT Technicians, Business Analysts, Database Administrative and Testers.

**Entity #4:**

Entity name	California Correctional Health Care Services
Entity address	8260 Longleaf Dr, Elk Grove, CA 95758
Contract number/purchase order number assigned by the Entity	Master Service Agreement
Original Term of the Contract/purchase order	March 2017 to Present
The number of Staff assigned for the Contract or purchase order	13
Type of tasks performed by assigned Staff	We have been providing IT Staff Augmentation Services in various projects for the California Correctional Health Care Services. AU has been providing on short-term and long-term staffing requirements. We have placed the candidates with good turnaround time. These positions are including but not limited to Project Managers, Technical Leads, Business Analysts, GIS Analysts, Programmers, Microsoft Solutions Architect, Data Analysts, Network Engineers, PC Technicians, IT-Subject Matter Experts, Technical Specialists, and Information Security Specialists.

**Entity #5:**

Entity name	Texas Department of State Health Services
Entity address	1100 West 49th Street Austin, TX 78756-3199
Contract number/purchase order number assigned by the Entity	Master Service Agreement
Original Term of the Contract/purchase order	April 2018 to Present
The number of Staff assigned for the Contract or purchase order	9
Type of tasks performed by assigned Staff	Our Project Managers and IT Subject Matter Experts meets with the internal staff to understand the customer's new functionality and prototype the design to get approval. Our Sr. Project Manager developed the project schedule with the

	design and resources in mind to accomplish a successful project implementation. We have placed Project Manager, Technical Leads, Business Analysts, Delivery Manager, Data Analysts, Network Engineers, PC Technicians, and GIS Administrators.
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**Entity #6:**

Entity name	Department of Motor Vehicles
Entity address	4700 Broadway, Sacramento, CA 95820
Contract number/purchase order number assigned by the Entity	Master Service Agreement
Original Term of the Contract/purchase order	6/1/2018 to 8/31/2020
The number of Staff assigned for the Contract or purchase order	12
Type of tasks performed by assigned Staff	AU is one of the prime vendors of Motor Vehicles and providing staffing services on various technical and non-technical portions. We have staffed various IT personnel for the client different projects, positions included but not limited Programmers, Product Specialist, QA Engineers, Business Analysts Quality Assurance Specialists, Managed Services Analyst, Database Administrators, SharePoint Developers, and Testers.

**Entity #7:**

Entity name	Horace Mann Service Corporation
Entity address	1 Horace Mann Plaza Springfield IL 62715
Contract number/purchase order number assigned by the Entity	Master Service Agreement
Original Term of the Contract/purchase order	6/1/2014 to 6/1/2024
The number of Staff assigned for the Contract or purchase order	14
Type of tasks performed by assigned Staff	We have been providing IT Staff Augmentation Services. AU staffs for IT, Engineering and Professional positions. These vary from temp-to-perm and permanent as well. We are a good Supplier for these clients, and they provide us with opportunities to fill their requirements at their facilities across US. We placed System Specialists, Project Managers, Network Engineers, Database Administrators, Technical Writers, Data Engineers, Technical Support Engineers, Sr. Business Lead Systems Analyst, Team Leads, and Project Managers.

**Entity #8:**

Entity name	Walmart
Entity address	805 Moberly Lane, Bentonville, AR 72716
Contract number/purchase order number assigned by the Entity	MA-0003298-2017

Original Term of the Contract/purchase order	3/14/2017 to 3/13/2022
The number of Staff assigned for the Contract or purchase order	24
Type of tasks performed by assigned Staff	AU has been providing a wide variety of IT staffing services to Walmart from past four years. We staffed similar IT positions for Walmart implementation such as Project Managers, Cloud Architects, Business Analysts, Network Engineers, Application Architects, Technical Writers, Senior Architects, HelpDesk Support Specialists, Functional Architects, Desk Support Analysts, Technical Writers, Testers, and IT Programmers.

**Entity #9:**

Entity name	The California Public Employees' Retirement System (CalPERS)
Entity address	Central Receiving-Rm 1674 400 Q Street Sacramento CA 95811
Contract number/purchase order number assigned by the Entity	2019-0183
Original Term of the Contract/purchase order	11/30/2018 to 7/11/2022
The number of Staff assigned for the Contract or purchase order	8
Type of tasks performed by assigned Staff	AU was selected as prime vendor and successfully placed the following IT staff such as Project Managers, Application Developer, Database Architects, Programmers, Senior Application Developer, Testers, and GIS Administrators.

**Entity #10:**

Entity name	CipherQore Solutions Inc
Entity address	16179 State Bank Dr., Suite: D Prairieville, LA 70769
Contract number/purchase order number assigned by the Entity	CA-281-00-2019
Original Term of the Contract/purchase order	06/01/2019- Present
The number of Staff assigned for the Contract or purchase order	27
Type of tasks performed by assigned Staff	AU was awarded the contract with CipherQore for providing temporary staffing services. We have been staffing similar positions to CipherQore end clients, such as Functional Architects, Product Specialists, Project Managers, Technical Leads, Business Analysts, Data Analysts, Network Engineers, PC Technicians, Desk Support Analysts, Software Developers, IT-Subject Matter Experts, Network Technicians, Information Security Specialists, and Testers.

**Entity #11:**

Entity name	Medcomps
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Entity address	1 West Old State Capitol Plaza, Suite # 713, Springfield, IL 62701
Contract number/purchase order number assigned by the Entity	Master Service Agreement (248-56)
Original Term of the Contract/purchase order	March 2017 to Present
The number of Staff assigned for the Contract or purchase order	13
Type of tasks performed by assigned Staff	We have placed various positions such as Python Developers, Development Director, DevOps Engineers, QA Engineers & Testers, System Specialists, Project Managers, Release Managers, Sr. Cloud Engineers and Testers.

### **AU State/Local Clients**

Below are the public clients which we have been providing similar services:

➤ Pacific North West Laboratory	➤ Maryland Judiciary
➤ State of Texas	➤ State of California
➤ State of Illinois	➤ State of Iowa
➤ Employees Retirement System of Texas	➤ Financial Information System for California
➤ Texas Department of Health and Human Services	➤ California State Teachers' Retirement System
➤ Texas Alcoholic Beverage Commission	➤ California Correctional Health Care Services
➤ Texas Department of Transportation	➤ California Department of Corrections and Rehabilitation
➤ City of San Antonio	➤ California State Public Employees' Retirement System
➤ State of Vermont	➤ City of Santa Maria
➤ State of Minnesota	➤ US Bureau of Labor Statistics
➤ Ohio Bureau of Workers' Compensation	➤ Office of the Attorney General
➤ Georgia Department of Labor	➤ State of South Carolina - Health & Environmental Control Department
➤ Department Family and Protective Services	➤ Wisconsin Department of Children and Families
➤ Department Of Motor Vehicles	➤ California Multiple Award Schedules (CMAS)
➤ State of North Dakota	➤ The Interlocal Purchasing System (TIPS)
➤ Amtrak (National Railroad Passenger Corporation)	➤ MHMR of Tarrant County
➤ Department of Management Services (DMS), FL	➤ Broward College, FL
➤ Plano Independent Scholl District	➤ The School Board of Broward County, FL
➤ Community Transit Procurement	➤ The City of Raleigh
➤ BuyBoard Procurement (Texas Association of School Boards, Inc.)	➤ Texas Department Information Resources (DIR)
➤ Metropolitan Washington Council of Governments	➤ Ohio Public Employees Retirement System (OPERS)

➤ Broward Sheriff's Office	➤ State of Louisiana
➤ Washington County, OR	➤ Hennepin County

### Performance of AU Commercial Clients

Year	Client Name	Services provided
2003	Ervin Equipment	We have been provided staff augmentation services to the Ervin from 2003. AU has placed for Professional, Information Technology, Administrative and Engineering services positions for Ervin on a short and long term temporary and contract to hire basis in the US.
2004	Wells Fargo	Partnered with Wells Fargo in 2004 and has one the largest client for AU. We have been providing extensive temporary and permanent IT staff augmentation services for the past 16 years on an as needed basis.
2005	Apple Inc	Apple was added as a client list in 2005 to provide staff to support Apple IT process for their client's IT needs. We have been providing Information Technology and Engineering positions from past 16 years.
2006	Texas Instruments	Added in 2006 to provide staff augmentation services. AU has placed more than 100 IT consultants in various departments such as Administrative, Engineering, and professional departments to these clients on an as needed basis.
	Xcerra Corporation	
	Computer Sciences Corporation	
2007	FTSI, Inc	We have partnered with Payless in 2007 and successfully staffed 150 positions for temporary and contract-to-hire basis in various departments.
2009	ManPowerGroup	We have been providing staff augmentation services. AU staffs and manage for IT positions for IT projects needs. These vary from temp-to-perm and permanent as well. We are a good supplier for these clients, and they provide us with opportunities to fill their requirements at their facilities across US.
	National Pen	
	Arroweye Solutions	
	Levi Strauss & Co.	
	Avanade	
2010	Reynolds Packaging	AU is a qualified supplier for Reynolds from 2009 and staffed for IT positions on a short and long term temporary and contract to hire basis in the US. AU won Service Excellence award in 2010 and 013.
	Cash America International	We were awarded these clients in 2010 and have staffed for Information Technology and Engineering positions on contract, permanent and contract-to-hire basis in the US. We have placed 180+ IT consultants in various departments for Cash America International, Frac Tech, Citgo Petroleum, Catholic Health Partners and Standard Register.
2012	Frac Tech Services	
	Citgo Petroleum Corporation	
	Catholic Health Partners (Mercy Health)	
	Standard Register	
2013	ABB Group	We have been providing IT staff augmentation services from nine years. AU staffed for IT positions for ABB on a short and long term temporary and contract-to-hire basis in the US.

2014	Fiserv	We have partnered in 2012 and staffed for temporary IT personnel services for Fiserve IT department.
2015	AAF International	From 2013 we have been providing contingent services and staffed 120 positions in various departments from last seven years.
	Iridium	
	Amcor plc	
2016	Copart, Inc	Awarded in 2014, AU has been a partner with Copart, Horace Mann, BOA and PepsiCo for ten 10 years. AU provided temporary support services to in IT, Engineering, HR, Finance/Accounting, Technicians, Administrative, Professional and Technical. At PepsiCo, AU is the largest supplier of personnel and has had great success in maintaining client and employee satisfaction.
	Horace Mann Educators	
	Bank Of America	
	PepsiCo	
2017	National Western Life Insurance Company	AU has been providing staff augmentation services from 2015. We have staffed IT positions similar to COG Members requirement. We have been providing temporary and contract to hire employees to National Western Life Insurance, Southwest Business, ViewCast, and Amtrak.
	Southwest Business Corporation	
	ViewCast COM Inc	
	Amtrak	
2018	Hyla Mobile	We have placed temporary, permanent, and temp-to-hire IT positions to Hyla in several departments from five years.
	Verizon Communications	AU is the largest supplier for Verizon and we have been providing temporary and permanent placements in their IT projects. We have ben maintaining good relationship with Verizon.
2020	Walmart	AU has a partnered with Walmart for over three years. AU provided consulting services to support in IT projects. At Walmart, AU is the largest supplier of personnel and has had great success in maintaining client and employee satisfaction.
2021	Etheridge	AU is a qualified supplier for Etheridge and BRG Sports from 2019 and staffed for Admin, IT, Engineering, and Professional positions on a short and long term temporary and contract to hire basis in the US.
	Easton-Bell Sports (BRG Sports)	
2022	Apex Systems	AU was awarded to provide staff augmentation services for 5 years term and we have provided Project Managers, Program Managers, Subject Matter Experts, Business Analysts, Applications Developers, Database Architects, System Administrators, Technical Writers, Network Engineers, Telecom Engineers for Apex end clients.

**Master Services Agreements**

**#1: The Interlocal Purchasing System (TIPS) cooperative contract**

TIPS is a national purchasing cooperative that offers access to competitively procured purchasing contracts to its membership. TIPS is housed at and managed by the Region 8 Education Service Center located in Pittsburg, Texas.



Through this contract vehicle AU is offering various services such as Technology Solutions, Products and Services, Consulting and Other Related Services, and Staffing Services.

Bid Number	Title
210101	Technology Solutions, Products and Services
200601	Consulting and Other Related Services
200703	Staffing Services

<https://www.tips-usa.com/vendorProfile.cfm?RecordID=59076D402D59FAFAB90B0D4A0B64C038>

**#2: California Multiple Award Schedules (CMAS)**

The CMAS contracts are awarded and administered by the state of California, Department of General Services, Procurement Division. A multiple award is an award to two or more contractors for the same products and/or services at the same or similar prices. Suppliers can offer products, services, and prices from their own Federal GSA schedule. They can also offer products, services, and prices from a Federal GSA schedule held by another company.



American Unit was awarded California Multiple Award Schedule (CMAS) for four years' term contract to provide Information Technology Services to the State and Local Agencies.

**Contract No:** 3-18-70-2956C

**Title:** Information Technology Goods and Services Contract

UNSPSC	UNSPSC Description
80101507	MGMT Business Prof & Admin Services - Business corporate MGMT consult srvc - Information technology consult srvc
81111808	Computer services - System & system component admin srvc - System analysis srvc
81112103	Computer services - Internet services - World wide web WWW site design services

[https://caleprocure.ca.gov/PSRelay/ZZ\\_PO.ZZ\\_CTR\\_SUP\\_CMP.GBL?Page=ZZ\\_CTR\\_SUP\\_PG&Action=U&SETID=STATE&CNTRCT\\_ID=3-18-70-2956C](https://caleprocure.ca.gov/PSRelay/ZZ_PO.ZZ_CTR_SUP_CMP.GBL?Page=ZZ_CTR_SUP_PG&Action=U&SETID=STATE&CNTRCT_ID=3-18-70-2956C)

**#3: Florida Department of Management Services – DMS**

AU was awarded DMS IT staff Augmentation contract and responsible for ensuring that all information technology staff augmentation services furnished under the Contract meet the professional standards and quality that prevails among information technology professionals in the same discipline and of similar knowledge and skill engaged in related work throughout Florida under the same or similar circumstances.



**ITB No:** 21-80101507-ITB

**Title:** Information Technology Staff Augmentation Services

**#3: Department of Information Resources - Deliverables Based Information Technology Services  
DIR Contract No. DIR-CPO-4952**

**American Unit Inc. – 14709146584**  
**DIR-CPO-TMP-553**

AU offers deliverables-based information technology services (DBITS) through this contract, specifically: Technology Category 1: Application Development, Maintenance, and Support, Technology Upgrade, Migration, and Transformation; and Enterprise Resource Planning (ERP); Technology Category 3: IT Assessments, Planning, Independent Verification and Validation (IV&V), and Market Research, Procurement Advisory, and Contract Implementation Services; and Technology Category 4: Project and Program Management. This contract is for services ONLY. No hardware or software products may be sold through a DBITS contract. Resellers are not available for this DBITS contract.

**IT Consulting Experience**

AU provides dependable, experienced designing and implementing information technology investigations, assessments, monitoring programs and designs services. Our global client expertise crosses time zones and cultural boundaries and provides timely services and client-focused team support. Whether the client need targeted support or ongoing services, we have flexible delivery models designed to suit every need.

We have the needed cross-platform experience and expertise in developing, implementing, and supporting for the Client Server, Web based, SharePoint, Turnkey Projects on niche skills. We can assume complete responsibility for analysis, design, development, implement, testing, and deployment. We have extensive experience with Standard, Digital and Niche skill talent and we have done numerous projects and user-contributed content for a wide variety of clients, including telecommunications, transport, communities, schools, museums, and other public agencies.

The following briefs of various Information Technology and Consulting Services which our resource been providing to Government and Private sector clients.

Client Name	Project Description
<b>1. Texas Department of State Health Services</b>  <b>Project: IT Consulting services</b>	<p>We have provided IT Consulting services to the Texas Department of State Health Services. The scope of this project includes production support of HRIS system and upgrade of HRIS adding new functionality based upon the needs of the customer. Our technical team met with the client staff to understand the customer’s new functionality and prototype the design to get approval. Our team developed the project schedule with the design and resources in mind to accomplish a successful project implementation.</p> <p><b>Our IT resources:</b> Project Manager, Technical Architect, Database Administrators, System Analysts, Solution Architects, Developers, Business Analysts, Graphic Designers, and Testers.</p>
<b>2. California Correctional Health Care Services</b>  <b>Project: IT ongoing maintenance and</b>	<p>We have provided ongoing maintenance and enhancements support to State of California Correctional Health Care Services. This project is primarily geared towards ongoing maintenance and enhancements of Hospital Information system. The product catered to the administrative, billing and insurance needs of the hospital system. The application comprised of different modules that were created exclusively for inpatients, outpatients and emergency patients. The main objective of the application was to develop a paperless, cashless and hassle free setup for medical professionals so that qualitative medical care can be provided to patients with in the hospital network.</p>

<b>enhancements support</b>	<b>IT Categories:</b> AU staffed various IT positions besides providing Project management support, SME, IT Security Analysts, Network engineers, System Engineers, Developers, Consultants, Database Administrators, Physical Data Modeler, Architecture Consultant, and many more.
<b>3. State of South Carolina - Health &amp; Environmental Control Department (SCDHEC)</b>  <b>Project: Project management and support, application development</b>	<p>AU provided project management and support, application development, technical and analytical maintenance and support, and advanced hardware/network diagnostic support for SCDHEC facilities located overseas. AU has implemented a more service-oriented approach to Project Management tasks, which has engendered a significant increase of the personal investment of our team members in accomplishing their work. We have completed the work orders within stipulated timeline and 90% of the client satisfaction rate.</p> <p><b>IT Categories:</b> AU staffed total of 15 IT resources to complete this project. Our IT resources categories includes: Business Analysts, Senior Developers, Project Manager, System Analysts, Solution Architects, Developers, and Quality Assurance/Testers.</p>
<b>4. DELL</b>  <b>Project: IT Consulting Services</b>	<p>Since 2012, AU has primed this effort developing the premier SOW system for DELL. This effort, coupling software development with customer outreach, has a goal to increase wide adoption. In 2013, AU increased the user base, Performed complex analysis, design, programming, and modifications of computer programs for software products and/or customer applications. AU offers this experience as evidence of our leadership in meeting the client strategic objectives of increased cross agency information sharing and of management of tasks similar to those anticipated on DELL Members. We have successfully performed these tasks on-time and 95% of the client satisfaction rate.</p> <p><b>IT Categories:</b> AU has utilized a total of 12 IT resources to complete this project. Our IT resource categories include: Business Analysts, Project Manager, System Analysts, Solution Architects, Developers, and Quality Assurance/Testers.</p>
<b>5. Walmart</b>  <b>Project: IT Consulting Services</b>	<p>AU has been a trusted partner of Walmart for over 10 years. We have provided them with extensive service for the past 5 years. The service that we offered provided them with a series of qualified candidates for their IT projects. Within the Walmart, we had placed additional employees due to the superior customer service and benefits that we offer. We have been providing install, Configure, upgrade servers, software and hardware at client data centers and Performed unit test and generate automated tests to ensure software security requirements are met.</p> <p>AU has provided related various consultants to complete the project such as Sr Project Manager, Subject Matter experts, Business Analyst, Technical Support Specialist, Web Designer, Software Engineers, BA Specialists, SharePoint Developers, and Testers.</p>
<b>6. CipherQore Solutions Inc</b>  <b>Project: Web-based Data</b>	<p>The CipherQore was seeking to enter into a contract with a qualified vendor to develop/provide a Web-based Data Management System that incorporates all identified data needs. If it is a packaged software, the packaged software (Software) to be acquired could include, at the CipherQore's option, Customization (any change, enhancement, etc. to the Software requiring source code changes to be completed by the Vendor to provide specified functionality)</p>

<p><b>Management System Services</b></p>	<p>and/or Configuration (any change, enhancement, etc. to the Software not requiring source code changes completed by the Vendor to provide the specified functionality).</p> <p>We have created efficiencies in the maintenance, use and storage of large volumes of data and documents. The database served as the central data repository and integration tool for existing and future data and databases concerning the early learning services it provides. The database used to provide analysis of trends, identification of gaps in services, and documentation of the impact the CipherQore was making in the developmental appropriate services.</p>
<p><b>7. The Select Group Project: Salesforce Consulting Services</b></p>	<p><b>Task 1: Salesforce Platform Provision</b> The goal of this task is to provide licensing and access to a single Salesforce platform for the various organizations and individuals that constitute the Select Group Program. The platform should:</p> <ul style="list-style-type: none"> <li>• Allowed users to track The Select Group-specific information about the employer and property manager partners and prospects that make up their accounts. The “engagement level” of each partner needed to be tracked and should be automatically calculated based on several specific fields.</li> <li>• Allowed users to track the Select Group specific events and meetings, associating these with specific employer or property manager accounts. It is important to track interactions with partners, especially since these interactions are used to demonstrate work done by the AU’s to increase the level of engagement of their partners. Additionally, users should be able to track progress with their prospect accounts as it relates to converting those prospects into partners</li> <li>• Allowed for the Select Group to create a link between accounts in Salesforce and employers in Agile Mile, which is the Select Group Program’s ride matching database that provides commuter trip planning, carpool and vanpool ride matching, and incentives to encourage clean commutes and behavior change. At a minimum, this should entail providing a unique ID for each account that can matched to the Agile Mile SQL database.</li> </ul> <p><b>Task 2: Platform Training and Additional Support Services</b> The goal of this task is to provide initial and on-going training for all The Select Group Program Salesforce platform users, as well as on-going support services for users. This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Designing and leading an initial in-person training on the structure and functionality of The Select Group Salesforce platform for all users.</li> <li>• Designing and leading in-person trainings on a recurring basis, both to give an introductory training for new hires and to address specific questions or concerns of users.</li> <li>• Creating a set of training materials, such as standard operating procedures (SOPs) or instructional videos, that outline the structure and functionality of the platform and can be accessed by all platform users at any time.</li> <li>• Offering support services for users who are having trouble or issues with the platform.</li> <li>• Making changes or updates to the platform as needed by The Select Group. These changes may include creating additional objects and/or fields or automating fields based on a desired set of criteria.</li> </ul>

<p><b>8. Verizon</b>  <b>Project: IBM Tririga, FileNet Implementation, Application Development, Post production Support, and Development activities</b></p>	<p>American Unit has been working with Verizon to create a timeline for all deliverables in each sprint and deliver the timeline to Verizon. We are supporting on Production Support – issues; environment monitoring; data migration.</p> <ul style="list-style-type: none"> <li>• Tier 1, 2, and 3 issue monitoring, investigation, resolution, testing, and implementation</li> <li>• Production and Non-Production environment monitoring</li> <li>• Data migration (due to system changes and/or any merger and acquisitions)</li> <li>• Configurations/customizations for in-scope applications             <ul style="list-style-type: none"> <li>○ Full life cycle development: Requirements gathering, GAP analysis, design, configuration, testing – system testing, integration testing, regression testing, and user acceptance testing, training, implementation, and post production defect resolution</li> <li>○ Discover, research, and development for proof of concept implementations</li> </ul> </li> </ul> <p><u>Deliverables</u>          Provide concept ideas at the start of each sprint development and deliver the Code in Sprints building up to releases and deliver. The exact functionality of the Deliverables will be mutually agreed upon and documented in a release plan created by Verizon at the beginning of the release cycle, which shall be incorporated herein as though fully set forth. The intermediate results of development shall be demonstrated by Supplier to Verizon at the end of each Sprint.</p> <p>For all Deliverables where American Unit deliver Code or modify Code, Supplier shall follow an industry standard Agile Development process. For each Sprint, American Unit deliver shippable (minimally viable) Code that reflects all of the functional requirements/User Stories designated for that Sprint as well as all functions existing in the Code previously (i.e. no regression). The requirements for this project are in the form of User Stories maintained and updated within Verizon’s [At Your Service] system as defined in Exhibit 1 and as prioritized by Verizon per industry standard Agile Development processes (the project name in [At Your Service] is [GRE TRIRIGA]).</p> <p><u>Technical Resources</u>          Our technical are BIRT Reports Developers, Data Migration Developers, Database Developer, FileNet Developers, Integration Developers, Java Developers, Project Managers, Technical Lead, TRIRIGA Architects TRIRIGA Developers, TRIRIGA Functional Support - Lease Admin, and TRIRIGA Functional Support – Portfolio.</p>
<p><b>9. Horace Mann</b>  <b>Project: IT consulting services</b></p>	<p>AU was awarded to provide IT Consulting services in 2014 and we have been supporting IT consulting services for Horace Mann IT projects on as needed basis. We have provided system administration services to support and maintain HPC cluster hardware and software. We supported included rack-mounted servers and workstations. Our usual duties revolve around assembling, testing and repairing this equipment. Our service portfolio includes:</p> <ul style="list-style-type: none"> <li>• Configuring software such as batch queuing software and operating system parameters for optimal performance, reliability and availability.</li> <li>• Responsible for multiple organization web, exchange, domain controller and file servers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Task with providing end user IT support to approximately 30 employees.</li> <li>• Task to develop DRP (Disaster Recovery Plan), Backup procedures, acceptable use policies and other documentation such as HIPAA and HITECH act compliancy</li> <li>• Audit existing infrastructure for security compliance within HIPPA requirements.</li> <li>• Responsible for multiple separate un trusted active directory domains with multiple domain controllers across servers running Windows server 2003 – 2008 R2.</li> <li>• Redesigned entire network topology, including file storage and access, backup systems, active directory and DNS, internet service provider with failover and load balancing.</li> <li>• Created virtual infrastructure starting with multiple server systems to cut cost and maximize hardware use using Microsoft Hyper-V and SCVMM.</li> </ul>
<p><b>10. The California Public Employees' Retirement System (CalPERS)</b></p> <p><b>Project: ITSB Consulting Services</b></p>	<p>The CalPERS Technology Business Management Division (TBMD) is engaging in services with American Unit, Inc to provide support for support for the organization's Data and Analytics (Business Intelligence) dashboard and report development, semantic layer modelling, reporting environment functional administration, and data reporting inventory maintenance and operations responsibilities.</p> <p>Our technical team perform dashboard and report development, semantic layer modeling, reporting environment functional administration, and data reporting inventory maintenance and operations responsibilities.</p> <p><u>Scope and Deliverable</u></p> <ul style="list-style-type: none"> <li>• Provided data &amp; technology support necessary to enable CalPERS to meet Data &amp; Analytics (Business Intelligence) related business objectives, including customer service, performance management and analytical needs; and support for our retirement and health research portions of the enterprise</li> <li>• Worked with CalPERS Data &amp; Analytics team to develop and maintain data transformation processes using source application data models, the operational data store and/or the data warehouse</li> <li>• Worked with CalPERS Data &amp; Analytics team to automate processes. Document processes completely and develop system diagrams.</li> <li>• Supported the Enterprise Data Reporting team by developing and maintaining self-service reports and dashboards for CalPERS business teams and program areas Translate data requirements into technical specifications and validate the data warehouse meets specified requirements</li> <li>• Develop reporting metamodeling, including logically grouping business element functions in the form of conformed dimensions and hierarchies, measures and data security rules</li> <li>• Design, development and implement data model, dashboards, metrics and scorecards using Oracle Business Intelligence Enterprise Edition (OBIEE).</li> <li>• Provide functional administration for the OBIEE environments</li> <li>• Continue to mature the data platform (tools, data integration and architecture) by carrying out tasks outlined in the CalPERS Business Intelligence Roadmap and Action Plan</li> <li>• Improve the long-term ability to provide increasingly complex analytics in support of CalPERS mission and vision</li> </ul>

	<ul style="list-style-type: none"> <li>• Attend project, staff, and management meetings as required</li> <li>• Record work hours daily in required time tracking tools</li> <li>• Submit monthly status report with invoices</li> </ul>
<b>11. Department of Motor Vehicles (DMV)</b>  <b>Project: IT Consulting Services</b>	<p>To acquire the services of a Contractor to reengineer, code and implement the Driver Safety Application (DSAP) and DocWriter together these applications provide automated support for the department's driving privilege guidelines for unsafe drivers, as statutorily defined in regulations.</p> <p>The purpose of this contract is to acquire a contractor to provide IT consulting services to the DMV. We provide full-time staff to fill the Technical Software developing services within a multi-disciplined development team assigned to the Driver Safety Application Rewrite (DSAR) Project. The development team will develop and administer the full range of System Development Lifecycle activities such as requirements definition and traceability, design, build, code, testing and implementation of the Driver Safety Application (DSAP).</p> <p><u>Scope and Deliverables</u></p> <ul style="list-style-type: none"> <li>• We prepared all deliverables, where applicable in accordance with the State and DMV's, applicable business and information technology documentation standards and requirements, including format and content.</li> <li>• We attended project meetings and periodic briefings for DMV's management as indicated by the DMV Contract Manager.</li> <li>• American Unit assisted and served as a fully functional Member of the DSAR Project Development Team Working on the DSAP and DocWriter Development Project.</li> <li>• Our consultant listed in this contract agrees to comply with Government Code 87302 and the Fair Political Practices Commission rules.</li> </ul>
<b>12. Southwest Business Corporation (SWBC)</b>  <b>Project: Documentum Consultant Services</b>	<p>Our team provided consultant services to perform Documentum work as assigned by Southwest Business Corporation team. We responsible for supporting client's Enterprise Content Management (ECM) environment including development and enhancement of custom java code to support maintenance and expansion of the landscape.</p> <p><u>Scope</u></p> <ul style="list-style-type: none"> <li>• Supported and reported to engagement project manager while assigned to active customer engagements. Regularly communicate status to the engagement SWBC project manager and proactively identify issues and preventive/remedial measures</li> <li>• Establishes relationships with SWBC technical counterparts. Participated in SWBC t meetings related to solution scoping and planning.</li> <li>• Assisted in the creation of proposals that address current and evolving SWBC team requirements</li> <li>• Understanding requirements, conduct detailed design, determine level of effort, plan work breakdown structures and implementation approach</li> <li>• Perform installation, development, configuration, integration and testing activities.</li> <li>• Collaborated with SWBC staff and the engagement project manager as required during difficult customer situations.</li> <li>• Performed code reviews and periodic quality checks to ensure delivery quality is maintained</li> </ul>

	<ul style="list-style-type: none"> <li>• Prepared, maintained and submitted activity/progress reports and time recording/management reports in accordance with published procedures. Keep SWBC project managers informed of activities and alert of any issues promptly.</li> <li>• Provided knowledge transfer to SWBC team members</li> <li>• Created technical specifications from which programs will be written, and actively participate in coding and debugging of more complex requirements Create objects and workflows</li> <li>• Developing and maintaining taxonomy, attributes, permission sets, etc.</li> <li>• Managed bulk document import processes assuring all files are received and the applicable attributes are assigned</li> </ul>
<b>13. CaminCargo Control</b>  <b>Project: IT Assessment Project and staff augmentation services</b>	<ul style="list-style-type: none"> <li>• Develop and deliver a short-term solution to improve Polaris functionality.</li> <li>• Develop and deliver of various management initiative and below items part of this effort:</li> <li>• Upgrade to application catching to increase performance of the existing Polaris system.</li> <li>• Create a catalog of the reporting activities using Polaris data in order to define a data warehousing strategy to offload these reporting activities via a data platform</li> <li>• A database review of indexing, query optimization and replication to gain increase in database performance</li> <li>• A review of the specific functional area application developed internally and not implanted due to performance concerns to determine if anything can be done to ensure it works an does not impact overall performance negatively</li> </ul>

### Example of a successful IT consulting project

#### Enterprise Service Provider

Project/Client Name	Services Provided	Objectives satisfied
Department Of Motor Vehicles	AU's Program Management Support spans over 65 current projects; including system architecture and design, testing and prototyping new technology, managing security, tracking enterprise infrastructure, hardware, and software procurement, as well as system and server installation and support. All projects are managed utilizing the CTO Project Lifecycle in conjunction with Managing State Project IT (MSPIT), which CTO Operations developed in conjunction with CTO contractors. Using ISO 20000 IT service management processes, AU has established consistency, traceability and control over the entire DS service catalogue; allowing the capability to restore service according to an IT service continuity plan, manage information security requirements and systems, while adhering to 60 SLAs. DMV resulted in an increase in customer satisfaction from 80% to 92% in the first six months that AU was on the program and reduced costs by 20% in the first year.	100% client satisfied

Department of Management Services (DMS), FL	As prime on the DMS Customer Engagement (CE) and Enterprise Operations (EO) task orders, AU provides full lifecycle IT support across all enterprise services specifically focusing on the linkages between the 45,000 seat user enterprise and the strategic objectives of DMS. AU' Enterprise Service Delivery Model (ESDM) provided the foundation for all ITSM and delivery and provided processes and procedures to align IT, and systems engineering changes to the desired DMS Enterprise Architecture. Across the 100+ CONUS sites we have provided CM, Asset Management and logistics management that have identified warehouse redundancies and personnel consolidation (across the enterprise) resulting in >30% cost avoidance. Our team wrote >934 SOPs while effectively managing IT across 500+ staff.	100% satisfied	client
Amtrak (National Railroad Passenger Corporation)	Credence provided technical and functional subject matter expertise to effectively-manage Enterprise Integration, including Drive integration and commonality across Amtrak operational and acquisition programs, Identify improvement opportunities, develop acquisition guidance for developing business architecture, Develop Outcome Based Performance Measures.	100% satisfied	client
CipherQore Solutions Inc	AU performed warehouse operations and inventory management services for Government property stored in one (1) Government –leased warehouse for the CipherQore Personal Property Center. There are approximately 220 different line items of furniture, with a total quantity of 900 items. AU performs warehouse operations to include property inspections; receiving and returns; and picking, staging, packaging, and distributing support.	100% satisfied	client
Medcomps	We have been providing Staff Augmentation services from nine years. AU staffed for Enterprise Service category positions for Medcomps on a short and long term temporary and contract-to-hire basis in the US.	100% satisfied	client

### Web and Internet Services

Project/Client Name	Services Provided	Objectives satisfied	
SCCM Texas Chapter	AU provided Complete IT Staffing – Project Manager, Software Development Engineers, Software Development Agile Scrum Masters, Software Development Knowledge Co-coordinators, Technical Writers, Requirements Gathering Business Analysts	100% satisfied	client
Verizon	Several of our projects span across the entire scope and complexity of the efforts required for software development and handling Network issues which includes Voice and Data Telecommunications, Network Services, Help Desk /Hotline Desktop / Computer Support, Database Administration, Microsoft Windows Servers and Administration, Computer Systems and Network Security. These projects and the skills honed are proof of our team's	100% satisfied	client

	ability to deliver the highest quality solution on-schedule and within budget.		
DELL	Web Developers, Web Designers, Software Engineers, HTML Designers	100% satisfied	client
Walmart	AU was awarded for Temporary Staffing Services to provide temporary staff in the Web and Internet services for: Engineering & Administration; IT Application Development; and IT Project Management roles to Walmart Procurement and Contracts Division.	100% satisfied	client
ComTec Information Systems	We have provided Internet, Intranet, Software Development services Staff such as Web Developers, Web Application Developers, Web Software Engineers, Senior IT Specialists, Web Designers, SharePoint Analysts, Mobile Application Specialists	100% satisfied	client

### Software Engineering

Project/Client Name	Services Provided	Objectives satisfied	
Ohio Public Employees Retirement System	<p>During the development life cycle, a sampling of the required deliverables to be completed/maintained by the Senior Java Developers was include, but not be limited to, the following:</p> <ul style="list-style-type: none"> <li>• <b>Program:</b> Technical Specification Documents, Functionality developed according to design specifications using Java, Code Review Checklists</li> <li>• <b>Unit Test:</b> Creation and execution of test scripts, using JUnit, to verify that each programmed module will function properly when it is inserted into the system.</li> <li>• <b>System Test:</b> Creation and execution of system tests to prove that the system is meeting the defined business requirements.</li> </ul>	100% satisfied	client
Texas Department of State Health Services (DSHS)	<p>The Department of State Health Services (DSHS) of the State of Texas wanted to create a tracking software and get health indicator data which is used internally and by stakeholders to guide policies, plans, and actions at the state and community level. The division also needs to more effectively understand its overall impact on improving population health as well as the performance of individual Programs in the division.</p> <p>AU has utilized total of 15 IT resources to complete this project. Our IT resources categories includes: Business Analysts, Senior Developers, Project Manager, System Analysts, Solution Architects, Developers, and Quality Assurance/Testers.</p> <p>AU built Wisdom as a web browser-based application on 3-Tier architecture using Java/J2EE based technologies. The application uses Ajax RIA based Google Web Toolkit (GWT) as the HTML5 presentation layer and Oracle for data storage. The server-side technologies include, spring framework, Hibernate, JPA pattern,</p>	100% satisfied	client

	<p>spring security. AU followed Agile development methodology to develop the Wisdom project using Atlassian JIRA and Confluence for project management, tracking, and documentation. All the source code is version controlled using SVN with Integration for continuous build process and notification mechanisms using Hudson and Ant/Maven for all our Java development.</p>		
<p>California Correctional Health Care Services (CCHCS)</p>	<ul style="list-style-type: none"> <li>• AU provides the California Correctional Health Care Services (CCHCS) with Advanced Technical Services for Information Technology Service projects through Department of Information Technology personnel.</li> <li>• AU implemented the Phoenix project using Oracle PL/SQL programming on Linux environment.</li> <li>• The Wisdom system is developed to support multiple languages and different content types including audio, video, images, etc. Further, enhancements are being made to support multi-tenancy and multi-language features.</li> <li>• We have assisted to the State of CCHCS in supporting and maintaining multiple End User Platform technologies including: Windows/OSX OS &amp; Hardware; Mobile devices and management systems; Virtualization technologies; and core desktop software and security settings working with internal and external service providers to ensure the ongoing operational stability and availability of their platforms utilizing ITIL, ISO20000, ISO27001 and industry best practices.</li> </ul>	100% satisfied	client
<p>Amcor</p>	<p>We have assisted Amcor with numerous assignments with wide scope. Below are few tenets:</p> <ul style="list-style-type: none"> <li>• Providing database Design and Consultation</li> <li>• Providing operational support for assigned Oracle database systems.</li> <li>• Performing monitoring and tuning on all installed databases</li> <li>• Providing rotating on call support for all Oracle database systems</li> <li>• Performing Oracle software installations or upgrades</li> <li>• Train backup DBAs and provide database documentation</li> <li>• Providing other Desktop related services</li> </ul>	100% satisfied	client
<p>Verizon</p>	<p>Worked within Android development team for continuous integration. We developed software in Linux (Jenkins, Artifactory, groovy, ruby, gradle, Maven (Java utilizing JUNIT to pull dependencies from remote repositories), python) for enabling expansion of business units in a global effort for new product development. Utilized Android automated testing (Robotium). Developed a web site using Django, AJAX, MySQL and rest API to provide solutions to complicated job scheduling in Jenkins for hardware and software testing in an integration lab.</p> <p>Besides Android development, we took an active part in</p> <ul style="list-style-type: none"> <li>• Working on Chromium in an agile environment from JIRA stories.</li> </ul>	100% satisfied	client

	<ul style="list-style-type: none"> <li>• Performed kernel, Browser, ChromeOS (Gentoo) and overlay patch testing.</li> <li>• Performed Code review in garret</li> <li>• Performed Power and Performance testing</li> <li>• Used Jenkins to pull source code, browser code, compile and test</li> <li>• Used auto test, custom tests, media tests and created reports in Python for regression analysis.</li> <li>• Performed source code merges with git, cherrypick (Garret) and Repo.</li> <li>• Figured out a method for possibly running the Phoronix Test Suite on ChromeBooks in development mode by installing g++, git, Python (heavy use for RestAPI Glue Logic, file parsing, regression analysis (build break or improve reporting), Ruby (mount -o remount,rw /).</li> <li>• Helped another group setup Tizen Report Center and create Python scripts to post data and obtain the RestAPI.</li> <li>• Helped aid and instruct team members on how to solve complex Jira (Confluence) tickets, proper labeling of git branches to organize code merges pertaining to Verizon, Google, Kronos and other OTC partners with comments indicating the expected improvements.</li> <li>• Worked with International Teams in France and Romania for Tizen, Continuous Integration and streamlining techniques for multi-load compile, integration, test and distribution (within hardware testing – i386 and atom reference designs), reducing build times (6 hours per platform and minutes continuously for merge updates).</li> <li>• Documented processes related to complicated day to day work as a reference document.</li> </ul>	
Pfizer	<p>AU was awarded to provide IT Consulting services in 2016 and we have been supporting IT services for Pfizer It projects. We have provided system administration services to support and maintain HPC cluster hardware and software. Hardware we supported included rack-mounted servers and workstations. Our usual duties revolve around assembling, testing and repairing this equipment. Our service portfolio includes:</p> <ul style="list-style-type: none"> <li>• Configuring software such as batch queuing software and operating system parameters for optimal performance, reliability and availability.</li> <li>• Responsible for multiple organization web, exchange, domain controller and file servers.</li> <li>• Tasked with providing end user IT support to approximately 30 employees.</li> <li>• Tasked to develop DRP (Disaster Recovery Plan), Backup procedures, acceptable use policies and other documentation such as HIPAA and HITECH act compliancy.</li> <li>• Audit existing infrastructure for security compliance within HIPPA requirements.</li> </ul>	100% client satisfied

	<ul style="list-style-type: none"> <li>Responsible for multiple separate un trusted active directory domains with multiple domain controllers across servers running Windows server 2003 – 2008 R2.</li> <li>Redesigned entire network topology, including file storage and access, backup systems, active directory and DNS, internet service provider with failover and load balancing.</li> <li>Created virtual infrastructure starting with multiple server systems to cut cost and maximize hardware use using Microsoft Hyper-V and SCVMM.</li> </ul>		
Royal's Charity Foundation	The website for the client was becoming cumbersome to use and navigate. To replace it, the web team at AU used compelling content to create a greatly streamlined site. Using advanced tools and modules, the team created a visually rich, easy-to-navigate site that includes a compelling, external-facing website.	100% satisfied	client
Superior Unit Corporation	Superior Unit is a business management solutions company, dedicated to helping businesses maximize their profits by managing their information more efficiently. The Client wanted an application to be developed which allows users rich control over the web application. AU developed the application with a CMS and custom Library for the project. The CMS is used to display content over the website with wide range of widgets. The system offers management of content related to the products and partners provided by the client. The system fully adheres to the business logic specified by the client.	100% satisfied	client
MedComps Corporation	The client was looking for a custom web content management system which provides a template-based Web publishing system that would enforce consistent standards while empowering the campus community to contribute to the Web publishing process. AU Web Content Management system and Web Publishing System enabled the client to meet these goals and rapidly implement a new site.	100% satisfied	client

### Information System Security

Project/Client Name	Services Provided	Objectives satisfied	
State of South Carolina - Health & Environmental Control Department (SCDHEC)	<p>AU has implemented a more service-oriented approach to Project Management tasks, which has engendered a significant increase of the personal investment of our team members in accomplishing their work. With this overarching team mindset, AU has streamlined Project Management's core processes and standards for increased productivity and overall efficiency.</p> <p>AU has utilized a total of 12 IT resources to complete this project. Our IT resource categories includes: Business Analysts, Security Analysts, System Analysts, Security Architects, Cyber Security Specialists, and Quality Assurance/Testers.</p>	100% satisfied	client

	<p>We proactively and reactively provided fraud and security management and reporting. AU developed and presents a detailed explanation of outages by developing root cause analysis that identify the impact, source of outage, and preventative measures being taken to avoid future similar outages.</p> <ul style="list-style-type: none"> <li>• Managed overall system design activities and coordination for SCDHEC System throughout the lifecycle of the project.</li> <li>• Created technical architectural and specification deliverables and act as lead reviewer for technical deliverables.</li> <li>• Ensured design specifications were technically feasible and meet specified requirements.</li> <li>• Ensured system and data security requirements.</li> <li>• Ensured adequate disaster recovery planning, documentation and testing occurs</li> <li>• Coordinated definition of security profiles with users and the implementation of those profiles.</li> <li>• Provided technical support during —go-livel phase of the project. Coordinated the technical preparations of business operations for the system.</li> <li>• Ensured best practice-based Software Development Life Cycle (SDLC) processes are documented and utilized. Common SDLC areas include change management, configuration management/code migration, and test management.</li> <li>• Managed technical environment updates, security, and release management, as needed.</li> </ul>	
Megansoft Inc	<p>Below are tasks we have completed for Megansoft to provide Data Management Program Support:</p> <p>A. Discovery of Current Data Environment: Evaluated and discovered the current data environment and develop a current holistic data view for the department which will serve as the current baseline of the enterprise strategy.</p> <p>B. Developed and adopted an Enterprise data management strategy, identify and map data from multiple automated and manual systems, normalize and standardize the data, develop a cohesive data dictionary, migrate and secure data to a relational data repository. This was a department-wide data strategy that incudes addressing all business area efforts.</p> <p>C. Used best practices as well as industry and State of California standards as necessary, recommend and set</p>	100% client satisfied

	<p>policies and standards for data management and data security.</p> <p>D. Coordinated closely with Megansoft Financial Consultants, who were in process of a review of Megansoft financial systems data, with the intent to ensure that all technical needs were addressed for that financial analysis effort within industry standards and IT security standards.</p> <p>E. Provided technology guidance and implement operations processes that aligns with the needs of the operational changes that were made as a part of Megansoft Financial Consultant’s contract services, to Megansoft Contract Manager.</p> <p>F. Advised Megansoft on integrating Megansoft’s technology and approach with data management practices.</p> <p>G. Identified and performed, with Megansoft IT staff, the necessary changes to Megansoft system databases to align with the operational needs and adjustments made as part of Megansoft Financial Consultant’s contract services.</p>	
Georgia Department of Labor	AU has been providing Security Planning & Design Engineers, Security Tester and Analysts, Security Risk Assessment Experts, Security Continuous Monitoring Support Analysts, Cyber Security Operations Analysts, Data Security and Information Security Program Managers, Cyber Security Project Managers, Cyber Threat Engineers and Application Security Engineers.	100% client satisfied
ManPowerGroup	Provided resources in the titles of IT security Specialists, Junior Cyber Security Policy Analysts, Information Security Professionals, Security Operations Center (Operations) Operators, Cyber Security Analyst Staff, Database Security Analysts, and Entry-Level Cyber Engineers.	100% client satisfied
Reynolds Packaging	We have been providing staff augmentation service to Reynolds from past 10 years. We have provided Security Architects, Sr. SAP Security Consultants, Cybersecurity Specialist, Security Analysts, Senior Security Engineers, and Security Engineers.	100% client satisfied

### Application Service Provider

Project/Client Name	Services Provided	Objectives satisfied
Texas Instruments	AU has been a trusted partner of Texas Instruments for over seven years. At Texas Instruments, AU is the largest supplier of personnel and has had great success in maintaining client and employee satisfaction. We are known as being the “GO-TO” supplier when there are any issues or an urgent request that comes through. AU has been able to effectively cut costs	100% client satisfied

	<p>for Texas Instruments while maintaining an outstanding level of service.</p> <p>Performed complex analysis, design, programming, and modifications of computer programs for software products and/or customer applications. Wrote code and completed programming, testing, and debugging of applications. Determined forms, procedures, and other documentation needed for installation and maintenance of application programs. Developed interfaces with marketing and customers to add new or custom features to company products. Completed application development by coordinating with requirements, schedules, and activities; contributing to team meetings; troubleshooting development and production problems across multiple environments and operating platforms. Deployed various systems, tools and applications (including installation and developer testing) Participated in design reviews and code walk-thru's Generate appropriate documentation for the proper ongoing support and maintenance of software modules Supported and implemented best practices for software development including developer unit testing and deployment testing as appropriate Participate in system level activities such as integration and system test as required Communicate project/work status orally, written, or other as required. DOS/Windows, OS/2, 32-bit Windows Programming, OLE Automation and OLE Control, Win32 Windows Device Drivers, Windows NT, C++, Assembler, GUI, Java, Java Script, HTML, DHTML, Active Server Pages, OLE DB, DCOM, and ActiveX.</p>	
Texas Department of State Health Services (DSHS)	<p>AU built Wisdom as a web browser-based application on 3-Tier architecture using Java/J2EE based technologies. The application uses Ajax RIA based Google Web Toolkit (GWT) as the HTML5 presentation layer and Oracle for data storage. The server-side technologies include, spring framework, Hibernate, JPA pattern, spring security. AU followed Agile development methodology to develop the Wisdom project using Atlassian JIRA and Confluence for project management, tracking, and documentation. All the source code is version controlled using SVN with Integration for continuous build process and notification mechanisms using Hudson and Ant/Maven for all our Java development.</p> <p>AU has utilized total of 15 IT resources to complete this project. Our IT resources categories includes: Business Analysts, Senior Developers, Project Manager, System Analysts, Solution Architects, Developers, and Quality Assurance/Testers.</p>	100% client satisfied
DELL	Facilitated Project Management discipline within organization for nuclear power industry training programs.	100% client satisfied

	Consolidated departmental budget reporting through process revision and standardized format. Mentored, advised and coached Project Managers for improved project management discipline across organization including setting and managing to stakeholder expectations. Collaborated within industry and across organization for consensus to refine Senior Leadership Training program. Coordinated implementation of project documentation (charter, schedule, budget, risk, milestone status, etc.).	
National Western	<p>We have assisted National Western with numerous assignments with wide scope. Below are few tenets:</p> <ul style="list-style-type: none"> <li>• Maintaining, developing and supporting pharmacy application</li> <li>• Worked for Server Capacity Planning, Server Performance and Server Performance Software Use/Support</li> <li>• Design and monitor application performance tests, analyze performance test data, make recommendations on application design and hardware resource needs</li> <li>• Performed services based on Windows based Servers.</li> <li>• Design and monitor application performance tests, analyze performance test data, make recommendations on application design and hardware resource needs.</li> <li>• Performed duties on IT network</li> <li>• Data protection and The Security Infrastructure Services</li> <li>• Design and Engineering support for security solutions preventing data loss.</li> <li>• Provides Level 1 and Level 2 support</li> <li>• Helpdesk support, handling minor triage issues with basic troubleshooting and escalating all other issues to Level 2 and 3 support; Answering questions, run reports and send status updates</li> <li>• Troubleshooting and issue resolution over the phone.</li> <li>• iPhone application training to physicians and onsite support services</li> </ul>	100% client satisfied
Superior Unit Corporation	Superior Unit is a business management solutions company, dedicated to helping businesses maximize their profits by managing their information more efficiently. The Client wanted an application to be developed which allows users rich control over the web application. AU developed the application with a CMS and custom Library for the project. The CMS is used to display content over the website with wide range of widgets. The system offers management of content related to the products and partners provided by the client. The system fully adheres to the business logic specified by the client.	100% client satisfied
Department of Motor Vehicles (DMV)	To acquire the services of a Contractor to reengineer, code and implement the Driver Safety Application (DSAP) and DocWriter together these applications provide automated	100% client satisfied

	<p>support for the department's driving privilege guidelines for unsafe drivers, as statutorily defined in regulations.</p> <p>The purpose of this contract is to acquire a contractor to provide IT consulting services to the DMV. We provide full-time staff to fill the Technical Software developing services within a multi-disciplined development team assigned to the Driver Safety Application Rewrite (DSAR) Project. The development team will develop and administer the full range of System Development Lifecycle activities such as requirements definition and traceability, design, build, code, testing and implementation of the Driver Safety Application (DSAP).</p> <p><u>Scope and Deliverables</u></p> <ul style="list-style-type: none"> <li>• We prepared all deliverables, where applicable in accordance with the State and DMV's, applicable business and information technology documentation standards and requirements, including format and content.</li> <li>• We attended project meetings and periodic briefings for DMV's management as indicated by the DMV Contract Manager.</li> <li>• AU assisted and served as a fully functional Member of the DSAR Project Development Team Working on the DSAP and DocWriter Development Project.</li> <li>• Our consultant listed in this contract agrees to comply with Government Code 87302 and the Fair Political Practices Commission rules.</li> </ul>	
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### IT and Telecommunications Financial and Auditing Consulting Services

Project/Client Name	Services Provided	Objectives satisfied
Lead IT Corporation	<p>AU was selected staffing contractor in 2017 and have been providing multiple IT and Engineering positions to Lead IT for their IT and Networking projects, positions includes but not limited to: IT Security Analysts, Network engineers, System Engineers, Wireless Device Analysts, Middleware Engineers, Network Administrator, QA Engineers, Testers, ETL Consultants, Audio Engineers, Physical Data Modelers, and Architecture Consultants.</p> <p>Our Network Engineering experts delivered comprehensive security solutions to the Lead IT and built a reputation of trust to mitigate security vulnerabilities. Most businesses and organizations were over-burdened and have difficulty keeping up with changing security demands due to a lack of resources, time or expertise. Our resources worked in taking care of Lead IT security needs Our security services include:</p>	100% client satisfied

	<ul style="list-style-type: none"> <li>• LAN/WAN based security solutions</li> <li>• Security hardening of network and IT infrastructure</li> <li>• Network and IT systems security assessments</li> <li>• Remediation of security vulnerabilities</li> </ul>		
Medcomps Corporation	<p>AU has been providing a wide variety of IT and Engineering services to Medcomps from past five years. We staffed positions in all categories including Admin, IT ,Engineering, Professional and Technical services. We staffed similar positions for Medcomps implementation such as IT Coordinators, Network Administrators, Network Engineers, Wireless Network Engineers, Application Architects, Senior Network Architects, IT Coordinators, Helpdesk Support Specialists, Security Engineers, Network Engineers, Desk Support Analysts, Network Architects, Testers, and Telecommunications Specialists.</p>	100% satisfied	client
Amtrak (National Railroad Passenger Corporation)	<p>AU provided resource managed LAN / WAN services provide monitoring, event management, maintenance and support services for Amtrak Internet Protocol (IP) enabled device endpoints on their premises. This includes any qualifying device in the customer Wide Area Network (WAN) or Local Area Network (LAN). AU' IT professionals at our Network Operations Center provide round-the-clock monitoring, maintenance and support for your LAN / WAN services. Through this AU will support the connectivity of Amtrak workstation and peripherals to its LAN/WAN/VLAN systems.</p>	100% satisfied	client
ComTec Information Systems	<p>AU has been providing a wide variety of engineering services to ComTec for 5 years. At ComTec, we staffed and managed positions in all categories including, IT, Engineering, HR, Finance/Accounting, Technicians, Professional and Technical services. We have staffed similar positions which includes: Cloud Product and Project Managers, Security Engineers, Cloud Engineers, Network Engineers, Application Architects, Technical Writers, Accountants, Help Desk Support, IT Analysts, Network Engineers, Desk Support Analysts, Records Specialists, Human Service Workers, Senior Network Architects, IT Support Managers, and Technical Specialists.</p> <p>Major success: We have provided a performance based IT and Engineering Services to ComTec as a cost efficient and effective alternative to traditional staffing solutions. We have managed teams of IT and Engineering professionals from various disciplines for a specific set of services at guaranteed Service Level Agreement (SLA) defined performance levels successfully.</p>	100% satisfied	client

Verizon	<p>AU was added as an IT and Telecommunications services supplier to Verizon in the summer of 2007. After the first semi-annual supplier ranking was issued, AU was ranked the #2 supplier out of 22 suppliers, a group that included several Global IT companies. In a short time, AU became one of the top suppliers at Verizon. The scope of the below project began early 2018 and is presently active.</p> <p>Worked within the Android development team for continuous integration. We developed software in Linux (Jenkins, Artifactory, groovy, ruby, gradle, Maven (Java utilizing JUNIT to pull dependencies from remote repositories), python) for enabling expansion of business units in a global effort for new product development. Utilized Android automated testing (Robotium). Developed a web site using Django, AJAX, MySQL and rest API to provide solutions to complicated job scheduling in Jenkins for hardware and software testing in an integration lab.</p> <p>Network and Communication staffing and supports Helpdesk Operation with the help of staff such as Senior Network Engineers, Senior Wireless Network Engineers, Senior Solutions Engineers, Senior Helpdesk Engineers, Senior Helpdesk Technicians, and Infrastructure Project Managers. Manage networks for the multi-location local area (LAN) and Wide area network (WAN).</p>	100% client satisfied
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### IT Management Consulting Services

Project/Client Name	Services Provided	Objectives satisfied
Verizon	<p>Our recruitment and staffing capabilities were tested during the Verizon Workers Strike where we had to recruit staff overnight for ensuring continuity of operations at Verizon; we supplied Verizon with 35 skilled IT resources within a period of 12 hours and ensured complete staffing support through the duration of the strike. Our recruitment and staffing support helped Verizon to continue its operations uninterrupted until the strike was resolved. Our experience with Verizon is not only a testimonial to our ISO based recruitment and skill development processes but also to our strong staffing and contract support infrastructure that allows us to provide our clients with the best web-services and IT resources at the minimum cost within the Washington DC Metro Area and nationwide. The table below summarizes our relevant Software Development Staff Augmentation experience with Verizon.</p>	100% client satisfied
Wells Fargo	<p>AU has been providing IT Support Services to Wells Fargo from past 9 years such as IT Security Analysts, IT Financial Analysts, IT Administrative Specialists, Network engineers, System Engineers, Wireless Device Analysts, Middleware Engineers, IT</p>	100% client satisfied

	Business Analysts, ASP.NET Developers, VB.NET developers, ETL Consultants, Database Administrators, Architecture Consultants, Senior Application Analysts, Data Management Specialists, Senior Microsoft Server Admins, SharePoint Architects, Information Assurance Analysts, Data Management Specialists and IT Customer Service Specialists.	
Apple Inc	We have been providing Data Scientists, Software Engineers, Security Engineers, Security Engineers, Project Managers, System Engineers, Information Technology (IT) Staffing and recruiting services to Apple from past 10 years.	100% client satisfied

### Business Process Consulting Services

Project/Client Name	Services Provided	Objectives satisfied
Verizon Communications	AU has been successfully supporting Verizon Business & Telecom in multiple areas and technologies in a service desk environment. Service areas include Program Management, Data Center Operations, service desk operations, Network Services, Database and Storage Administration, Web Applications, System Software Administration, Middleware Administration, and Application Development and Administration. Verizon serving more than 114 million customers encompassing the entire continental United States and a number of U.S. territories with 150 Million transactions per day. For Verizon Business, AU implemented ITIL V3 using Remedy within the Verizon environment, and as a result saved Verizon a total of \$20M through reduction of headcount and an estimated 400,000 labor hours over five years. At Verizon, AU competes among 150 vendors for the work and we have consistently achieved revenue of \$4 million Year on Year basis since the inception of the contract in 2010. In 2012, we were ranked among the top 20% of Verizon's suppliers and were recommended for more business by the Verizon Procurement Team. AU's Verizon contract grew over 3 years, the AU team expanded to over 80 personnel at the peak of the project. The entire service desk division of 88 resources was hired within 2 weeks of contract award.	100% client satisfied
DELL	We have strong experience in providing Business Analysts specific in various domain. From past 10 years, we have deployed more than 140 Business Process Consulting related titles to DELL focused in who has experience in process flows, business requirements, modeling techniques, organizational adoption, risk analysis, conceptual data models, gap analysis, business specifications, technical specifications, and cost benefit analysis	100% client satisfied
CaminCargo	We have more than 10 resources currently providing Business Process Reengineering services to CaminCargo for its Business Process Engineers, Business Analysts,	100% client satisfied

	Enterprise Architecture Repository Tool specialist, Metadata Manager and Modeler, Service-Oriented Architecture SharePoint Developers for Drupal Support, Helpdesk Support, Web-Development, Graphic Designing and Network Operations Support tasks.	
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**Documentation/Technical Writing**

Project/Client Name	Services Provided	Objectives satisfied
Metropolitan Washington Council of Governments	We have staffed several positions which are related to Documentation/Technical Writing functional areas such as Technical Writers, Enterprise Document Specialists, Documentation Managers, Content Developers, and Business planners.	100% client satisfied
US Bureau of Labor Statistics	Au has been providing staffing services from past 7 years to US Bureau of Labor Statistics and have provided couple of positions such as Enterprise Document Specialists, Communication Specialists and Technical Writers.	100% client satisfied
Amcor plc	<p>We have strong experience in providing Database Administrator – Oracle specific in various domain. From past 10 years, we have deployed more than 20 Database Administrators, Business Analysts, and Technical Writers to Amcor focused in who has experience below:</p> <ul style="list-style-type: none"> <li>• Oracle Exadata and Golden Gate.</li> <li>• MySQL and PostgreSQL.</li> <li>• Troubleshooting databases for performance.</li> <li>• UNIX operating system.</li> <li>• Creating and maintaining UNIX shell and Perl scripts.</li> <li>• Star schema design, as well as object-oriented modeling with Unified Modeling Language (UML)</li> <li>• Other database design methodologies such as CORBA and J2EE.</li> <li>• Troubleshooting and problem solving of database and application development issues for applications</li> <li>• Oracle RAC infrastructure support and troubleshooting</li> </ul>	100% client satisfied

**Resumes**
**Resume #1 - Project Manager**
**Name: David Diamond**
**Proposed Position: Senior Program/Project Manager**
**Summary**

- Unrelentingly Technical and Tenaciously Hands on Expert.
- Any-Shore Delivery of Service and Support to the Customer
- Hands on, day-to-day Enterprise Network and Systems Management.
- Experience in the following sectors: Federal Government, Military, State and Local Government, Healthcare, Energy, Entertainment, Hospitality, Petroleum, Finance, Security, Automotive, Disaster Recovery
- Senior Level Technical and Operations Management to the International Global Enterprise.
- Designed, implemented, and managed Hi-Performance Multi-National Global Data Centers & ISP's Network Infrastructures.
- International Support of Hostile Computing Environments
- Managed, cultivated, and inspired large numbers of staff.
- Particularly strong in the areas of Enterprise Technical Systems Support, Technical Architectures,
- Very technical, very hands on.
- Setting long-term strategic goals and tactical plans, procurement of hardware, software, and professional services, recruitment, organization and management of staff, technical support management, multi-platform integration project leadership, and data center relocation/startups.
- Consistently recognized ability to interpret, communicate and implement complex technical issues and information into business needs.
- International Disaster Recovery and Business Continuity expert with multiple real-life activations
- Excellent Executive presentation, oral and verbal communication skills
- Single point of contact to the global enterprise.
- Expert level support for 1 to 40,000 Servers & 145,000 Client Seat Environments
- Administration of 10+ Petabyte environments
- Large scale Applications & Operating Systems Support
- Physical Enterprise Datacenter Moves/Migrations.
- Multimillion-dollar global enterprise project management.
- Desktop/Workstation OS upgrades and rollouts to VDI's and Windows 10
- Designed, implemented and managed international enterprise-wide Disaster Recovery Systems and global procedures and policies.
- Managed enterprise wide budgets and vendor relationships
- 1MM+ Project budget management.
- Fiscal durability, SOX, HIPPA, GovSec, Governmental compliance.
- No Fail Security to the Global Enterprise.
- Vulnerability Assessment & Penetration Testing and Remediation.
- Designed, implemented and managed enterprise-wide network security systems and procedures and policies.
- Business Process analysis and management.
- Extremely technical to the component level for HP, IBM, DELL, as well as others
- Operations including no fail power, cable plants, cold air.
- Designed managed and implemented various types of Fusion Centers for command and controls systems as well as Help Desks and Call centers.

<b>Name: David Diamond</b> <b>Proposed Position: Senior Program/Project Manager</b>					
	<ul style="list-style-type: none"> <li>Strong understanding of virtualized environments in several areas (compute, storage, network) including experience with orchestration layer implementations the include network provisioning operations.</li> <li>Experience in data center facilities design (Hot/Cold air containment/airflow designs, cabling standards, cabinet designs, power distribution design and power capacity planning/calculation, raised floor and slab facilities designs, etc.</li> <li>Ability to professionally handle multiple tasks in a pressured environment and ability to prioritize projects and establish schedules for their timely completion.</li> <li>Demonstrated knowledge/experience in multi-tiered data center networking with expert knowledge and experience in technology integration and network design.</li> <li>Application analysis (detailed packet capture analysis), network design, network management systems and troubleshooting techniques.</li> <li>Advanced communication skills, particularly the ability to communicate technical information to non-technical audiences.</li> <li>Proven technical expertise in the integration of network devices and services in a multi-platform computer and network environment.</li> <li>Leads Data Center telecommunication projects, including research and recommendation of new Data Center networking technologies.</li> <li>Manages the delivery of key global network projects that are executed by telecom suppliers.</li> <li>Provides guidance to other staff members on medium-to-large scale network related projects including preparation of budgetary input for network hardware, software and services. Communicates project design requirements to telecom suppliers.</li> </ul>				
<b>Area of Project Management Expertise</b>	<ul style="list-style-type: none"> <li>Extensive knowledge and understanding of technologies/architectures including: DWDM, 10Gig media standards (optical and electrical), MPLS, TCP/IP protocol suite, Ethernet 1Gig/10Gig and emerging 40Gig/100Gig)</li> <li>Extensive knowledge of Cisco and Juniper HW and SW (JunOS/IOS/CATOS/NX-OS), ISSU, Cisco ICM/UCCE, Cisco CVP, Cisco E911, Cisco UCS, Cisco IPIVR, Cisco Call manager, Cisco UCCX, VXML Gateway configuration balancing HW/SW, L2 and L3 virtual firewalls, Spanning Tree Protocol standards,</li> <li>WAN Acceleration technologies, Security protocols (IPSEC/TLS/EAP)</li> <li>SAN &amp; NAS infrastructures including EMC-Isilon, ECS, NetApp, 3 PAR, HP, Quantum (StorNext), Fujitsu, Hitachi and associated Fabrics and hardware.</li> <li>Demonstrated technical knowledge of Windows server, Linux UNIX, VMWARE, XEN, and Mac OS's</li> <li>Expert in Microsoft 2008/2003/Windows Datacenter, Unix/Linux, Novell, LPARS environments</li> </ul>				
<b>Education</b>	<ul style="list-style-type: none"> <li>Loyola Marymount, Palos Verdes, California</li> <li>U.C.L.A, Westwood, California</li> <li>Stanford University, Distance Learning</li> <li>Technical and OEM Certifications</li> <li>Graduate, City of Los Angeles Mayor's Office of Homeland Defense, Crisis Response Team</li> <li>Former Battalion Coordinator, Los Angeles Fire Department, Community Emergency Response Team</li> <li>Current PADI Divemaster</li> <li>Current PADI Master Diver</li> </ul>				
<b>Certifications and Skills</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="background-color: #d3d3d3;"><b>Skills:</b></td> </tr> <tr> <td style="background-color: #d3d3d3;">Project Management:</td> <td>MS Project Server 2013, MS Project 2007, MS Project Server 2007, iPMS (proprietary tool), OpenProject, PlanView, Rally, JIRA Enterprise, Workday</td> </tr> </table>	<b>Skills:</b>		Project Management:	MS Project Server 2013, MS Project 2007, MS Project Server 2007, iPMS (proprietary tool), OpenProject, PlanView, Rally, JIRA Enterprise, Workday
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**Name: David Diamond**  
**Proposed Position: Senior Program/Project Manager**

CASE:	MS Visio 2003, Rational Rose 2000
Source Control:	Team Foundation Server 2008, Visual Sourcesafe, Clearcase, Sharepoint 2010, Crucible, Fisheye
Database:	MS SQL Server 2005/2000/7.0/6.5, Oracle 9i/8i, Sybase
Microsoft:	ASP.NET, C#, VB.NET, .NET Framework 1.1/2.0/3.0, ASP 3.0, VB 6.0, VC++ 6.0, Visual Studio 2008/2007/2003
Report:	Crystal Reports 8.5/4.5, MS SQL Server 2005 Reporting Services
Portal/CMS:	Documentum, Confluence
Testing:	Load Runner, Selenium, Bugzilla
Open Source:	PHP 5.2, MySQL 5.1, RoR, Joomla 1.5, Apache 2.2.11, Linux Fedora 11
OS/Others::	Windows 2008/7/2003/2000/XP, NT 4.0, VMWare

**Certifications**

- Cisco Certification
- Project Management Certification
- Microsoft Certification

**Professional Experience:**

**Principal Program Manager, Global Data Center Operations  
 American Unit Inc.**

**Jan 2013 to Present**

- Principal consultant for boutique consultancy specializing in project based international Datacenters, global hi level network operation centers and cyber security, storage and compute layers.
- Sole source individual contributor and Project management for CBS Television, Showtime Worldwide, City of Santa Monica, AT&T, Computer Sciences Corporation, Port of Long Beach, City of Long Beach, Long Beach Harbor Department, as well as Conway Freight Lines, IBM, Black Box, Albertsons, Safeway,
- M & C Saatchi Ad Agency and several others.
- Projects included; full implementation from scratch of NOCs and GNOCs.
- Secret Internet Protocol Router Network (SIPRNet) and Sensitive Internet Protocol Router Network (NIPRNET), network architectures.
- Global Enterprise Digital Asset management systems with associated ingest, transcode and storage tiers.
- Installation of 7000 metropolitan grade Wi-Fi access points as well as 2400 Avaya switches and ip phones.
- Hands on design, installation and termination of Single and Multi-Mode fiber totaling more than 50K FT.
- Spin up of local and bi-coastal load balancing data centers and associated disaster recovery and business continuity infrastructures.
- City of Santa Monica, design, management and care feeding of city-wide Telecom and e911 systems. Citywide Disaster recovery and fail over mechanisms sole design and implantation. Extensive VoIP redesign and implementation.
- Management of city-wide fiber backbone. Architecture and tuning of federal cyber security and municipal protection, IDS and IPS matrixes and systems. Extremely close interaction with various federal agencies to ensure no unauthorized by any person or persons including malicious foreign state sponsored activities.
- 5<sup>th</sup> tier support to the component level. Created trained and participated in after hours on call rotation with end user staff. Implemented Change Controls. Rack and Stack and configuration of blade chassis and network appliances. Removal of cost inefficient servers and implemented VMWare whenever possible. Hands on P2V and V2V, with HA and FT. Budgeting cost analysis. Pro forma profit and loss. Global bid and RFP/RFQ creation and managing. Installation of products such as Solarwinds, Orion, BMC, Openview and Remedy for example.

**Senior Project Manager  
 Ilogic**

**Jan 2012 to Jan 2013**

- Lead senior staff engineer for multiple major client projects

**Name: David Diamond**

**Proposed Position: Senior Program/Project Manager**

- Personally, architected, implemented and solely project managed an entirely new school district wide Microsoft Active Directory and Email network in parallel to a 16-year-old existing legacy Novell network for the **La Canada~ Flintridge School** Migration from Novell to Active Directory
- 9000 user migration from GroupWise to Exchange UM; 4500 users and migration from GroupWise to Office 365 Cloud; 4500 users.
- Installed and configured HP blade chassis. Implementation of 200 Terabyte SAN
- Redesign of campus network consisting of over 175 switches. Rollout District wide of Windows 7 for 6500 plus users. Network cabling plant addition with 18 miles of cable pulls. Complete firewall redesign and remote access redo. Design of Apple Mac specific labs as well as IBM/Wintel specific labs for 400 students' daily usage.
- District wide full spectrum cybersecurity, vulnerability and penetration assessment testing and remediation to include data storage & architecture and planning with cybersecurity and data integrity facilities as well as real time monitoring of these environments.
- Design and implementation of district wide disaster recovery and business continuity plans, procedures, vendors and implementations. Mitigation of numerous out of scope deltas.
- Led various project management meetings with superintendent and various executive staff members.
- Became integrated as staff, Budgeting cost analysis, profitability matrix, and procurement.
- Personally, responsible consultancy for cyber security, fiber data networks, Wi-Fi planning and support for the Tournament of Roses Parade, Rose Bowl Stadium, the Tournament of Roses Association, U. C. L. A Football games, as well as the NCAA Division1 Football Championships the Rose Bowl Game.
- Hands on project management and technical operations supervision
- Interfacing with La Canada Flintridge School District and BOD, City of Pasadena and the Tournament of Roses Association senior c level representatives as to real world architecture, state of the network, budget requests, line item approvals and large-scale event planning.
- Router and switch infrastructures, physical Cat 5 cable plants. Fiber optic & Telco cable plants. All IDFs/MDFs management.
- Architecture and Production operation of Cisco router and switch management. Designed real-time net-flow and real-time port monitoring. Architected Network Monitoring tools and services. Designed and configuration and fault tolerance. Architected real-time IDS/IPS.

**Senior Program Manager**

**Nov 2010 to Jan 2012**

**Synnefo Technology Solutions**

- Senior Principal Staff engineering consultant for Synnefo, a premier technical and business strategy consulting firm dedicated to providing custom-designed, excellent, technology services for the next generation data center for Fortune 100 entities. Delivering Infrastructure, Virtualization, and Cloud Computing Services, implementations, deployments and management of next-generation enterprise IT infrastructure.
- Personally, provided hands on complex engineering solutions for global multibillion-dollar entities.
- Full life cycle project management and delivery to the customer.
- Engagements include: **HedgeServe**: The nation's largest Hedge Fund at 188 billion dollars required a global Exchange UM 2010 Migration and vast Active Directory remediation while undergoing an audit and in very small-time frame.
- **Sanyo / On Semiconductor**: Merger and Migration Project. Migration of 20,000 mailboxes from Exchange 2003 to a new global Exchange UM 2010 design. Sole creation of global Exchange topology, server sizing, costing, global C-level presentation and explanations of cost vs. benefits.
- **CBRE**: Migration of 40,000 global mailboxes and users. Consulting for the following types of projects for various customers:
  - Heavy Virtualization Assessment, sizing and global implementation. Planning and Architecture Design
  - Deployment of Virtual Infrastructure. Virtualization Project Management, Virtualization Planning and Architecture Design. Virtual Infrastructure Deployment, Desktop Virtualization. P2V or V2V Migration Planning and Execution. P2V Migration and Server Consolidation, Virtualization Jump-Start
- Ongoing Management of Virtual Infrastructure,

**Name: David Diamond**

**Proposed Position: Senior Program/Project Manager**

- Disaster Recovery Planning and Deployment. Deployment Design & Project Planning, Resident Operator Services. Deliver well-designed and deployed virtualization solutions
- Reduce risk by leveraging best-practices and methodologies. Accelerate solution delivery to increase value for virtualization dollar. Transfer knowledge to in-house IT staff
- Project Management and PMO:
- Server or Data-Center Consolidation Planning and Execution. Ongoing Virtual Infrastructure Administration,
- Next-Generation Private and Public Cloud Planning, Deployment and Production management including VMware, Hyper-V, Azure, AWS, SIPR environments.
- N+6 Fault-Tolerance Ultra High-Availability and Disaster Recovery of Network, Storage, Compute/Virtualization layers

**Principal Project Manager**

**Nov 2009 to Nov 2010**

**Synnefo Technology Solutions**

- Management and leadership for the migration/merger of Farmers Insurance Commercial Lines and Zurich Financial. This necessitated a total move of the entire Los Angeles data center and associated systems to a new facility in Chicago, IL. Spin Up of secondary and Tertiary DR Hot-Sites in Herndon, VA & Colorado Springs, CO. Designed and implemented movements of all applications and systems. Managed necessary code and infrastructure changes necessary to provide no fail computing while maintaining systems stability necessary for multibillion-dollar companies to operate together seamlessly. Frequent international travel in support of the functional project and executive planning in support of merger and Project initiatives.
- Attendance at necessary public, private social & media events and meetings with enterprise business unit officers and directors as well as C-Level individuals in support of the merger and project initiatives such as; The PGA Farmers Open & Zurich Invitational.
- I provided leadership and direction to start new projects initiated at the Executive level. I can create, develop, mature and hand off multiple high-profile projects simultaneously. The position will consistently be expected to work across the group, as well as other IT support organizations. I would also be expected to communicate, coordinate and collaborate with all levels of mission and customer organizations.
- I was expected to develop each program while determining the appropriate line organization to transfer the program to. The PM is expected to develop relationships across the customer to ensure optimal mission effectiveness. I would work with leadership to maintain a very dynamic strategy for project incubation and support. I work with minimum supervision and would be expected to leverage existing line organizations for resources necessary to execute projects.
- The specific responsibilities are as follows: Provide evaluations of contractor performance. Lead the creation, development and execution of multiple projects Advise leadership on project direction. Lead the transition planning and execution for the migration of each project to a long-term line organization. I ensured each project complies with the Project Management Framework, including preparation for all required deliverable and control gates.
- Insure technical integration of each project, leveraging enterprise services whenever possible in the Agile Scrum project management methodology and work closely with the project manager and project owners, clears roadblocks that the project teams identify as impeding progress, and performs risk management to ensure project success. Provided status reporting on project costs, scope, schedule, and accomplishments and conducted briefings and system demonstrations at all levels, mission partners and others of interest. Experience with program and resource management tools and methodologies such as Team Play, Earned Value Management.
- Experience overseeing development and/or delivery of IT solutions to meet customer business needs. Lead project teams to measurable success by effectively applying CSC/Farmers/Zurich project management methodologies and enforcing defined PM standards and practices Apply sound PM techniques to the management of scope, schedule, budget, and risk for on-time, on-budget, quality delivery
- Provide leadership for team regarding project management knowledge areas and discipline. Coach and mentor local project managers, business analysts, and technical staff. Ensure that proper planning and resource prioritization is conducted to maximize project performance and quality. Work with IT and business leaders to develop project concepts and understand organizational impacts.

**Name: David Diamond**

**Proposed Position: Senior Program/Project Manager**

- Lead project teams, establishing and monitoring compliance with project management standards and internal policies. Establish and manage project scope, approach, and key deliverables for assigned projects. Develop project work plans and ensure delivery against schedule. Conduct thorough resource planning, structure roles and responsibilities, and successfully coordinate and manage all work streams and resources.
- Proactively manage issues and risks, develop mitigation and contingency plans, and escalate as needed for resolution. Collaborate with business analyst and business resources to fully evaluate current-state business processes, leverage senior leadership and industry best practices for future-state design.

**Senior Project Manager**

**Nov 2007 to Nov 2009**

**Deluxe**

- IT Group Lead for 95-year-old Deluxe, the leading worldwide provider of services to the entertainment industry in film, video and digital media as an integral and reliable partner for filmmakers and the Hollywood Studios. Highly developed interpersonal and leadership skills - thought leadership, collaboration, facilitation and negotiation of large scale, highly complex IT projects in a Fortune 500, ISO 27001 environments.
- Strong emotional intelligence - self-awareness, confidence, ability to manage conflict, and express empathy in cross-functional technical teams. Ability to interface with functional IT service centers, architecture teams and divisional enterprise architecture groups in a positive manner.
- Ability to communicate up, down and across IT business unit boundaries to foster collaborative, innovative design opportunities. Ability to ensure that technology objectives of the enterprise are aligned to the individual business IT goals and project roadmaps for a global financial services organization.
- Understanding of data center virtualization, infrastructure on demand and "platform as a service" technologies. Experience with high-end storage systems, virtual data center environments and complex DR and business continuity requirements in an ISO 27001 compliant, ITIL frameworks.
- Deep understanding of converged networking unified messaging and multi-tier financial transaction systems, including mainframe architecture.
- Architected and managed rollouts of VDI and Windows 7.
- Implemented enterprise wide ability to perform architecture analysis on existing and planned automated information systems (AIS), including current and emerging technical standards and constraints.
- Ability to provide level three and 4 support on complex system and infrastructure issues, during major issues. Understand high-level business models and divisional IT requirements, while still having the ability to be involved in extremely detailed technology issues. Comprehensive knowledge of hardware, software, systems, network and data center engineering. Project and program management planning and organizational skills in an ITIL environment

**Senior Enterprise Architect**

**Feb 2006 to Nov 2007**

**Cedars Sinai Medical Center/Cedars Sinai Health Systems**

- On call 24x7x365, senior level consultant to the nation's largest healthcare provider west of the Mississippi; Cedars Sinai Hospital and Cedars Sinai Health Systems. Hands on day-to-day management of 4000 servers of various operating systems and server applications support on a team of four.
- Hands on Migration of over 4000 servers from 30-year-old Hospital run datacenter to new state of the art N+ 3 facilities. Forklift move of all hospital and healthcare servers, storage, and network infrastructures including all systems.
- Large-scale Project management. Business unit expectation management. Managed all datacenter hardware and software issues. Subject matter expert for the Hospital. Responsible for the migration all Windows 2003 and 2008 Active Directory servers.
- Design and management the AD structure for the hospital to manage the applications and servers for the various departments. Configure the group policy for each OU, manage computers and servers remotely, and configure DNS internally. Setup multiple AD servers for failover cluster and remote locations.
- Provide 24/7 support of 4000 servers' consisting of Microsoft Windows 2k & 2k3, Novell Linux servers.
- Manage Exchange server, IIS, SQL servers, and setup and secure the Citrix server farm to allow access via the web interface. Architected and configured core hospital systems directly with software vendors to provide software support of all in house applications for the hospital.

**Name: David Diamond**

**Proposed Position: Senior Program/Project Manager**

- Setup, Production, test and Q&A environments using VMware for application and security testing. Build and configure all HP servers (C3000 & C7000 chassis, Proliant BL, DL, and ML models), IBM Chassis (Blade center), IBM SAN storage configuration, and Mac Servers

**Enterprise Architect**

**Feb 2004 to Feb 2006**

**DIRECTV**

- Day to day operations, production & engineering support for the number one satellite broadcaster in the entertainment industry.
- Global Enterprise Infrastructure Management: Budgets, Staff, Contractors, Mid-Range, Servers/Clusters, Sever Cluster/Farms, Virtual Servers/Farms, LAN/WAN/MAN/GAN, and Production Support.
- Server support in the 1 to 25,000 server -node range, with
- User support to the enterprise for one to over 15,000 end users.
- Data Center architecture/design, implementation, support,
- Command and Control Systems to the Enterprise on a Multi-National or Global level.
- 24x7x365 management of Data Center servers consisting of Windows Server 2000/2003/Windows Datacenter Server, satellite imagery, GIS server support,
- Project Management. Entire Physical Datacenter Moves,
- Global International Disaster Recovery Programs, procedures and policies.
- International Active Directory 2008/2003 Rollouts, Global Exchange 5.0-2007, Telelogic System Architecture, Oracle, SAP, Seibel, GE, SQL 7-2007, Meta Frame, Cisco Routers/Switches, Packet shapers, Vans, VPN's, DNS, SMTP Gateways, F-5 Labs 3DNS, F-5 Labs 3DNS Big IP, Multi-Petabyte SAN/NAS infrastructures.
- Departmental management with direct hands on management and supervision of technical support staff and vendor relationships. Manage the Managers Program, mentor, cultivate and inspire staff, promoting on merit, hire, fire, reviews and budgets. Fiscal metrics and controls. Complex budgeting and performance analysis and preparations. C-Level reporting to the Enterprise and BOD.

**Resume #2 - Help Desk/Desktop Support**

<b>Name: Gregory Jackson</b> <b>Proposed Position: Help Desk/Desktop Support</b>	
<b>Summary</b>	<ul style="list-style-type: none"> <li>Gregory is an experienced with 12+ years of Desktop Support experience. Whether Help Desk or field technician, displays excellent communication skills and problem-solving ability. In addition, demonstrates the ability to work independently and with others with-in a help desk environment.</li> <li>He has proven the ability to effectively prioritize and execute tasks in a high-pressure environment. He excels in white glove customer service when assisting VIP clients. He is able to educate the client so that reoccurring issues no longer persist. His philosophy is an educated user makes for a better helpdesk environment.</li> </ul>
<b>Certifications</b>	<ul style="list-style-type: none"> <li>MCSE Windows Professional Server 2000</li> <li>Dell certification 2011 (Renewed) Exxon Mobile</li> <li>Dell certified OptiPlex 690 / D630 Latitude, March 2002</li> <li>Inspiron - Computer Works</li> <li>E6350 Latitude Laptop and D990 Desktop July 2011</li> <li>E6420/6440/7270 Latitude Laptop imaging, repair, support and deployment November 2013</li> </ul>
<b>Skills</b>	<p>Provide Tier Level II, III executive and regular end user IT Desktop support.</p> <p>Install and support Windows 95, 98, NT 4.0, Windows XP, Windows 7 Enterprise, Windows 8.1, MAC OSX, Entourage, Parallels, Lion operating systems. Administer, and manager user account via Active Directory.</p> <p>Support Service Now, Microsoft Outlook email (OWA)/Client on Microsoft Exchange server 2003/2008 Sync, Configure, and support email on iPhone, Android and Samsung Remote Support CISCO AnyConnect, Avaya and Nortel VOIP telecom devices.</p> <p>Network/Systems Administer support , DHCP, DNS, TCP/IP protocols, client32 Netware, NETBIOS, NETBUI , Disaster Recovery, TSO, DOS JCL, MVS JES II ,RISC 6000/HP 9000, SharePoint ,Novell 3.x , UNIX, (AIX), Citrix Sun Microsystems Solaris 9, ARC serve backup tape management , CAD, Healthcare Kiosk and mobile COW devices, Support Display board using HP Console utility Gold Trak, Fiserv Clear touch, Mockingbird, Reflections, Attachmate, Rumba Host AS400 Mainframe Emulation, Install, configure troubleshoot and support Internet Connectivity, Install/Configure Wireless Access Point, Microsoft Lynx, GroupWise, Lotus Notes - Domino Server, Timbuktu, WebEx, SKYPE, Net Meeting, AV Support via Altiris, PC Anywhere, Dame Ware, S token, Secure-ID, Bit locker, Bomgaurd , Endpoint, Safe Guard, Safe boot data encryption, DB Applications, Lawson, G/L, POS, PeopleSoft, File NET, VLAN, Floor plan design using Visio 2008, 2010, troubleshoot resolve complex time sensitive SLA service request for desktop/laptops using CA Service Desk, Service Now, HPSM, Remedy, Heat service call tracking apps, Support Siebel, HIPAA compliance, SQL Server 7.0, Oracle 10g, Hyperion, Salesforce, SAP, Reuters, Bloomberg media support. AVG, Sophos, McAfee, Norton Anti-Virus applications. Image desktop/laptops Altiris and SCCM, Symantec system imaging Utilize SNA, SME and SMS, Ghost 2004, DAD (Dell Automated Deployment), LANDesk data migration utilities Diagnose /troubleshoot break fix repair to motherboard level. Maintain schedule and provide executive support for Skype/WebEx Audio Video conference meetings</p>
<b>Education</b>	GRAMBLING STATE UNIVERSITY, Grambling, Louisiana B.S., Business Information Systems
<b>Professional Experience:</b> <b>American Unit Inc</b> <span style="float: right;"><b>Nov 2016 - Present</b></span> <b>Sr. Field Services Engineer</b>	

**Name: Gregory Jackson**

**Proposed Position: Help Desk/Desktop Support**

- Provide tier levels 2 and 3 technical support responding, troubleshooting and resolving break fix issues with daily IT helpdesk tickets using Service Now ticketing system in a robust Windows 7 Enterprise Environment supporting 500 + onsite/off-site Executive and Regular end users.
- Administer user accounts in Active Directory granting user rights and permissions, disabling/enabling and unlocking user accounts. Add new and add users to Groups Member via change request.
- Configure, setup and deploy local/network Dell and HP printers also Ricoh copiers.
- Troubleshoot, Diagnose and repair all Laptops, desktops and printers not under warranty throughout the Federal Building.
- Contact vendors for all Hardware items under warranty and follow up with the repair return process.
- Troubleshoot, configure, install and support all Government Business and Office Business Applications i.e., Adobe Acrobat Professional, Adobe Photoshop, Poylcom, ROXIO and Microsoft Office 365.
- Troubleshoot and resolve Internet/Network connectivity issues down to the switch closet.
- Actively deploying Windows 10 Rollout project upgrading OS to Windows 10 and Office 365 installing the image on Dell 7270 And HP Elite Note book using SCCM for imaging and installing additional software from Software Center.
- Administer in pushing GOP / Bit locker on all newly imaged devices.
- Install, configure, and support new Biometric peripheral i.e., Fingerprint scanners, Web cam and iPads to capture Client information.
- Administer new user driver mapping for Home/Shared drives
- Install, troubleshoot and support Outlook Exchange issues with Personal Folders and Shared Mailbox.
- Provide after hours on call support and remotely assist user and teleworker employees with computer issue via SKYPE.
- Successfully complete all additional assigned Task and request in a timely manner

**Presbyterian Intercommunity Hospital**  
**Sr. Desktop Support Analyst**  
**Downey, CA**

**Dec 2014 - Feb 2016**

- Answer daily IT help desk service calls using CA Service Desk ticket system for 450 + users in a robust Windows 7 Enterprise Healthcare environment.
- Provide on/offsite troubleshoot and repair complex problems with end user workstations hardware and software tier levels II and II technical support.
- Configure, install and troubleshoot computer Kiosk, desktop and laptop workstation hardware and software throughout the hospital.
- Managed end –user workstation through Active Directory/Exchange 2008 and software installation group policies via SCCM utility.
- Maintain end – user workstation security e.g. Sophos Antivirus, Safe Guard encryption protection,
- Build and deploy Win 7 enterprise workstations for new hires via Altiris
- Troubleshoot and resolve complex Kronos, Ansos, AS 400 Mainframe access and network printing , SharePoint and Microsoft Outlook email issues
- Document and maintain e-waste/assets management inventory.
- Configure, deploy and setup users on Cisco VPN, and remote desktop connectivity issues
- Administered maintain end user workstation and Cisco Networks VOIP phones including adds moves and changes.
- Install, configure, and upgrade to Microsoft 2010 update and support customized applications.
- Provide network printing connectivity for Ricoh, and Dell network printers, assisted users with application installs and configure customized special in-house i.e., e mail scanning capability
- Provide remote technical support using Altiris and Dameware and also after hour support for off-site facilities, Perform weekly rounding's to ensure user HIPPA compliance policies.
- Troubleshoot and Resolve all user escalations and reimaged, copy and restore user data
- Assist user with various health care printing device for Zebra printer, and arm band device and mainframe network printers
- Provide support for audio and video conference.

**Name: Gregory Jackson**  
**Proposed Position: Help Desk/Desktop Support**

**Zynx Health**

**Dec 2014 - Feb 2016**

**Systems Support Analyst II**

**West Los Angeles**

- Skype for business/Lync troubleshoot, installed, configuration with peripherals(ie. Web Cam, wireless or wired mirco-phones, set up video conferences.
- Field technician - work on hardware issues on site. Hardware can include workstation replacement, HDD replacement, reimaging system. Troubleshoot switch and port connectivity issues
- Expert level knowledge at Active Directory LDAP service, shell scripting, Certificate services (PKI), AD Site Topology - all under a multi-site multi-domain Windows 2012 environment.
- Active Directory Federation Services (ADFS), SAML, web Single Sign-on (SSO), OAuth and related authentication technologies.
- Administer and support Active Directory, Domain Name System (DNS) and Group Policy
- New user set up/Computer set up - Mac systems
- Troubleshoot Mac applications - Viscosity, Safari, Time Machine backup.
- Install/troubleshoot office suite for Mac
- Set up icloud accounts
- Private Cloud virtualization with VMware vSphere on Network-Attached Storage (NAS)
- Installed Printers on site via locally connected or via print server.

**Jennifer Temps, New York, NY**

**Jul 2011 - Nov 2014**

**Help Desk Technician**

- Answer Help desk service calls using Service Now ticket system for 250 + users in a robust Windows 7 Enterprise environment.
- Provide on-site troubleshoot and repair problems with end user workstations hardware and software level II and II resolution
- Configure, install and maintain end – workstation hardware and software.
- Managed end –user workstation through Active Directory/Exchange 2008 and software installation group policies via SCCM utility.
- Maintain end – user workstation security e.g. Symantec Antivirus Endpoint protection, Windows Updates and Group Polices administration.
- Build and deploy Win 7 enterprise workstations for new hires
- Troubleshoot and resolve complex Salesforce, SharePoint and Microsoft Outlook issues
- Document and maintain assets management inventory.
- Configure, deploy and setup users on Cisco VPN, and remote desktop connectivity issues.
- Administered maintain end user workstation and Avaya VOIP phones including adds moves and changes.
- Install, configure, and upgrade to Microsoft 2010 update and support customized applications, including Adobe Creative and Dreamweaver Suite.
- Provide network printing connectivity for Xerox network printers, assisted users with application installs and configure customized special in-house
- Medical content applications and resolve all user escalations during final walk through phase to assist both Dell laptop/desktop end users with any remaining hardware/software issue after their migration.

**ELECTRONIC ARTS**

**Jan 2008 - Nov 2011**

**IT Support Analyst II**

**Playa Vista, CA**

- Answer Help desk service calls using Service Now ticket system for 250 + users in a robust Windows 7 Enterprise environment.
- Provide on-site troubleshoot and repair problems with end user workstations hardware and software level II and II resolution
- Configure, install and maintain end – workstation hardware and software.

**Name: Gregory Jackson**

**Proposed Position: Help Desk/Desktop Support**

- Managed end –user workstation through Active Directory/Exchange 2008 and software installation group policies via SCCM utility.
- Maintain end – user workstation security e.g. Symantec Antivirus Endpoint protection, Windows Updates and Group Polices administration.
- Build and deploy Win 7 enterprise workstations for new hires
- Troubleshoot and resolve complex Salesforce, SharePoint and Microsoft Outlook issues
- Document and maintain assets management inventory.
- Configure, deploy and setup users on Cisco VPN, and remote desktop connectivity issues.
- Administered maintain end user workstation and Avaya VOIP phones including adds moves and changes.
- Install, configure, and upgrade to Microsoft 2010 update and support customized applications, including Adobe Creative and Dreamweaver Suite.
- Provide network printing connectivity for Xerox network printers, assisted users with application installs and configure customized special in-house
- Medical content applications and resolve all user escalations during final walk through phase to assist both Dell laptop/desktop end users with any remaining hardware/software issue after their migration.

**FOX INTERACTIVE MEDIA**

**Jan 2005 – Jan 2008**

**Helpdesk Support Analyst**

**Playa Vista, CA**

- Resolved 1st level hardware and software problems expeditiously and with minimum disruption to computer system users and coordinated hardware (printer/plotters) repairs with third party vendors.
- Troubleshoot and escalated irresolvable trouble tickets to level II support and followed through until ticket issue resolved.
- Completed desktop deployments and supported other IT related projects as assigned.
- Reimaged, installed and break fixed other personal computer related hardware and software issues according to schedule/SLA deadlines.
- Created and configured new user network accounts, added users to Active Directory and granted permissions/group polices for server access.

**Resume #3: Help Desk Technician**

<b>Name: Malcolm Deleon</b> <b>Proposed Position: Help Desk Technician</b>	
<b>Summary</b>	<ul style="list-style-type: none"> <li>Malcolm Deleon is an experienced technician with 10 plus years of IT experience. Whether help desk or field technician, he displays excellent communication skills and problem-solving ability. In addition, he demonstrates the ability to work independently and with others with-in a help desk environment.</li> <li>He has proven the ability to effectively prioritize and execute tasks in a high-pressure environment. He excels in white glove customer service when assisting VIP clients. He is able to educate the client so that reoccurring issues no longer persist. His philosophy is an educated user makes for a better helpdesk environment.</li> </ul>
<b>Certifications</b>	<ul style="list-style-type: none"> <li>CISM [REDACTED]</li> <li>CISSP [REDACTED]</li> <li>PMP Certificate [REDACTED], PMI ID [REDACTED]</li> </ul>
<b>Skills</b>	<p>Active Directory, Microsoft Office, MS Office, Access, Firewall, Typing 65 WPM</p> <p><b>Operating System:</b></p> <ul style="list-style-type: none"> <li>Windows Vista/XP/7/8/8.1/10 OS</li> <li>Mac OS X 10.4+</li> <li>Andriod OS</li> <li>IOS Hardware</li> <li>Dell Laptop/Desktop/Printers</li> <li>Hp laptop/Desktop/Printers</li> <li>Multi-function device</li> <li>Lenovo laptop/Desktop</li> <li>Mac Air/Notebook</li> <li>Blackberry phones</li> <li>Iphones, Android, Other.</li> </ul> <p><b>Software:</b></p> <ul style="list-style-type: none"> <li>Microsoft Office 95, 98, 2000-2013, Office 365</li> <li>Mcafee antivirus, Symantec Antivirus-(managed/unmanaged)</li> <li>Malwarebytes, Adware, Eset, Combofix</li> <li>Windows Essentials, Windows Defender</li> <li>Track-it, OneNote, Footprints, Service Now</li> <li>VMware, fox pro, win power</li> <li>Blaze systems, Single Sign On, SNOW,</li> <li>Kaseya, Log Me In, Join.me, Team Viewer, Microsoft RDP</li> </ul> <p><b>Network:</b></p> <ul style="list-style-type: none"> <li>Windows Server 03, 07 08, 12,</li> <li>Active Directory, Group Policy, Symantec</li> <li>Network printers, network drives, Monitoring boards,</li> <li>Remote desktop services, Firewall – Barracudda, Wireless Access points</li> </ul>
<b>Education</b>	Bachelor's Degree, Central Connecticut State University <span style="float: right;">May 2008</span>
<p><b><u>Professional Experience:</u></b></p> <p><b>American Unit Inc</b> <span style="float: right;"><b>Nov 2016 - Present</b></span></p> <p><b>District Assertive Service Technician (D.A.S.T)</b></p> <ul style="list-style-type: none"> <li>IT manager for 28 different La fitness Gym sites for in the D.M.V area</li> <li>Level 1, Level 2, desk side service. Create and respond to service tickets through our ticketing system or when facing an issue on a site visit Reimaged PCs.</li> <li>Replace Hdd, Replaced peripherals,</li> <li>Administer and support Active Directory, Domain Name System (DNS) and Group Policy</li> <li>Troubleshoot printing issues with HP laserjet models (including paper jams, ink replacement, resolved power issues).</li> </ul>	

**Name: Malcolm Deleon**  
**Proposed Position: Help Desk Technician**

- Wrote PKI scripts to test functionality for Secret PKI cards, software and hardware for end users
- Support Microsoft Exchange 2010/ 2013/ 2016 service provided by private government cloud (JCS).
- Convert multiple onsite Data Centers to Virtual Infrastructure using Microsoft Hyper-V reducing physical server footprint, while improving management, efficiency and performance.
- Private Cloud virtualization with VMware vSphere on Network-Attached Storage (NAS)
- Local management of printer via network interface on domain.

**Design Data Inc., Gaithersburg, MD**  
**Help Desk Technician**

**Dec 2014 - Feb 2016**

- Serviced various non-profit agencies. Serviced 60 companies that can host between 50-1500 users.
- RDP or desktide to service calls
- Troubleshoot/Installed various VPN programs.
- Set up users profile in Active Directory.
- Migrating of Virtual Machines using VMotion and Storage VMotion configuration and maintenance of HA, DRS and VMotion and Resource pool.
- Used office 365 as well as Microsoft Office suite for client.
- Troubleshoot issues for Microsoft office / Office 365.
- Administer and support Active Directory, Domain Name System (DNS) and Group Policy
- New user set-up/computer set up
- Utilized RSA SecurID tokens, Entrust PKI encryption, Active Directory for account support
- Experience in managing IIS 7.5/8.5 Web servers and installing SSL certificates, creating websites and virtual directories
- Create base image via systems hardening with SCCM.
- Trouble shoot printing issues (e.x. Not able to print, paper jams, ink replacement, network communication. Installed HP/Dell printers, local or network)

**Design Data Inc., Gaithersburg, MD**  
**Field Technician - On-Site/Desktop**

**Dec 2014 - Feb 2016**

- Skype for business/Lync troubleshoot, installed, configuration with peripherals(ie. Web Cam, wireless or wired mirco-phones, set up video conferences.
- Field technician - work on hardware issues on site. Hardware can include workstation replacement, HDD replacement, reimage system. Troubleshoot switch and port connectivity issues
- Expert level knowledge at Active Directory LDAP service, shell scripting, Certificate services (PKI), AD Site Topology - all under a multi-site multi-domain Windows 2012 environment.
- Active Directory Federation Services (ADFS), SAML, web Single Sign-on (SSO), OAuth and related authentication technologies.
- Administer and support Active Directory, Domain Name System (DNS) and Group Policy
- New user set up/Computer set up - Mac systems
- Troubleshoot Mac applications - Viscosity, Safari, Time Machine backup.
- Install/troubleshoot office suite for Mac
- Set up icloud accounts
- Private Cloud virtualization with VMware vSphere on Network-Attached Storage (NAS)
- Installed Printers on site via locally connected or via print server.

**Jennifer Temps, New York, NY**  
**Help Desk Technician**

**Jul 2011 - Nov 2014**

- Serviced 3, 500 users in all of the 5 Boroughs.
- Serviced call related to domain account locked. Often Vpn access and locked domain accounts were related.
- Microsoft office suite or office 365 issues - Word, Excel, Outlook, Skype, Lync, Visio, Access VPN connection issues, remote desktop services issues.
- Virus removal.
- Having experience of Working with LDAP tools Softera and Oracle Ad admin.

**Name: Malcolm Deleon**  
**Proposed Position: Help Desk Technician**

- Computer software upgrades - bios, firmware, windows, and hardware drivers.
- Computer audio and video issues.
- Troubleshoot printing issues, not able to print, ink replacement, utilize clean up kit, Ordered printers via ticketing system

#### **Resume #4: Software Engineer**

**Name: Michael Kane**  
**Proposed Position: Software Engineer**

<b>Summary</b>	Creative Senior Software Engineer with broad-based experience developing Graphical User Interfaces for Client/Server and Web applications. Extensive life cycle developer of process-driven system, application and database software products. Strengths in designing and deploying modularized code in C#, WPF, Visual Basic/VB .Net, and Java using current tools, languages and techniques. Excellent oral and written communication and exceptional system design and documentation skills.
<b>Certifications</b>	<ul style="list-style-type: none"> <li>• PMP Certificate [REDACTED], PMI ID [REDACTED]</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Programming and Design Languages: C#, WPF, SQL Server Reporting, HTML, ASP .Net, SSRS, Visual Basic/VB .Net, Agile Methodology, Java, JavaScript, SQL, XML, Python, C/C++</li> <li>• Debugging tools: Microsoft Visual Studio (2005, 2008, 2010, 2013), Netbeans, Eclipse, MyEclipse</li> <li>• Forensic tools: The Sleuth Kit (TSK), Rifiuti, Forensic Tool Kit (FTK)</li> <li>• Operating Systems: Windows XP/Vista/7/8, UNIX</li> <li>• Database Systems: SQL Server 2008-2014, SQLite, Sybase, Oracle, SQL, MS Access</li> <li>• User Interface Development tools: Visual Studio 2008-2013, MyEclipse, Eclipse, Netbeans.</li> <li>• Web Development Platforms: Visual Studio, J2EE (EJB, JDBC), Struts, MyEclipse, Netbeans, Tomcat</li> <li>• Source Code Repository: GIT, Team Foundation Server, SonarQube, Microsoft Visual SourceSafe, TeamCity, SubVersion, CVS, PVCS</li> <li>• Windows Tools: MS Word, Excel, and PowerPoint, SharePoint</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Bachelor of Science in Computer Information Systems: Strayer University, Ashburn, VA Graduated Cum Laude</li> <li>• Associate of Science in Computer Science: Northern Virginia Community College, Sterling, VA</li> <li>• Microsoft On-Line Certificate of Completion - Windows Server Administration Fundamentals September 2016</li> </ul>

#### **Professional Experience:**

**July 2014 – April 2019**

**American Unit Inc**

**Microsoft Exchange / Office 365 Solution Top Tier Consultant**

- Serves as Level-3 escalation for Messaging related server supported applications.
- Work Together with JLL Executives & vertical teams such as Network, Server, Dev & Management Teams
- Coordinate globally impacting issues with regional resources.
- Communication of upcoming Change to Regional Stakeholders.
- Provided support processes for the day-to-day system administration of Messaging Server environments including; Exchange Server 2016/Exchange Online, Skype for Business/Skype Online, Office 2013 & 2016, IBM MaaS360 MDM, Cisco Ironport Email security appliances.
- Analyzed performance of the environment and provides recommendations for improvement.
- Migrations from legacy Exchange to Exchange 2013 and Office365.
- Utilized PowerShell to manage the environment by implementing and improving upon automated tasks

**Name: Michael Kane**  
**Proposed Position: Software Engineer**

- Strong work commitment to perform on shift as scheduled.
- Exchange patching, Resolve escalated Incident Tickets.
- Ensured new technology initiatives are stable and readily maintained.
- End-User support and troubleshooting (Outlook, Outlook for MAC, Mobile Devices etc)
- Troubleshooting & fixing complex problems in exchange and Lync environment
- Interface with offshore teams for support.
- User provisioning, License assignments, Mailbox migration to Office 365, PST migration to Office 365, Office 365 E-Mail Archiving setup and configuration
- User documentation, instructions, and on-boarding, create end-user documentation, create checklists for migrations, create user instructions.
- Troubleshooting issues related to Mail-flow, Shared Mailbox, Distribution List, User Mailbox, Anti-spam, Anti-malware, Security and compliance.
- Support Exchange (O365) and Outlook issues that cannot be resolved by the Helpdesk
- Support Skype for Business (o365) issues that cannot be resolved by Helpdesk Interface directly with Microsoft on Critical problems.
- Project plan development. Development and documentation of deployment and test, migration plans.
- Ability to write PowerShell Exchange and Office 365 scripts
- Adminstrate, plan, organize, and coordinate projects or phases of Office 365 Tenant to Tenant Migrations Acquisitions
- Mailbox management like Mailbox permission, delegation, quota management, mail tracking, and mail transport rule creation/modification.
- Strong understanding of day-to-day functionality in Office 365 services like, Skype for Business, Microsoft Teams, One Drive for Business, Exchange Online & Active Directory
- Good understanding of Troubleshooting, Mail flow, Client Access, Database Issues
- Extensive knowledge of SCCM, SCOM, BigFix, Windows backup tools and anti-virus/anti-malware tools

**March 2014 – August 2014**

**Project Leadership Associates**

**Office 365 Migration Specialist Consultant                      Lead**

- Lead small and medium business customers through the Onboarding technical process for Microsoft Office 365
- Experienced providing technical support directly to customers with a high level of customer service and a high degree of customer satisfaction, self-driven, engaging Customer Support Engineer with proven history of demonstrated technical experience with Microsoft Office 365 deployments
- Hands-On Migration/Deployment experience from Exchange Server to Exchange Online
- Experience working with Microsoft Exchange on a technical level (versions 2007-2010, Office 365)
- Ability to configure, operate, and maintain Microsoft Office 365
- Background in Active Directory in relation to Exchange
- Create PowerShell scripts for migrations and daily practices
- Exchange specific knowledge; Strong technical background, Experience with and understanding of mail transport fundamentals (POP/IMAP/SMTP), as well as networking fundamentals. Includes, but not limited to knowledge of DNS, Message Trace Tools, MX and SPF Records, Block Lists, SPAM, Email Filtering and Virus Protection.
- Sound experience in working with Windows Server 2000/2003/2008/2008 R2/2012 R2

**February 2008 – February 2014**

**SURVIS Corporation**

**Office 365 Migration Architect / Microsoft Lync / Windows Server Consultant**

- Active Directory configuration and management, Exchange 2003, 2007, 2010 with Office365 management and setup (email, Office, Lync) to include Active Directory Federated Services (ADFS), and PowerShell scripting.
- Email Migrations - from 250 mailboxes to 65,000+ mailboxes on premise Microsoft Exchange to Office 365 Exchange

**Name: Michael Kane**  
**Proposed Position: Software Engineer**

- Supported Desktop and Mobile devices such as Blackberry & iPhones in migration from Exchange 2010 to Office 365.
- Configured and executed migration scripts for Office 365 and Exchange servers with PowerShell scripting.
- Migrated Public Folders to Office 365 by converting to a Shared Mailbox functionality
- Provided administration and upkeep of Cisco Email Security Appliances such as IronPort C70, C80, SMA
- Configure Office365 management and setup SharePoint sites and workspaces within Office365.
- Utilize Active Directory to provision role based access.
- Setup of ADFS 2.0+, ADFS proxy servers, Directory Synchronization,
- Setup Office 365 migration using Staged, cut over and Hybrid tactics.
- Responsible for the installation, maintenance and troubleshooting of security controls.
- Maintain firewalls, spam filters, anti-virus software and other security controls as needed.
- Track and complete security-related issues via ticket system.
- Collaborate with different areas of IT in order to provide security solutions for the government agency.
- Generate reports to track technical environment settings and events.
- Provide timely reports on the status of projects and any unforeseen issues to management and to business units.
- Complete high level documentation of security policies and procedures.
- Built and designed Disaster and Recovery using AppAssure and Symantec Exec 2012 technologies.
- Migrated 30+ XENServer and physical windows 2008R2 servers machines to VMware 5.1
- Responsible for constructing a new Microsoft network and migrating clients for old domain to new domain.
- Provided high skill set for defining, planning, and executing the following within a project structure.
- SharePoint applied permission levels and performed security analysis of Site Actions and Site Settings.
- Worked with 3rd party managed hosting services for hardware access/configurations, security, and IP management, File server setup and configuration, Kaseya server/software setup, Domain migration of PCs from current to new domain, Network resource setup assistance: printers, copiers, etc, PC configuration troubleshooting and support.
- Responsible for managing LAN/WAN installation and arrangement for Network PCs performing connectivity, system setup, daily backup, network virus inoculation, Active Directory, GPOs, hardware and software trouble shooting.
- Responsible for troubleshooting, installation, configuration and repairing computer systems.
- Provided computer support, analyst, administrative and training services.
- Managed file systems, storage devices, network servers and workstations.
- Provided day to day operational support for Windows Servers, Active Directory, and the applications and services.
- Server lifecycle management including server deployment, inventory/asset tracking, hardware refresh/break-fix and system disposal

**Resume #5: IT Technician**

<b>Name: Francisco Sanchez</b> <b>Title: IT Technician</b>	
<p>Francisco holds a Certification in Computer Operations and has over 10 years of experience as IT Technician/Help Desk Technician with excellent background in providing technical support both on-site and remote. His job responsibilities include configuring and setting up workstations, creating, maintaining and Deleting user accounts, maintaining Active Directory, performing diagnostics and troubleshooting of system and software issues. He has expertise in maintaining tickets using the Remedy Ticketing system and supervising 4 It Personal within the IT Department. He also has extensive experience with assigning IP Addresses and re-imaging PCs, Laptops, and all other types of equipment. He has excellent communication, Interpersonal skills and available immediately.</p>	
<b>Education</b>	Computer Learning Center, Philadelphia, PA 1993 Computer Operations, Certificate GPA: 3.8
<b>Technical Skills</b>	<p><b>Hardware:</b> AS/400 iSeries, 3090, IBM Laser Printers (4000, 4100), Impact Printers, Robot Scheduler, HP Printers, Zebra Label Printers, Xerox Laser Printers, Cartridge Silo, Blackberry, Desktop and Laptops, iPhone, Android, iPad and Tablets</p> <p><b>Software:</b> OS/400, Robot, Net View, JES2, JES3, MVS, MS Office Suite, GoToAssist, PcAnywhere, Win TCP/IP, Network Printing, Mapping Drives, Microsoft Exchange and Microsoft 365, Microsoft Active Directory, Citrix Xen-App, and BMC Footprint</p> <p><b>Ticketing Systems:</b> Remedy, Track-It, Heat, Clarify and Epiphany, ConnectWise</p> <p><b>Operating Systems:</b> Windows XP, Windows NT, Windows 2000, Windows 2003, Windows Vista, Windows 7, and Windows 10</p>
<b>Professional Experience</b>	
<p><b>American Unit Inc</b>  <b>IT Services Consultant</b> <span style="float: right;"><b>Jul 2016 - Present</b></span></p> <ul style="list-style-type: none"> <li>• Provide technical support both on-site and remote to various small to mid-size clients, residential and commercial.</li> <li>• Worked with Microsoft 365, by creating accounts and distribution Lists and or Groups</li> <li>• Software / Hardware / Connectivity / Smartphone configuration and troubleshooting.</li> <li>• Windows server and workstation support / Wireless set up and support / VPN /Citrix support.</li> <li>• Smartphone configuration and troubleshooting. (iPhone, iPad, Tablets)</li> <li>• With various companies such as (Radial, Emergent Business Group, and TWMETAL)</li> </ul>	
<p><b>Democratic National Convention Committee, Philadelphia, PA</b> <span style="float: right;"><b>Feb 2016 - Jul 2016</b></span>  <b>Contractor, Help Desk / Desktop Support</b></p> <ul style="list-style-type: none"> <li>• Maintain Active Directory, by creating and Deleting user accounts, and putting them in the correct OU's within AD, I also assign different rights to users and groups within Windows 7 and Windows 10</li> <li>• Performed activities like password resets, granting users calendar access</li> <li>• Utilized GoToAssist and Team Viewer to remotely connect to users computers to resolve any desktop problems</li> <li>• Maintained Microsoft Exchange, by creating and disabling user email boxes, password resets, and creation of email distribution lists</li> <li>• Worked with Microsoft 365, by creating accounts and distribution Lists and or Groups</li> <li>• Performed diagnostics and troubleshooting of system issues within Windows XP and Windows 7, and Windows 10 documented help desk tickets/resolutions, and maintained equipment inventory lists</li> <li>• Assisted with assigning IP Addresses and re-imaging PCs, Laptops, and all other types of equipment</li> <li>• Maintained tickets using the Remedy Ticketing system</li> <li>• Supported iPhone and Android users</li> </ul>	
<p><b>Xtium/CSG, Hamilton, NJ</b> <span style="float: right;"><b>Nov 2014 - Feb 2016</b></span>  <b>Contractor, Help Desk / Desktop Support / Jr. Network Administrator Tier 2 and 3</b></p> <ul style="list-style-type: none"> <li>• Configured and set up workstations and laptops in accordance with the company's policy</li> </ul>	

**Name: Francisco Sanchez**

**Title: IT Technician**

- Maintained Active Directory, created and deleted user accounts, and assigned different rights to users and groups within Windows 7 and Windows 10
- Created the Active Directory structure and mapped connections to printers and other peripheral devices
- Created static IP addresses to specific computers and maintained records of all machines going to different users
- Provided support to mobile device users
- Maintained and administered Microsoft Active Directory, Microsoft Exchange and also Also created account using Microsoft 365 by creating and deleting user accounts, and assigning different rights to users and groups
- Performed activities like password resets, granting users calendar access, etc.

**Westinghouse Lighting, Philadelphia, PA**

**Jul 2014 - Nov 2014**

**Contractor, Help Desk Analyst**

- Managed It personal within the IT Department and also met the clients needs.
- Assisted with assigning IP Addresses and re-imaging PCs, Laptops, and all other types of equipment
- Configured and set up workstations and laptops in accordance with the company's policy
- Maintained Active Directory, created and deleted user accounts, and assigned different rights to users and groups within Windows 7
- Configured Windows 2003 and 2008 servers
- Created the Active Directory structure and mapped connections to printers and other peripheral devices
- Created static IP addresses to specific computers and maintained records of all machines going to different users
- Monitored 5 different servers that the company acquired. Provided support to mobile device users Smartphone configuration and troubleshooting. (iPhone, iPad, Tablets)

**Orleans Home Builders, Bensalem, PA**

**Dec 2012 - Jul 2014**

**Help Desk Coordinator**

- Supervised 4 It Personal within the IT Department.
- Responded to all incoming calls to the help desk
- Answered questions and resolved simple requests
- Identified complex requests and forwarded to appropriate analyst
- Supervised 4 people in the IT Department to make sure that all clients need are met.
- Managed the Service Directs database
- Accountable for coordination of configuration and distribution of new hardware
- Managed internal IT help desk and acted as first responder
- Maintained and administered Microsoft Active Directory, Microsoft Exchange by creating and deleting user accounts, and assigning different rights to users and groups
- Performed activities like password resets, granting users calendar access, etc.
- Utilized GoToAssist and Team Viewer to remotely connect to users computers to resolve any desktop problems
- Provided support to mobile device users including setting up email access via mobile device
- Configured Windows 2003 and 2008 servers, created the Active Directory structure and mapped connections to printers and other peripheral devices
- Created static IP addresses to specific computers and maintained records of all machines going to different users
- Monitored 5 different servers that the company acquired
- Provided support to mobile device users

**Microland/PineBridge, Princeton, NJ**

**Nov 2011 - Dec 2012**

**Contractor, Network Systems Analyst 1**

- Provided computer help desk support via telephone communications with end-users
- Performed diagnostics and troubleshooting of system issues within Windows XP and Windows 7, documented help desk tickets/resolutions, and maintained equipment inventory lists

**Name: Francisco Sanchez**

**Title: IT Technician**

- Maintained and administered Microsoft Active Directory, Microsoft Exchange by creating and deleting user accounts, and assigning different rights to users and groups
- Performed activities like password resets, granting users calendar access, etc.
- Utilized GoToAssist and Team Viewer to remotely connect to user's computers, to resolve any desktop problems
- Provided support to mobile device users including setting up email access via mobile device

**Greater Philadelphia Health Action, Philadelphia, PA**

**Nov 2010 - Nov 2011**

**Network Systems Analyst**

- Assisted with assigning IP Addresses and re-imaging PCs, Laptops, and all other types of equipment
- Configured and set up workstations and laptops in accordance with the company's policy
- Maintained Active Directory, creating and deleting user accounts, and assigning different rights to users and groups within Windows XP
- Created static IP addresses to specific computers and maintained records of all machines going to different users
- Monitored many different servers that the company acquired
- Provided support to mobile device users

**TeleFlex, Limerick, PA**

**Jul 2009 - Nov 2010**

**Contractor, Help Desk/Desktop Support**

- Assisted with the migration of the Teleflex mail system Mozilla Thunderbird to Microsoft Outlook utilizing the system tool Aid4Mail
- Set up user mailboxes, created accounts and granted calendar access for Exchange
- Reset passwords, enabled and disabled MS accounts within Windows XP
- Granted users access to many of the company's folders
- Maintained tickets using the Remedy Ticketing system
- Supported iPhone and Android users

**Janssen, Titusville, NJ**

**Oct 2008 - Jul 2009**

**Contractor, Help Desk Tier 2**

- Assisted with Windows 7 migration of all IBM Laptops T43, T42, and T61
- Maintained User's Active Directory Accounts
- Maintained User Blackberry support for the sales force
- Deployed and installed all IBM Laptops and Desktops

**Volvo Equipment, Chambersburg, PA**

**Oct 2008 - Oct 2008**

**Contractor, Help Desk Tier 2**

- Participated in Windows 7 migration
- Ghosted any and all HP Laptops and Desktops
- Smartphone configuration and troubleshooting. (iPhone, iPad, Tablets)
- Ran backups and installed all types of software
- Assisted in the Help Desk It Department with issues concerning Active Directory, enabling and disabling user accounts, resetting passwords and maintaining the AS400 I Series Navigator

**GMAC, Media, PA**

**Aug 2008 - Oct 2008**

**Contractor, Help Desk Tier 2 Supervisor**

- Provided Tier 2 support as a consultant to all GMAC Loan Officers
- Consisted of 100% phone support (25 calls per day) using Clarify ticket system
- Updated user profile information and used different techniques to resolve user problems
- Provided support for Market Express software, Microsoft Word, Excel and PowerPoint
- Reset passwords/User Ids and maintained and operated Live Response
- Prepared weekly reports
- Operated all IBM Printers

**Name: Francisco Sanchez**  
**Title: IT Technician**

**ADP, Moorestown, NJ**

**Mar 2008 - Aug 2008**

**Contractor, Help Desk Tier2**

- Operated and maintained all AS400 and iSeries systems
- Performed Back-ups on a nightly basis and shipped reel and cartridge tapes to off-site vault storage in compliance with corporate standards
- Reset all AS400 and iSeries ids and passwords
- Consisted of 100% phone support (25 calls per day) using Clarify ticket system
- Updated user profile information and used different techniques to resolve user problems
- Utilized Remote in Technology to remotely connect to users computers to resolve any desktop problems

**Catholic Health East, Newtown, PA**

**Jan 2008 - Mar 2008**

**Contractor, Help Desk Tier 1 and 2 Levels**

- Utilized GoToAssist to remotely connect to user's computers to resolve any desktop problems
- Installed and troubleshot client's computer and printer issues related to Microsoft Office

**Strategic Systems of NJ, Bristol, PA**

**Aug 2007 - Jan 2008**

**Contractor, Help Desk Tier 2**

- Provided remote and desk side support to 40 on-site users and remote support to all 1000+ offsite throughout the world
- Used ticket system as the calls came in, updated user profile information and used different techniques to resolve user problems
- Used Pcs anywhere to remotely connect to users computers to resolve any desktop problems plus user end LMS Support in House
- Installed drivers and troubleshot client's computer and printer issues
- Provided support for Microsoft Word, Excel and PowerPoint
- Reset passwords/User Ids and maintained and operated Robot scheduler for the AS 400 Systems
- Knowledgeable with AS400

**Crown Cork and Seal, Philadelphia, PA**

**Aug 2005 - Jul 2007**

**Help Desk Tier 2**

- Consisted of 99% phone support and 1% desk side (25 calls per evening)
- Used Crown Cork ticket system, updated user profile information, and used different techniques to resolve user problems
- Installed Drivers and troubleshot client's computer and printer issues
- Supported Microsoft Word and Excel plus user end Blackberry support
- Reset all AS 400 Passwords and Novell User IDs
- Operated the AS/400 System

**Resume #6: Application Developer**

<b>Name: Sharon Snyder</b> <b>Title: Application Developer</b>	
<ul style="list-style-type: none"> <li>Sharon holds a Bachelors Degree and has over 15+ years of experience working as COBOL Developer/Programmer Analyst.</li> <li>Her job responsibilities include designing, maintaining, coding and testing Cobol programs on IBM mainframe computers, coding mainframe applications using IBM Mainframe/COBOL, Cobol 2, Cobol 85, Microfocus Cobol, CICS, JCL, SQL, VSAM, MVS/JCL, EZTRIEVE, IMS DB/DC, AS400/COBOL, AS400/RPGLE, AS400/CL DDS, DDL and JIRA. She is proficient using Programming languages: C#, HTML, java script etc., TFS, SDLC and Agile methodologies.</li> <li>She strong experience working with state government clients. She has excellent technical, managerial, communication skills as well as excellent work habit and available immediately.</li> <li>Over twenty years of experience in Data Processing utilizing Mainframe technologies</li> <li>Have worked in many different industries, including telephony, manufacturing, insurance, banking, credit cards and finance</li> <li>Designer, Developer, Implementer and Production Support Programmer</li> </ul>	
<b>Education</b>	Bachelor of Business Administration in Computer Information Systems from Texas State University, San Marcos, TX
<b>Skills</b>	<ul style="list-style-type: none"> <li>Databases: DB2, Oracle, IMS, VSAM, DBASE</li> <li>Languages: COBOL II, COBOL 85, Microfocus COBOL, SQL, PL/SQL, CICS, BMS, MFS, MVS/JCL, FOXPRO, APS, DYL280, Easytrieve</li> <li>Tools: CICS Web Developer Debugging tool, Xpediter, Intertest, CEDF, Microfocus Animator, TSO/ISPF, ROSCOE, SDSF, IOF, IDCAMS, MFS, e-change, ENDEVOR, Panvalet, FILE-AID, Librarian/CCF, DATAVANTAGE, IMS XPERT, INFOMAN, N-SYNC, TraceMaster, SmartTest, Abend-Aid, X-Ray, CONTROL-M, Syncsort, IBM Debug, IBM Fault Analyzer, Microsoft Word and Excel, Agile/SCRUM Methodology, Jira, FTP, SFTP, NDM</li> <li>Platforms: IBM Mainframe 3090, IBM OS/390, LAN, IBM Websphere Application Server, CICS, IMS DB/DC, VM/CMS, Windows 95/97/98/NT/XP/Vista/7/8/10, LAN, Telecommuting</li> </ul>
<b>Professional Experience</b>	
<b>American Unit Inc</b> <b>Not looking for jobs due to Covid-19</b> <b>Took Timeoff</b>	<b>Nov 2020 - Present</b> <b>Mar 2020 – Oct 2020</b> <b>Dec 2019 – Feb 2019</b>
<b>IBM Global Services</b>	<b>Sep 2019 - Nov 2019</b>
<b>Client: AT&amp;T, Dallas, TX</b> <b>Senior Mainframe Consultant</b>	<b>Sep 2019 - Nov 2019</b>
<ul style="list-style-type: none"> <li>AT&amp;T decided to out-source the production support of their TIERS billing system to India. I was one of many consultants hired to document how the system works, what each program and jobstream does, etc. to make the transition as easy as possible for them. This project ended in six weeks' time due to lack of preparation by the client.</li> </ul>	
Environment: COBOL II, MVS/JCL, DB2, SQL, SPUFI, IMS DB/DC, CICS, File-Aid, Xpediter, Agile/SCRUM, TSO/ISPF, VSAM, Jira	
<b>Infosys Ltd.</b> <b>Client: Wells Fargo, Plano, TX</b> <b>Senior Mainframe Consultant</b>	<b>Jun 2018 - Apr 2019</b> <b>Oct 2018 - Apr 2019</b>
<ul style="list-style-type: none"> <li>Traveled to Irvine, California for one week of Agile/Scrum training, then was released from the project as we received a reduction in funding.</li> <li>I was hired as a coordinator between the client project and the consultants located in India who were doing the work. Responsible for answering any questions these consultants may have had as well as reporting status to the on-site management team.</li> </ul>	

**Name: Sharon Snyder**  
**Title: Application Developer**

**Client: Bank of America, Addison, TX**  
**Senior Mainframe Consultant**

**Jun 2018 - Oct 2018**

- Attended Introduction to Bank of America session and training on how to get along with people from other cultures, then waited to be placed on a project as an overseas coordinator. The job entailed being a liaison between the client project and the consultants in India who were doing the work.

**Wipro Ltd.**

**Jul 2017 - Feb 2018**

**Client: Charles Schwab Investments, Westlake, TX**  
**Senior Mainframe Consultant**

**Jul 2017 - Feb 2018**

- Lead a team of overseas consultants who were handling maintenance to and enhancements on a system that handled customer requests for modification to their investment accounts. Participated in daily SCRUM meetings to facilitate project handling.

Environment: Agile/SCRUM, COBOL II, MVS/JCL, DB2, SQL, SPUFI, File-Aid, IMS, Xpediter, TSO/ISPF, VSAM, Jira

**Snyder Technology Consulting, Inc.**

**Mar 1994 - Apr 2016**

**Client: Texas Workforce Commission, Austin, TX**  
**Senior Systems Analyst/Programmer Consultant**

**Jan 2016 - Apr 2016**

- In an effort to modernize legacy software, the decision was made to convert all VSAM file processing to use DB2 tables instead. I was part of a team of consultants hired to resolve any inconsistencies found while running a full regression test on the Unemployment Claims system for the State of Texas.

Environment: COBOL II, MVS/JCL, DB2, SQL, SPUFI, File-Aid, Xpediter, TSO/ISPF, VSAM

**Client: Region 20 Education Service Center, San Antonio, TX**  
**Senior Systems Analyst/Programmer Consultant**

**Apr 2015 - Sep 2015**

- Worked on re-write of financial applications pertaining to state systems used to support the business portion for public schools within Texas' Region 20. Designed, wrote rote and tested a new process to upload employee leave information from a flat file on the user's PC. This process also produces a report detailing the uploaded information, and can be sorted by staff id or by name.

Environment: COBOL II, CICS, Websphere, MVS/JCL, VSAM, Oracle, CICS Web Developer Debugging tool, TSO/ISPF, VSAM

**Client: Blue Cross and Blue Shield of KN, Topeka, KS**  
**Senior Systems Analyst/Programmer Consultant**

**Jul 2014 - Jan 2015**

- Enhancements to, Production support and reporting on MASK, previously a vendor-software product developed to establish and create electronic enrollment packages for new client companies wanting to offer health benefits to their employees.

Environment: COBOL II, MVS, DB2, TSO/ISPF, CICS, VSAM, Agile/SCRUM, HIPPA, TSO/ISPF, VSAM

**Client: GE Capital, Dayton, OH**  
**Senior Systems Analyst/Programmer Consultant**

**Apr 2013 - Dec 2013**

- Enhancements to and production support of the EDS Surveyor system, a vendor software system developed at EDS (Electronic Data Systems) and customized/used by GE Capital to manage credit card and installment loan accounts. Part of my duties included downloading tables from the system and distributing them to GE clients.

Environment: COBOL II, MVS, TSO/ISPF, CICS, VSAM, Xpediter

**Name: Sharon Snyder**  
**Title: Application Developer**

**Client: State of New Hampshire, Concord, NH**  
**Senior Systems Analyst/Programmer Consultant**

**Oct 2012 - Jan 2013**

- Production support of the NewHeights system, a state computer system that creates and maintains public assistance data, including Medicare/Medicaid claims and benefits, food stamps (SNAP) and temporary assistance for needy families (TANF). Coordinated with a team of developers to implement formatting changes for the ICD-9 to ICD-10 conversion for the MMIS (Medicaid Management Information System) that handled Medicaid claims.

Environment: COBOL II, MVS, TSO/ISPF, CICS, DB2, HIPPA, Intertest, IBM OS/390

**Client: State of Missouri, Jefferson City, MO**  
**Senior Systems Analyst/Programmer Consultant**

**Jun 2012 - Sep 2012**

- Part of a team of consultants designing and coding modifications to the MMIS (Medicaid Management Information System) as part of the ICD-9 to ICD-10 conversion. Performed analysis of existing software and wrote specifications detailing the work that needed to be done. Participated in design and code reviews to ensure delivery of a quality product.

Environment: COBOL, CICS, DB2, Embedded SQL, VSAM, MVS/JCL, IBM O/S 390

**Client: NStar Electric and Gas Company, Westwood, MA**  
**Senior Systems Analyst/Programmer Consultant**

**Sep 2010 - Dec 2010**

- As part of a production support team, responsible for answering trouble tickets via page between the hours of 8:00 a.m. and 4:00 p.m. on the CIS electric and gas utility billing system. When not answering trouble tickets, I worked on enhancements to and maintenance on the system.

Environment: COBOL II, MVS/JCL, CICS, IMS/DB, SOX, IBM OS/390

**Client: Verizon Data Services, Tampa, FL**  
**Lead Senior Systems Analyst/Programmer Consultant**

**Oct 2009 - Feb 2010**

- In preparation for Verizon selling a portion of its business to Frontier Communications Corporation, led a team setting up a test environment suited to ensuring a smooth transition from Verizon's CBSS/RIBS billing data processing systems to Frontier's. Participated in testing of interfaces via NDM as well as making sure all of the entities required for the transition were present.

Environment: COBOL II, MVS/JCL, CICS, DB2, Embedded SQL, IMS/DB, TSO/ISPF, N-Sync, SOX, NDM, IBM OS/390, IBM Debug

**Client: Rockwell Automation, Milwaukee, WI**  
**Lead Senior Systems Analyst/Programmer Consultant**

**Jul 2008 - May 2009**

- Lead analyst in charge of designing, writing, testing and implementing 24 programs in 10 jobstreams to extract IMS data into flat files to be FTP'ed to an Oracle server for conversion to use in SAP. Upon completion of some software updates, participated in Mercury testing of the interface for a product line that was in the process of being converted to use SAP. Supported legacy IMS DB/DC software while the manufacturing portion was being converted to SAP.

Environment: COBOL II, MVS/JCL, IMS DB/DC, MFS, TSO/ISPF, Xpediter, Eztrieve, IBM OS/390, FTP

#### **CONTROL-M**

**Client: Wisconsin Physician's Service (WPS), Madison, WI**  
**Lead Senior Systems Analyst/Programmer Consultant**

**Sep 2007 - Dec 2007**

- Lead programmer in charge of a team who was developing a new system that would police providers in other countries who were over billing for prescription drugs. This involved creating a new batch process that would run monthly and would take the rolled-up year-to-date charges by provider and validate them against a

**Name: Sharon Snyder**  
**Title: Application Developer**

table detailing their individual threshold limits. When a provider is found to be over the yearly threshold allowed, an output record is generated and passed on to the next step in the process that will flag them as an offender.

- Also, directed a team working on a series of CICS screens that will allow this to be done interactively.

Environment: COBOL II, CICS, DB2, Embedded SQL, VSAM, Interrest, MVS/JCL, HIPPA, IBM OS/390

**Client: Edward Jones Investments, Maryland Heights, MO** **Nov 2006 - Jul 2007**  
**Senior Systems Analyst/Programmer Consultant**

- When an issue is identified in the production system was responsible for conducting meetings with users to first define the problem they have identified and then design, code and implement a solution for them. The first assignment was to correct an out-of-balance condition on a vendor report that caused the users to have to spend unnecessary time researching. Subsequently, I worked on a project that dealt with bundled services to provide a discount for the client on fees. Concurrently, was responsible for assisting on a project to convert use of IDMS databases to DB2.

Environment: COBOL II, CICS, IDMS, DB2, Embedded SQL, MVS/JCL, VSAM, Xpediter/CICS

**Client: Sprint/Nextel, Dallas, TX** **Jun 2006 - Sep 2006**  
**Senior Systems Analyst/Programmer Consultant**

- Sprint holds a contract with the federal government to rate telephone calls placed by various government agencies.
- They, as well as two other telephone companies, were developing a new system that adds several new features to ones that are in place today. Once the work is completed, the government will decide which company/companies to award which part/parts of the new contract to. I was part of a team of people that developed the new system.

Environment: COBOL II, DB2, SQL, MVS/JCL, VSAM, SOX

**Client: HealthPlan Services, Tampa, FL** **Dec 2005 - May 2006**  
**Lead Senior Systems Analyst/Programmer Consultant**

- HealthPlan Services is in the business of providing sales, claims processing and a variety of other services to insurance companies that offer life, health and AD&D insurance to their clients. They were bringing in a new client, Kemper Insurance, and I was lead analyst on the project team assigned to design, code, test and implement the programs required to get them up and running.

Environment: COBOL II, DB2, SQL, CICS, MVS/JCL, X-ray, N-Sync, Eztreive, IMS, Roscoe, Librarian, HIPPA

**Client: IBM Global Services/Solectron, Austin, TX** **Jan 2005 - Feb 2005**  
**Senior Systems Analyst/Programmer Consultant**

- IBM Global Services' client, Solectron, decided to out-source their mainframe legacy data processing work to India. As a result, they needed people, preferably with prior experience at Texas Instruments, to be on-site to manage and coordinate the effort. I was one of four consultants hired to do this. Each of us were to have 3 or 4 people in India directly reporting to us. Set up documentation to make the transition to the new system as easy as possible for them. Planned and conducted online meetings with them for demonstration of the documented tools. After four weeks, Solectron Austin decided to abandon this effort.

Environment: COBOL, IMS DB/DC, MVS/JCL, Netmeeting

**Client: Blue Cross/Blue Shield of Oregon, Portland, OR** **Aug 2004 - Nov 2004**  
**Lead Senior Systems Analyst/Programmer Consultant**

- In order to comply with HIPPA regulations, the decision was made to stop using the primary policy holder's Social Security number as the policy number and to assign an alternate id to them. Led a team of

**Name: Sharon Snyder**  
**Title: Application Developer**

programmers in charge of designing, writing and testing two new sub-routines that would assign the new alternate ID to the policies, one in CICS and one in batch.

Environment: COBOL II, CICS, VSAM, IMS, TraceMaster, INSYNC, HIPPA

**Client: MBNA America Bank, Addison, TX** **Mar 2004 - Jul 2004**  
**Senior Systems Analyst/Programmer Consultant**

- When American Express decided to offer revolving credit accounts, much in the way that MasterCard and Visa do, MBNA wanted to offer these new cards to their customers. Performed testing of source code that had been sent overseas for modification for the Amex Blue implementation. I then designed, coded and tested modifications to existing code for a project to re-issue all cards on European accounts that did not utilize the Chip with PIN technology, as mandated by the governments in both England and Ireland.

Environment: COBOL II, CICS, VSAM, IMS, DB2, SQL, Xpediter

**Client: Questa Software Systems, Midland, TX** **Dec 2002 - Apr 2003**  
**Senior Systems Analyst/Programmer Consultant**

- Performed maintenance and enhancements on the Questa Oil & Gas accounting software system, which handles all regular business accounting as well as those functions unique to the oil and gas business.
- Performed design, programming, and testing.
- Environment: FoxPro, Dbase

**Client: North American Mortgage Company, Santa Rosa, CA** **Apr 2001 - Jan 2002**  
**Senior Systems Analyst/Programmer Consultant**

- Performed maintenance and modifications on the MLCS system, which carries loan information gathered to be processed for new and existing customers. Set up new processes for identifying and deleting 'orphan loans', or loans that were started but never completed.

Environment: COBOL, VSAM, DYL280, JCL, CICS, BMS mapping, Xpediter, VM/CMS, LIBRARIAN/CCF

**Client: Fireman's Fund Insurance Company, Novato, CA** **Jul 2000 - Dec 2000**  
**Senior Systems Analyst/Programmer Consultant**

- Performed maintenance and modifications on COBOL batch and online programs on the REX loss database archival system, which kept an inventory of all claims paid going back up to ten years. Further responsibilities included instructing other members of the programming staff on the use of Xpediter, an online and batch interactive testing tool.

Environment: COBOL II, IMS/DB/DC, MVS/JCL, TSO/ISPF, Xpediter, FILE-AID, IMS/XPERT, ENDEVOR, MFS mapping

**Client: State of Missouri, Jefferson City, MO** **Nov 1999 - Jun 2000**  
**Senior Systems Analyst/Programmer Consultant**

- Responsible for maintenance and modifications on COBOL batch and CICS programs working on claims processing for the MMIS (Medicaid Management Information System) for the State of Missouri. Performed analysis, designed solutions, coded, tested and documented the needed modifications.

Environment: COBOL, CICS, BMS mapping, MVS/JCL, TSO/ISPF, XPEDITER, FILE-AID, COBOL II, VSAM, IMS/DB, DB2, SQL, HIPPA

**Client: USS Posco, Pittsburg, CA** **Mar 1999 - Aug 1999**  
**Senior Systems Analyst/Programmer Consultant**

**Name: Sharon Snyder**  
**Title: Application Developer**

- Responsible for unloading payroll history data from an IMS database and reloading it into a DB2 table as part of a team of people implementing the Tesseract payroll/human resources system for union/wage employees.

Environment: MVS/JCL, COBOL, COBOL II, XPEDITER, DB2, SQL, CICS, BMS mapping, IMS/DB, TSO/ISPF, LIBRARIAN/CCF

**Client: Kaiser Permanente, Walnut Creek, CA**  
**Senior Systems Analyst/Programmer Consultant**

**Jun 1998 - Sep 1998**

- Tested a variety of applications to ensure year 2000 compliance. The source code had been run through a tool that inserted windowing logic around any date calculations determined to be critical. Responsible for quality assurance of the output of this tool, which included designing test cases to ensure that the results obtained adhered to the test plan. Logged problems found and tracked solutions provided. Set up test data conforming to specific test cases. Conducted classes instructing other members of the team on the use of Xpediter.

Environment: COBOL, COBOL II, CICS, DB2, SQL, BMS mapping, VSAM, XPEDITER, MVS JCL, TSO/ISPF, DATAAGER, XCHANGE, ENDEVOR, HIPPA

**Client: Ralph's Grocery Stores, Hayward, CA**  
**Senior Systems Analyst/Programmer Consultant**

**Jan 1998 - May 1998**

- When a small San Francisco-based grocery store chain was taken over by Ralph's, the decision was made to change their existing software to handle processing of "Clipless Coupons", a marketing strategy utilized by their competition as a way to increase patronage. Responsible for designing, coding, testing and implementing the changes needed to create the new "Super Saver" coupons for Ralph's. Since Ralph's is based in Los Angeles, they needed someone local to the San Francisco Bay Area to handle this for them.

Environment: COBOL, COBOL II, CICS, VSAM, IDCAMS, Xpediter, MVS JCL, TSO/ISPF, FILE-AID 8.0, LIBRARIAN

**Client: Wells Fargo Bank, San Francisco, CA**  
**1997**

**Aug 1997 - Nov**

**Senior Systems Analyst/Programmer Consultant**

- Responsible for maintenance and enhancements on the Wells Electronic Banking System (WEBS). This system is the main interface used by the bank tellers and other personnel for accessing customer account information. Performed analysis, coded changes and performed testing on all affected modules.

Environment: COBOL II, CICS, BMS mapping, TSO/ISPF, DB2, SQL, MVS/JCL, VSAM, FILE-AID, INTERTEST

**Client: Pacific Bell, San Ramon, CA**  
**1997**

**Dec 1996 - Jun**

**Senior Systems Analyst/Programmer Consultant**

- Responsible for coordination of enhancements to and maintenance on legacy systems, which were being modified per the California Public Utility Commission's requirements to facilitate divestiture of local telephone service and allow competition with other carriers.

Environment: COBOL, COBOL II, TSO/ISPF, CICS, IMS/DB, DB2, SQL, MVS/JCL, Xpediter, FILE-AID, Panvalet

**Client: Blue Cross and Blue Shield of SC, Colombia, SC**  
**Senior Systems Analyst/Programmer Consultant**

**Aug 1996 - Nov 1996**

- Part of a team of programmers responsible for coding, testing and implementing a new leg of an existing medical insurance system, which created managed care formats for the Inter-Plan Teleprocessing System

**Name: Sharon Snyder**  
**Title: Application Developer**

(ITS) that handled claims filed in one state when the policy was held in another. Since all of the Blue Cross and Blue Shield offices in the various states are operated independently, this system ensured that all provider discounts afforded to Blue Cross and Blue Shield in the state where treatment occurred were taken advantage of.

Environment: APS, COBOL II, IMS/DB, TSO/ISPF, DB2, SQL, Xpediter, MVS/JCL

**Resume #7: Programmer/Analyst**

<b>Name: Meenakshi Mundhra</b>	
<b>Title</b>	Programmer/Analyst
<b>Education and Certifications</b>	<b>B-Tech in Electrical and Electronics</b> SAFe 4 Practitioner Certification
<b>Technology Proficiency</b>	CA-GEN, TANDEM, JCL, COBOL, COBOL II, HP COBOL
<b>Key Components</b>	<b>Languages:</b> COBOL, COBOL II, HP COBOL, CA-GEN, TANDEM, JCL <b>Databases-</b> IMS DB/DC, HP NONSTOP SQL, DB2, DATATRIEVE, RMS FILES, IBM Tablebase <b>Data management tools-</b> File Manager, FILE-AID <b>File transfer tools-</b> FTP, MQ, CONNECT DIRECT <b>Scheduling tool –</b> CTM <b>Debugging Tools-</b> VIASOFT, XPEDITER, <b>Version control tools-</b> PANVALET, ENDEVOR, GUARDIEN, SCM, CHANGEMAN <b>Report generating Tools-</b> Xporter, Report Composer, Dispatch <b>Others-</b> SYNCSORT, IBM UTILITIES, TSO, ISPF, ZEKE, IBM Tablebase, SOAP-UI, HP Quality Centre, Selenium, JIRA <b>PC Software:</b> MS EXCEL, MS ACCESS, MS POWER POINT, MS WORD, OUTLOOK, SharePoint

**Summary:**

- Solid expertise as a Technical lead for over 10+ years in requirement gathering, requirement documenting, designing and developing efficient programs which are easily maintained and understood using AGILE and Waterfall methodologies
- Successfully implemented multiple projects working closely with clients and information systems personnel using COBOL with IMS DB/DC, DB2, VSAM, HP COBOL, CA GEN, JCL
- In depth experience in evaluating technology needs, develop customized applications, and draft technical and functional design documentation
- Strengths include solid communication and problem-solving skills, high organizational skills with people development and value creation
- Able to manage, multi-task and meet deadlines including changes in schedules and priorities
- Worked extensively across various business verticals especially in HealthCare industry for a minimum of 8+ years. Good experience on Automobile Industry, Communication and Technology

**Professional Experience:**

**American Unit Inc/ Client -Deloitte**  
**Los Angeles, CA**

**2018 June – Present**

**Project – Anthem (WGS system)**

**Description-** Anthem is the largest for-profit managed health care company in the Blue Cross and Blue Shield Association. Anthem works with providers to ensure a quality health care experience for consumers and easing cost challenges by advancing affordability in the health care industry.

**Technology used: IMS DB/DC, COBOL, DB2, JCL, CONTROL M, CHANGEMAN, File Manager, REXX, FTP, ENDEVOR.**

**Roles and Responsibilities-Project delivery specialist.**

- Worked as onshore team lead/coordinator handling the offshore team with varied team size using COBOL and IMS DB/DC, DB2 across multiple areas including Large group system (WGS) and Medicare (GBD)

**Name: Meenakshi Mundhra**

- Evaluate clients technology needs, develop customized applications and draft technical and functional design documentation; identify and mitigate risks in process and technology for client engagements
- Performing business process analysis, mapping and design using system architecture, application flow charts and cross reference mapping documents
- Support system implementation and perform full system development life cycle implementations using AGILE and Waterfall methods
- Create test cases and perform functional, non-functional, system integration, and end-to-end testing of software applications
- Compiling code changes using Changeman and Endeavor, identifying defects utilizing IBM Debugger and Xpediter, logging and tracking in Jira
- Designing enrollment processes for membership data in enrollment application system using batch and online modules
- Worked as the SME for all migration related issues, providing comprehensive solutions to the client within timely manner
- Worked on the most critical migration projects involving millions of members migrating from legacy to WGS system with extensive enhancements on membership communication process including ID cards, letters and reports
- Handled critical projects involving major finance related impact used for general ledger reports and member's eligibility to avail health benefits

**Employer – PROBYS**  
**Los Angeles, California**

**2017 August – 2018 June**

**Project – Anthem (WGS System)**

**Description-** Anthem is the largest for-profit managed health care company in the Blue Cross and Blue Shield Association. Anthem works with providers to ensure a quality health care experience for consumers and easing cost challenges by advancing affordability in the health care industry.

**Technology used: IMS DB/DC, COBOL, DB2, JCL, CONTROL M, CHANGEMAN, File Manager, REXX, FTP, ENDEVOR.**

**Roles and Responsibilities-Developer Analyst.**

- Worked as onshore team lead/coordinator thereby conducting conceptual and technical designs by analyzing COBOL, JCL, IMS DB/DC legacy mainframe system to identify business and technical functionality
- Gained extensive knowledge within varied areas of healthcare including enrollment and billing
- Extensively worked on coordinating activities between workstreams, and identify changes in scope
- Design sub-components of large application systems, integrate software applications with each other ,and optimize the system architecture to improve stability and performance
- Create test plan and test scripts and involved in performing end to end testing across releases along with functional and non-functional testing
- Provide implementation support and post implementation support for changes implemented into Production
- Worked on the foundational migration project involving 9 states ; delivering multiple components involving enhancements on core processes, ID cards and letters
- Extensively worked on ID cards standardization process for all the migration projects involving millions of ID cards being sent out to members with zero defects
- Ensure to deliver all the required documents to client in order to adhere to delivery timelines
- Worked on Agile letter project involving various letter conversion into client specific layout with an annual saving of 26\$ billion

**Employer – Accenture Services**  
**Racine, Wisconsin**

**2016 Mar – 2017 August**

**Name: Meenakshi Mundhra**

**Project – CNHI- Case New Holland INC.**

**Description-** CNH is a global, full line company operating in both the agricultural and construction equipment industries. CNH's scope includes integrated engineering, manufacturing, marketing and distribution of equipment on five continents.

**Technology used: IMS DB/DC, COBOL, JCL, MAPS, PANVALET,XPTR, ZEKE, VIASOFT, File Manager, Soap UI,REXX, FTP, MQ, CONNECT DIRECT**

**Roles and Responsibilities-Application Development Specialist.**

**Production Support**

- Worked as onshore team lead/coordinator handling the production support team of 6 people
- Actively analyzed the production issues and thereby providing the best solution to the users
- Resolving the tickets created by users from the remedy tool-DRIVE IT
- Helped the team in providing the solution to redundant abends occurring on daily basis and providing code fix to avoid any job failures in future
- Reduced the ticket flow count to a great extent by actively communicating with business and setting the right priority before the team
- Created sub BMP /MPP programs to fix the production issues to resend the data for quicker solution
- Created REXX tool to capture interface job runs on daily basis, which would identify potential problems whenever there is a failure. This saved manual efforts of 4 hours every day
- Created online screen to resend data for multiple depots and handling huge data for parts.
- Provided 24/7 Oncall support to the client thereby making sure we deliver best solution to continue the business
- Trained new team members by taking sessions both on technical and application aspects
- Built a great relationship with client by showcasing the work on behalf of my team and received many appreciations for it

**Development Work**

**Technology used: IMS DB/DC, COBOL, JCL, PANVALET,MAPS, XPTR, ZEKE, VIASOFT, File Manager, Soap UI,REXX, FTP, MQ, CONNECT DIRECT**

**Roles and Responsibilities-COBOL developer.**

- Worked as onshore team lead/coordinator handling the offshore and client contractor development team of 8 people
- Gathered the requirements thereby working with business stakeholders and technology specialists and documented the same as system requirement document
- Designed, wrote and implemented programs for the migration project from GPS mainframes to CSPS web application, thereby helping the other system to determine the current performance of GPS (Global Parts System) on various flows to ensure that business activity does not have an impact on their TO-BE solution
- Created JCLs using SYNC SORT to create reports for business on different flows of migration project- this saved close to 20 days of man hrs thereby refrained from writing OS programs
- Wrote and maintained batch and online programs used to access and update files and reports.
- Responsible for writing Tech Specs for one of the challenging migration projects using IMS databases
- Worked closely with business to study the current costing process for parts and designed the interface to parts data warehouse system. Analyzed the reports to extract data to send to PDW for them to create business reports
- Wrote new programs –batch and online for one of the biggest project to transfer parts and costing data from one system to another

**Name: Meenakshi Mundhra**

- Responsible to perform peer reviews of all the components developed for end to end delivery ensuring we adhere to coding standards

**Employer – Accenture Services**  
**Hyderabad, India**

**2014 Nov – 2016 Feb**

**Project – CNHI- Case New Holland INC.**

**Technology used: IMS DB/DC, COBOL, JCL, MAPS,PANVALET, XPTR, ZEKE, VIASOFT, File Manager, Soap UI, Drive IT, FTP, MQ, CONNECT DIRECT**

**Roles and Responsibilities- Senior Software Engineer.**

- Worked as a team lead to handle production support role on COBOL for CNHI client. Being a vast application like GPS, ensured to gain both functional and technical knowledge
- Driven the smooth transition plan from other vendor and handled the challenges efficiently
- Documented all the understanding documents during the KT phase for a reference in future.
- Work included coding programs, unit testing, creating test files, and test JCL
- Was highly appreciated in building the client relationship and handling client calls on daily basis
- Significantly reduced the number of backlog tickets within 2 months for which the team received appreciation from senior leadership and client

**Employee – Accenture LLP**  
**Austin, Texas**

**2013 Aug – 2014 Sep**

**Project – Texas Medicaid and Healthcare partnership**

**Description - TMHP processes claims for Texas Medicaid and other state programs. As claims administrator, TMHP processes claims for Medicaid services provided in the traditional, fee-for-service system.**

**Technology used: NON STOP SQL, COBOL, DB2, JCL, GUARDIEN, Report Composer, CA-GEN, TANDEM, HP Quality Centre**

**Roles and Responsibilities- Senior Software Engineer.**

- Worked as a CA Gen and Mainframe COBOL developer for TMHP account at Austin. Responsible for requirement analysis, design, build and unit testing
- Responsible for analyzing the requirement and converting them to low level design to the extent of Pseudo code development (Build and test)
- Demonstrated the code during the code review and was responsible to review the code of my peers
- Used HP nonstop SQL on tandem as the database which includes writing SQL scripts and using TACL commands
- Extensively used HP Quality Centre to map requirements versus test cases and tracked all the defects using QC
- Responsible for Verification of SQL scripts and data integrity
- Helped BA's during QA phase in creating data files, data mapping and writing SQL scripts and helped them understand and create test scenarios for quality testing

**Employee Accenture Services**  
**Hyderabad, India**

**2010 Jan – 2013 May**

**Project – Express Scripts Inc.**

**Name: Meenakshi Mundhra**

**Description-** Express Scripts provides integrated pharmacy benefit management services including network-pharmacy claims processing; home delivery pharmacy services; specialty pharmacy benefit management, through its subsidiary

**Technology used: HP COBOL, JCL, RMS FILES, FILE AID,XPEDITER,HP Quality Centre**

**Roles and Responsibilities-Software Engineer and Associate Software Engineer.**

- Worked HP COBOL, Open text VAX/VMS technology which involved all the phases of SDLC cycle with more focus on analysis, design, build and test phases in home delivery system module of express scripts
- Understand the business requirements and involved in application design, development and unit testing of various enhancements in HDS revolving around profile maintenance, Rx entry and adjudication process
- Involved in conducting code review within team and prepared query logs while analyzing the high level design
- Was involved in fixing defects in various modules which occurred due to design changes or change in business requirement
- Managed, documented and facilitated the team on data setup in simulators and complex testing process involved in adjudication for future reference which minimized the extra hours spent earlier
- Designed, wrote and implemented programs for profile maintenance process saving 3 man-work hours of analysis each week, while documenting and training business users on the “how to” of the new process
- Involved in processing and validating pharmacy and medical claims and testing the accumulator setup for the processed claims in different areas of health industry which included Claims Processing, Adjudication Process and Medicare part D Plan on CICS screens

**Resume #8: Business Analyst**

Name: Scott Jorgensen	
<b>Title</b>	Business Analyst
<b>Education and Certifications</b>	<ul style="list-style-type: none"> <li>✓ Bachelor's in Technology, Computer Science Engineering</li> <li>✓ Master's in Computing and Information Sciences, SHSU, Texas</li> </ul>
<b>Technology Proficiency</b>	<ul style="list-style-type: none"> <li>• <b>Business Skills:</b> Business Requirement Documents, FRD, SRS, Business Process Analysis &amp; Research, Use Case Modeling, JAD/RAD sessions, Requirement Gathering, GAP analysis, Impact Analysis, UI/UX Wireframes.</li> <li>• <b>Modeling Tools:</b> Erwin 2018/19/20 R1, Microsoft Visio, Rational Enterprise Suite.</li> <li>• <b>ETL/Data warehouse Tools:</b> Informatica Power Center, Data Marts, OLTP/OLAP, Tableau.</li> <li>• <b>Management Tools:</b> MS Visio, MS Office, JIRA, Rational Rose, SharePoint.</li> <li>• <b>Testing/Monitoring Tools:</b> Quick Test Pro, Postman, NewRelic, HP Win Runner, DeepCrawl, Selenium, Load Runner</li> <li>• <b>RDBMS:</b> Microsoft SQL Server, Teradata, Oracle and MS Access</li> <li>• <b>Programming Languages:</b> SQL, Python, .Net framework, PL/SQL, NoSql</li> <li>• <b>Cloud:</b> AWS Web Services, EC2, S3, Lambda, CloudWatch, Red Shift, Snowflake DW, Azure</li> <li>• <b>Operating System:</b> Windows, Unix, Linux</li> <li>• <b>DevOps Environment:</b> Terraform, Jenkins, Vagrant, Docker, Kubernetes, CI/CD</li> <li>• <b>CRM:</b> Salesforce, Microsoft Dynamics CRM.</li> <li>• <b>Version Control Tools:</b> GitHub, Rational Clear Case, AWS Code Commit.</li> <li>• <b>Project Execution Methodologies:</b> Agile/Scrum, Rational Unified Process (RUP), Rapid Application Development (RAD), Joint Application Development (JAD)</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Summary:</b> Around 5 years of professional experience as a <b>Business Analyst/Product Owner/Scrum Master</b> in a variety of projects including E-commerce, Health, Finance, Retail, and Digital Marketing.</li> <li>• Excellent Experience in SDLC Methodologies like <b>RUP, Agile/Scrum</b> and <b>Waterfall</b>. Experience in functional and use case design ensuring no redundancy and acted as product Owner in Agile based development.</li> <li>• Worked in different types of projects - Development, Enhancement, <b>Data Migration, Production Support</b>, and gained experience in all stages of Software Development Life Cycle.</li> <li>• Proficient in Business Requirement Gathering, Functional Requirements Gathering, Business Process flow, Process Redesign, Business Change Management, Documenting Enhancement Requests, <b>Automatic and Manual Testing</b>, etc. with a keen awareness of developers and end-users needs and able to deal with user groups at all levels efficiently</li> <li>• Extensive experience in leading and designing online Marketing Campaigns, <b>Consumer Research</b>, Search Engine marketing, Search Engine Optimization, <b>Web Analytics</b> and Site Tagging.</li> <li>• Experience in <b>Dynamics CRM</b> including Design, Development, Implementation and Management. Hands on experience on various modules including Sales, Services, Marketing and creating various custom objects.</li> <li>• Experienced in various diagramming techniques <b>like wireframes, Process maps, Flowcharts, Functional Demonstration, context diagrams, and BPM techniques</b>.</li> <li>• Conducted <b>Daily Scrum</b> meetings, Planning Sessions, Backlog updates, User Stories updates, Continuous Integration, Continuous Testing.</li> </ul>	
<b>Professional Experience:</b> <b>SuperLogix Inc, Somerset, NJ</b> <b>Feb 2019 to Present</b> <b>Technical Business Analyst/Product Owner</b> <ul style="list-style-type: none"> <li>• Facilitated <b>interviews</b>, cross-functional working sessions with the <b>Line of Business managers</b>, stakeholders &amp; SMEs to refine the <b>project scope</b> and document the requirements.</li> <li>• Collaborated with the project manager on <b>sprint planning, daily stand-up meetings</b>, and <b>sprint retrospective meetings</b>. Participated in <b>Sprint review demos</b> with stakeholders to track project progress, captured views from the stakeholders.</li> </ul>	

**Name: Scott Jorgensen**

- Created **AS-IS** and **TO-BE** business process Flow Diagrams, Integrate Process flow diagrams to show end-to-end business model and business process mapping exercise including swim lanes.
- Coordinated business and technical teams to develop an integration service layer with **APIs** built on a microservices framework.
- Used the **MoSCoW technique** for prioritization of the **product backlog** items to move onto the appropriate sprints during the sprint planning meetings.
- Created and gathered all the requirements in the high-level **Business Requirement Document (BRD)/Functional Specification Document (FRD) and low level System Requirements Specification Document (SRS)**.
- Designed and prepared the **Use Case Diagrams, Class Diagrams, Sequence Diagrams** for process flow using **MS Visio**
- Derived Functional Requirement Specifications (**FRS**) based on User Requirement Specification (**URS**). Understand and articulate business requirements from user interviews and then convert requirements into technical specifications
- **Conducted UAT testing for confidential SharePoint repository site project.** Assisted in designing the configuration of MS Dynamics CRM as per the business user requirements.
- Gathered requirements for installing applications on **EC2 instances** and configuring the **S3** bucket storage.
- Interacted with the developers to report and track bugs using **JIRA**.
- Involved in performing **GAP Analysis** by identifying existing technologies and documenting enhancements to meet end state requirements.
- Assisted the development team with demos to the **Product Manager and Stakeholders** and ensured that any changes requested in the demos were implemented.
- Monitored the performance of the web application using **NewRelic** and assisted in resolving any performance issues.
- Prioritizing **API function call** for testers and documenting the API according to system, Performance & experience.
- Responsible for writing test cases for **GUI, Functional, Regression, Integration, System, User Acceptance Testing** for system and Unit Level Requirements.

**Environment:** MS Office Suite Applications, BRD, FRD, SRS, MS Visio, Agile/Scrum, SQL, API Integrations, SQL Server 2016/17, Postman, Oracle, SharePoint, Load Runner, NewRelic, Salesforce CRM, CI/CD, SSRS, Git Hub, Tableau, AWS EC2, S3, Erwin 2018/19 R1.

**American Unit Inc/Client: Verizon, Irving, Texas**

**Aug 2018 to Jan 2019**

**Technical Business Analyst**

- Reviewed the **business case** and analyzed the **high-level scope** to create a **process map**. Identified the **subject matter experts** and **project stakeholders** before conducting a **stakeholder analysis**.
- Conducted requirements gathering sessions with **the stakeholders** and created **BRDs** and **FRDs** with enhanced process flow diagrams.
- Conducted **Backlog Refinement** meetings as needed for reprioritization and implementation in the currently planned sequence of sprints.
- Translated high-level requirements into **User Stories** and **Epics** over sprints. Documented the user stories to create the product backlog with the product owner's input.
- Overviewed the manipulated data on a daily basis - **SSIS** for **ETL** Stored Procedures, Reporting, and Extracts from complex data structures
- Worked closely with Product Manager, System Analyst, and Development team to sign off feature file test cases as part of Agile **ATDD** Acceptance Test-Driven Development process.
- Drafted and maintained software/business requirements documents in order to outline **REST API** project needs, assumptions, constraints, and milestones. Ensured consistency between multiple **API** implementations and versions.
- Closely assisted the project manager during project closure by creating **Gantt milestones, lessons learned, process presentation** and a **final end-user feedback** overview **Post-UAT** and **sign-off**.

**Name: Scott Jorgensen**

**Environment:** Agile/Scrum, JIRA, Confluence, API Integration, SQL Server, MS Visio, UML, SQL Server, AWS Web Services, Postman, Microsoft Dynamics CRM, SharePoint, HP Win Runner, Selenium, Informatica Power Center, ETL, Snowflake DW.

**NI-MSME**

**Sept 2014 to May 2015**

**Jr. Business Analyst**

- Was responsible for creating and reviewing business requirements, functional specifications, project schedules, documentation and test plans using **MS Project**, MS Visio, and Rational Suite software.
  - Worked extensively with **SMEs** and conducted **JAD** sessions in order to understand and document their requirements pertaining to the Credit Card processes. Worked with all levels of client staffs in solution definition.
  - Analyzed user problems, including automated and manual business processes and identified, researched, investigated, defined and documented business processes.
  - Designed and developed **Use Cases**, Use Case Diagrams and Activity Diagrams using **UML**.
  - Coordinated activities between business unit and technical staff, developed new methods, policies, and procedures to meet the business needs, as well as acted as primary trainer in education of the business units as it related to business applications.
  - Assisted with user testing of system developed and maintained quality procedures and ensured that appropriate documentation was in place.
  - Involved in the preparation of the test plan accordingly based on the test conditions.
- Environment:** Agile/Scrum, JIRA, Confluence, JAD, BRD, Waterfall, Rational Suite, SQL Server, MS Project, MS Visio, UML, SQL Server, SharePoint, Selenium, Informatica Power Center, ETL.

**Resume #9: IT Help Desk Technician**

**Name: George S. Harding**

**Summary**

More than 16 years of broad-based experience encompassing installation, upgrades, troubleshooting, configuration, support and maintenance of third-party software applications, hardware, servers, and workstations. Experienced at determining company and end-user requirements in meeting or exceeding those requirements. Effective leadership and training skills combined with extensive technical expertise. Highly organized, with the ability to efficiently manage projects and resources.

**Work Experience**

**American Unit Inc**

**Desktop Support Specialist – Senior,**

03/2011 – Present

- Diagnose and resolve routine and advanced end user systems and application problems in a multiple operating systems environment.
- Monitor and analyze end user support services to assess effectiveness of services provided, identify and implement process improvements.
- Develop, train and provide technical guidance to a group of same or subordinate level staff in a call center or similar setting.
- Perform special projects as assigned; may serve as a subject matter expert on special projects.
- Coordinate and provide training and instruction services for end users.

**IT Systems Specialist, King County Recorder's Office**

07/2008/-12/2010

- Developed, tested, maintained, upgraded and implemented 15 Microsoft Windows 2003 and 1 2008 server platform(s)
- Performed SAN (Storage Area Networks) maintenance, configuration changes and administration on 4 Dell Powervault Systems
- Performed all Active Directory Operational Unit responsibilities (creating and configuring user accounts, creating computer accounts) in the King County Domain
- Administered back up process to include monitoring, scheduling, and restoration of data
- Performed hardware repair on personal computers, servers, Storage Area Networks, printers, scanners, microfilm units, and miscellaneous equipment
- Administered patch implementation to systems using Shavlik software.
- Provided system and user support for proprietary recording system including interaction with vendor
- Delivered excellent customer support to 120 end users in operations
- Provided system support in the development and maintenance of websites
- Configured deployed and administered McAfee security suite across all servers, desktops and laptops

**Desktop Support Specialist -- Journey, King County Office of Resource Management, 08/2007-06/2008**

- Single point of contact to and first responder for 16,000 end-users to ensure proper computer operation so that the users can accomplish business tasks; users include all King County departments and divisions; the Service Desk employed 6 Desktop Support Specialists
- Followed standard Service Desk operating procedures according to ITEL for all work performed
- Received, prioritized, document and actively resolve end-user help requests (such as network issues, unlocking computer accounts, application issues, etc.)
- Worked directly with customers to understand their requirements and expectations; and responded to questions from users.
- Directly assisted remote employees with technology problems in offices and/or remote sites
- Managed a queue of requests from multiple sources including phone, voicemail, internet service requests and electronic mail; processed an average of 30 calls and 30 emails daily.

**LAN Administrator, King County Metro Transit Division,**

05/2007-08/2007

- Directly responded to end-user service requests that were sent to the Transit Help Desk from various Transit section users in various locations; responded by phone, email, and the HEAT incident tracking software. Transit Division has approximately 900 end-users.
- Installed, configured, troubleshot, provided and maintained appropriate server information (email, file and print applications), various operating systems, virus detection software, operating system and application patches for the network clients.
- Installed and deployed computers, monitors, laptops, wireless devices and stand-alone printers; installed and deployed network printers.
- Provided basic network account administration in Active Directory, such as resetting passwords and adding users to groups using established procedures and guidelines
- Documented, tracked and monitored issues to ensure a timely resolution with the aid of the Help Desk work orders system.

**LAN Administrator**, King County Department of Assessments,

02/2004-04-2007

Responsible for the migration of 275 Windows XP workstations and 9 Windows 2003 servers into the Microsoft Active Directory Services System

- Migrated 275 workstations into the Microsoft Exchange 2005 Server System
- Responsible for hardware and software support for 275 workstations, 9 Windows 2003 server systems
- Performed server performance monitoring, LAN troubleshooting, software license compliance, hardware evaluation, and requisition of new equipment as needed
- Sole on-site technician with full responsibility for hardware, software, and network support for a county government organization with 300 users. Provided Windows system administration to include installations, maintenance, upgrades, troubleshooting, and support for servers, printers, software applications, and all workstations running Windows XP.
- Documented all system configurations data into an Microsoft Access Database
- Maintained equipment and licensing inventories via an Access database

#### Technical Skills

**Hardware:** All relevant hardware, to include LAN hardware, servers, network printers, as well as storage area networks, microfilm readers, scanners and miscellaneous equipment.

**Networks:** Microsoft Windows XP, Windows 2008 R2, 2003, NT and Novell Netware

**Operating Systems:** Microsoft Windows 8, 7, Vista, XP, 2000, Windows Server 2008, 2003, 2000, DOS 6.2, Microsoft Lync Server 2010

**Software:** Microsoft Office 2013, 2010, 2007, 2003, Microsoft Lync 2010, 2013, Visual Basic 6.2, 2005, Visual C# 2005, Norton Ghost, System Center 2012 Configuration Manager (SCCM), McAfee E-Policy Orchestrator, ITIL 3, Adobe Captivate 5.5, 6.0 7, LANDesk Service Desk, SharePoint 2013 for Internet Publishers, ITIL v3

#### Technical Training

- Configuring Windows 8
- Deploying, Configuring, and Administering Microsoft Lync Server 2010
- Certified through Comp TIA: A+ Certification, 2000
- Certified through Comp TIA: Network+ Certification, 2002
- Organization Unit (OU) Administration for Active Directory, 40hrs, Microsoft Corporation, 07-04
- Plan, Implement and Maintain WS03 Active Directory Infrastructure, 40hrs, Microsoft Corporation, 09-04
- Maintaining a Windows Server 2003 Environment, 40hrs, Microsoft Corporation, 07-06
- Windows Vista Core: Installing, Configuring & Troubleshooting, 40hrs Microsoft Corporation, 01-08
- Holistic Information Security Practitioner (HISP) Course

**Resume #10: Network Engineer**

**Name: Brett B. Roberts**

**EXPERIENCE**

Jul18- Jan20 **American Unit Inc** –Ridley Park, Pennsylvania

Senior Windows Administrator

- Monitored and maintained Micro Focus mainframe emulator hosted on Windows server and additional server components including Active Directory.
- Deployed local Group policy to restrict access to features on Windows server.
- Created and tested PowerShell scripts for application health monitoring, backups of folders, server and application login alerts, and application password checks and schedule these tasks through Autosys.
- Instituted SCOM 2016 instance to monitor real time status on resource availability.
- Monitored and reviewed Windows system logs and Micro Focus console logs to detect and trouble shoot problems.
- Wrote technical documentation on created scripts and procedures.
- Resolved customer satisfaction issues and responded to customer queries.

Jul14- Nov17 **Honeywell** –Fort Washington, Pennsylvania

Senior Windows Administrator

- Domain Administrator: created, edited GPO's for a DevOps environment. Raised domain to 2012R2.
- SQL Server Administrator: Installed, upgraded and repaired SQL instances from 2005 to 2008R2/2012R2.
- SAN Administrator: Allocated/assigned/reclaimed space for Windows/VMware servers on EMC VNX 5200/5300/5400 SANS.
- Server Team: Created, upgraded and repaired Windows 20XXR2 servers in a mixed HyperV and VMware environment. Migrated servers to Enterprise Hybrid Cloud.
- Security: Patched servers and applications with latest security updates/upgrades.
- Backup Team: Created/edited backup solutions using Commvault .
- SCOM Administrator: Deployed SCOM 2012R2 to monitor critical servers and applications.

Oct13- Dec13 **Apple Vacations** –Newtown Square, Pennsylvania

Senior Windows Administrator

- Supported virtual servers in a VMware 4 environment.
- Migrated mail from Lotus Notes to Outlook 365.
- Upgraded Windows 2003 servers to Windows 2008R2.
- Patched servers with latest Microsoft security updates.
- Created SharePoint team sites for user groups.
- Served as a technical escalation point in support of high risk, complex operational challenges.
- Performed various SA duties via the Remedy trouble ticket system.

Apr12- Apr13 **Kaiser Permanente** –Dubuque, Iowa

Senior Windows Administrator

- Tivoli Endpoint Manager (BigFix) Console Operator
- Remote support of HP servers running Windows 2008 and Windows 2003.
- Used Tivoli Endpoint Manager (BigFix) to patch 15,000 servers with MS security patches.
- Tested in a QA environment MS security patches to ensure compatibility.
- Interfaced with client to ensure compliance with HIPPA and HITECH.
- Provided monthly financial records auditing to ensure SOX compliance.

- Provided weekly patching reports to target non-compliant servers.
- Provided support for Severity 1 and Severity 2 bridge calls.
- Performed various SA duties via the Remedy trouble ticket system.

Sep11- Apr12 **Caswell Massey** -Woodbridge, New Jersey  
Network Administrator

- Prepared domain for virtualization and remote support with Vmware V-sphere.
- Provided roadmap to close best practices gaps.
- Replaced and deployed all user PC's.
- Provided upgrade path and check points for Core business applications.
- Inventoried all IT equipment onsite
- Migrated mail and calendar items from Microsoft Exchange onsite to Google mail.
- Provided roadmap to move the enterprise from Symantec Backup Exec to cloud backup.
- Serve as domain/enterprise administrator and sole point of contact for 8 servers and 75 users, a combination of Windows and Macintosh desktops and laptops.

Apr09- Sep11 **The Brickman Group** -Langhorne, Pennsylvania  
Senior Windows Administrator

- Troubleshoot technical issues or problems remotely and then provide concise directions on how to resolve these issues to other members of the Infrastructure team and Helpdesk.
- Provided technical competence with Active Directory, Exchange, Windows Server, Hyper-V, LAN/ WAN networking, Windows Server 2008 R2 & Windows XP/Vista/7, DNS, DHCP, IIS, File & Print services.
- Demonstrated the ability to articulate architectural differences between solution methods to other team members and other departments.
- On-call to provide troubleshooting, maintenance, deployments, break/fixes, 24 X 7 X 365.
- Monitor environments supported by the Brickman operations team such as Vshpere and Netapp.
- Demonstrated the ability to analyze, troubleshoot, and resolve issues of varying complexity with minimal supervision.
- Managed multiple, simultaneous projects and cases while maintaining predefined service levels and high customer satisfaction.
- Reported all major issues to Infrastructure Management, Helpdesk Manager, Program or Project Managers where applicable. Additionally, introduced new technologies to the enterprise.

Aug08- Apr09 **Caswell Massey** -Woodbridge, New Jersey  
Network Administrator

- Served as domain/enterprise administrator and sole point of contact for 8 servers and 75 users via both onsite and remote support, a combination of Windows servers, Windows desktops/laptops and Macintosh desktops/laptops..
- Authored IT procedures and server runbook.
- Deployed MS SQL Server 2005 to support updated Core application.
- Deployed Dell OpenManage to monitor Core Applications, Global Catalog, Exchange, Server events.
- Deployed Core application upgrade before business cutoff date.
- Updated core business applications using Pervasive SQL to current supported levels.
- Provided upgrade path and check points for Core business applications.
- Upgraded Symantec Backup Exec to supported levels.
- Day to day support of four physical and four virtual servers running Windows 2003.

Jun05- Aug08 **Interstate Companies** -Clifton, New Jersey  
Network Administrator

- Converted domain from Novell Netware to Windows Active Directory native domain dramatically increasing uptime.
- Upgraded network implementing managed Layer 2 and Layer 3 switches.
- Implemented MS SQL Server, upgraded core applications to use SQL server.
- Upgraded servers from Windows 2000 to Windows 2003.
- Upgraded Exchange 2000 server to Exchange 2003 utilizing dissimilar hardware.
- Deployed IIS, Microsoft Project Server and SharePoint Services.
- Deployed HP Systems Insight Manager to monitor Core Applications, Global Catalog, Exchange, SQL servers and events.
- Served as domain/enterprise administrator and sole point of contact for 12 servers and 150 users, a combination of in-house and remote users.

Apr03- May05 **American Reinsurance** -Princeton, New Jersey  
Network Administrator

- Served as backup coordinator and adjusted backup solution until it served the needs of the Windows server group.
- Troubleshoot Windows 2003 and Windows 2000 Cluster technologies.
- Worked with developers to move IIS application from Staging to Production environments.
- Deployed and configured Microsoft Operations Manager 2005 in the Staging environment.

Nov02-Mar03 **Pfizer Consumer Health Care** -Parsippany, New Jersey  
Consultant

- Deployed and configured the NetIQ AppManager monitoring implementation for the Pfizer Wintel server environment.
- Conducted interviews with Application Owners, Server Operators and Individuals responsible for the support of various hardware and software products.
- Categorized and documented the server environment in terms of mission criticality to Pfizer Consumer Health Care based on Management and Business Owner input.
- Recommended Best Practices for Server Change Control related to NetIQ AppManager.

Jul 02 -Nov 02 **American Reinsurance** -Princeton, New Jersey  
Consultant

- Defined and documented best practices for Application and Data migration from Windows NT to Windows 2000 servers.
- Documented the current architecture for the Microsoft production environment.
- Documented the current Microsoft production server profile and created server build documents to achieve this profile.
- Created Best Practice guides for server management, server-monitoring metrics, and disaster recovery and change control.
- Documented and demonstrated techniques for tuning Microsoft servers in the production environment.
- Defined and documented processes for releasing and managing applications into the Production environment.

Dec 99 -Jun 02 **Lucent Technologies** -Hopewell, New Jersey  
Exchange Administrator

- Shift leader for a crew of eight Tier 2 analysts

- Monitor, maintain and assist remote system administrator's network connectivity for 700 PDC's, BDC's, SMS, WINS, Exchange 5.5 and Exchange 2000 servers and support over 100,000 clients in a NT 4.0 and Windows 2000 WAN environment.
- Verified directory replication within and between sites and troubleshoot problems at the server and network level.
- Maintain messaging interface to other mail systems, primarily UNIX.

Aug 99 -Dec 99 **Pamarco Technologies Inc.** -Roselle, New Jersey  
Network Administrator

- Monitored and maintained 80 Web developer client workstations, domain controllers and application servers.Implemented and standardized software and hardware platforms.

Dec 98 -Aug 99 **Bear Stearns & Co.** -Whippany, New Jersey  
IT Specialist

- Unix Workstation support in a Windows NT/IBM 3090 CICS LAN/WAN environment.
- Troubleshoot Dedicated Connections to Mainframe servers.

### **Skills**

**HARDWARE:** HP and Dell servers, SCSI and RAID controllers, LTO tape drives and tape libraries, Network hardware (managed switches, hubs, UTP cable), NAS devices, enterprise level fax boards

**SOFTWARE:** Windows XP and Vista, Windows 2000, 2003 Server, Exchange Server 2000 and 2003, MS SQL 2000 and 2005 server, Pervasive SQL, NetIQ, HP Insight Manager, Dell OpenManage and Microsoft Office 2003 and 2007.

### **EDUCATION**

9/82 - 5/88 **U.S. Navy** (Honorable Discharge)

1/98 - 5/98 **Caddsko Institute**-Somerset, New Jersey  
Comprehensive Microsoft MCSE Training Program

1987 -1991 **Chapman University** - Orange, California  
90 credits earned towards BS in the Electrical Engineering (*Incomplete due to lack of funding*)

**Resume 11: GEN Programmer/Analyst**

<b>Name: Meenakshi Mundhra</b>	
<b>Title</b>	Programmer/Analyst
<b>Education and Certifications</b>	<b>B-Tech in Electrical and Electronics</b> SAFe 4 Practitioner Certification
<b>Technology Proficiency</b>	CA-GEN, TANDEM, JCL, COBOL, COBOL II, HP COBOL
<b>Key Components</b>	<b>Languages:</b> COBOL, COBOL II, HP COBOL, CA-GEN, TANDEM, JCL <b>Databases-</b> IMS DB/DC, HP NONSTOP SQL, DB2, DATATRIEVE, RMS FILES, IBM Tablebase <b>Data management tools-</b> File Manager, FILE-AID <b>File transfer tools-</b> FTP, MQ, CONNECT DIRECT <b>Scheduling tool –</b> CTM <b>Debugging Tools-</b> VIASOFT, XPEDITER, <b>Version control tools-</b> PANVALET, ENDEVOR, GUARDIEN, SCM, CHANGEMAN <b>Report generating Tools-</b> Xporter, Report Composer, Dispatch <b>Others-</b> SYNCSORT, IBM UTILITIES, TSO, ISPF, ZEKE, IBM Tablebase, SOAP-UI, HP Quality Centre, Selenium, JIRA <b>PC Software:</b> MS EXCEL, MS ACCESS, MS POWER POINT, MS WORD, OUTLOOK, SharePoint
<b>Summary:</b> <ul style="list-style-type: none"> <li>• Solid expertise as a Technical lead for over 10+ years in requirement gathering, requirement documenting, designing and developing efficient programs which are easily maintained and understood using AGILE and Waterfall methodologies</li> <li>• Successfully implemented multiple projects working closely with clients and information systems personnel using COBOL with IMS DB/DC, DB2, VSAM, HP COBOL, CA GEN, JCL</li> <li>• In depth experience in evaluating technology needs, develop customized applications, and draft technical and functional design documentation</li> <li>• Strengths include solid communication and problem-solving skills, high organizational skills with people development and value creation</li> <li>• Able to manage, multi-task and meet deadlines including changes in schedules and priorities</li> <li>• Worked extensively across various business verticals especially in HealthCare industry for a minimum of 8+ years. Good experience on Automobile Industry, Communication and Technology</li> </ul>	
<b>Professional Experience:</b>	
<b>American Unit Inc/ Client -Deloitte</b> <b>Los Angeles, CA</b>	<b>2018 June – Present</b>
<b>Project – Anthem (WGS system)</b>	
<b>Description-</b> Anthem is the largest for-profit managed health care company in the Blue Cross and Blue Shield Association. Anthem works with providers to ensure a quality health care experience for consumers and easing cost challenges by advancing affordability in the health care industry.	
<b>Technology used:</b> IMS DB/DC, COBOL, DB2, JCL, CONTROL M, CHANGEMAN, File Manager, REXX, FTP, ENDEVOR.	

**Name: Meenakshi Mundhra**

**Roles and Responsibilities-Project delivery specialist.**

- Worked as onshore team lead/coordinator handling the offshore team with varied team size using COBOL and IMS DB/DC, DB2 across multiple areas including Large group system (WGS) and Medicare (GBD)
- Evaluate clients technology needs, develop customized applications and draft technical and functional design documentation; identify and mitigate risks in process and technology for client engagements
- Performing business process analysis, mapping and design using system architecture, application flow charts and cross reference mapping documents
- Support system implementation and perform full system development life cycle implementations using AGILE and Waterfall methods
- Create test cases and perform functional, non-functional, system integration, and end-to-end testing of software applications
- Compiling code changes using Changeman and Endeavor, identifying defects utilizing IBM Debugger and Xpediter, logging and tracking in Jira
- Designing enrollment processes for membership data in enrollment application system using batch and online modules
- Worked as the SME for all migration related issues, providing comprehensive solutions to the client within timely manner
- Worked on the most critical migration projects involving millions of members migrating from legacy to WGS system with extensive enhancements on membership communication process including ID cards, letters and reports
- Handled critical projects involving major finance related impact used for general ledger reports and member's eligibility to avail health benefits

**Employer – PROBYS**  
**Los Angeles, California**

**2017 August – 2018 June**

**Project – Anthem (WGS System)**

**Description-** Anthem is the largest for-profit managed health care company in the Blue Cross and Blue Shield Association. Anthem works with providers to ensure a quality health care experience for consumers and easing cost challenges by advancing affordability in the health care industry.

**Technology used: IMS DB/DC, COBOL, DB2, JCL, CONTROL M, CHANGEMAN, File Manager, REXX, FTP, ENDEVOR.**

**Roles and Responsibilities-Developer Analyst.**

- Worked as onshore team lead/coordinator thereby conducting conceptual and technical designs by analyzing COBOL, JCL, IMS DB/DC legacy mainframe system to identify business and technical functionality
- Gained extensive knowledge within varied areas of healthcare including enrollment and billing
- Extensively worked on coordinating activities between workstreams, and identify changes in scope
- Design sub-components of large application systems, integrate software applications with each other, and optimize the system architecture to improve stability and performance
- Create test plan and test scripts and involved in performing end to end testing across releases along with functional and non-functional testing
- Provide implementation support and post implementation support for changes implemented into Production
- Worked on the foundational migration project involving 9 states; delivering multiple components involving enhancements on core processes, ID cards and letters
- Extensively worked on ID cards standardization process for all the migration projects involving millions of ID cards being sent out to members with zero defects
- Ensure to deliver all the required documents to client in order to adhere to delivery timelines
- Worked on Agile letter project involving various letter conversion into client specific layout with an annual saving of 26\$ billion

**Name: Meenakshi Mundhra**

**Employer – Accenture Services  
Racine, Wisconsin**

**2016 Mar – 2017 August**

**Project – CNHI- Case New Holland INC.**

**Description-** CNH is a global, full line company operating in both the agricultural and construction equipment industries. CNH's scope includes integrated engineering, manufacturing, marketing and distribution of equipment on five continents.

**Technology used: IMS DB/DC, COBOL, JCL, MAPS, PANVALET,XPTR, ZEKE, VIASOFT, File Manager, Soap UI,REXX, FTP, MQ, CONNECT DIRECT**

**Roles and Responsibilities-Application Development Specialist.**

**Production Support**

- Worked as onshore team lead/coordinator handling the production support team of 6 people
- Actively analyzed the production issues and thereby providing the best solution to the users
- Resolving the tickets created by users from the remedy tool-DRIVE IT
- Helped the team in providing the solution to redundant abends occurring on daily basis and providing code fix to avoid any job failures in future
- Reduced the ticket flow count to a great extent by actively communicating with business and setting the right priority before the team
- Created sub BMP /MPP programs to fix the production issues to resend the data for quicker solution
- Created REXX tool to capture interface job runs on daily basis, which would identify potential problems whenever there is a failure. This saved manual efforts of 4 hours every day
- Created online screen to resend data for multiple depots and handling huge data for parts.
- Provided 24/7 Oncall support to the client thereby making sure we deliver best solution to continue the business
- Trained new team members by taking sessions both on technical and application aspects
- Built a great relationship with client by showcasing the work on behalf of my team and received many appreciations for it

**Development Work**

**Technology used: IMS DB/DC, COBOL, JCL, PANVALET,MAPS, XPTR, ZEKE, VIASOFT, File Manager, Soap UI,REXX, FTP, MQ, CONNECT DIRECT**

**Roles and Responsibilities-COBOL developer.**

- Worked as onshore team lead/coordinator handling the offshore and client contractor development team of 8 people
- Gathered the requirements thereby working with business stakeholders and technology specialists and documented the same as system requirement document
- Designed, wrote and implemented programs for the migration project from GPS mainframes to CSPA web application, thereby helping the other system to determine the current performance of GPS (Global Parts System) on various flows to ensure that business activity does not have an impact on their TO-BE solution
- Created JCLs using SYNC SORT to create reports for business on different flows of migration project- this saved close to 20 days of man hrs thereby refrained from writing OS programs
- Wrote and maintained batch and online programs used to access and update files and reports.
- Responsible for writing Tech Specs for one of the challenging migration projects using IMS databases

**Name: Meenakshi Mundhra**

- Worked closely with business to study the current costing process for parts and designed the interface to parts data warehouse system. Analyzed the reports to extract data to send to PDW for them to create business reports
- Wrote new programs –batch and online for one of the biggest project to transfer parts and costing data from one system to another
- Responsible to perform peer reviews of all the components developed for end to end delivery ensuring we adhere to coding standards

**Employer – Accenture Services**  
**Hyderabad, India**

**2014 Nov – 2016 Feb**

**Project – CNHI- Case New Holland INC.**

**Technology used: IMS DB/DC, COBOL, JCL, MAPS,PANVALET, XPTR, ZEKE, VIASOFT, File Manager, Soap UI, Drive IT, FTP, MQ, CONNECT DIRECT**

**Roles and Responsibilities- Senior Software Engineer.**

- Worked as a team lead to handle production support role on COBOL for CNHI client. Being a vast application like GPS, ensured to gain both functional and technical knowledge
- Driven the smooth transition plan from other vendor and handled the challenges efficiently
- Documented all the understanding documents during the KT phase for a reference in future.
- Work included coding programs, unit testing, creating test files, and test JCL
- Was highly appreciated in building the client relationship and handling client calls on daily basis
- Significantly reduced the number of backlog tickets within 2 months for which the team received appreciation from senior leadership and client

**Employee – Accenture LLP**  
**Austin, Texas**

**2013 Aug – 2014 Sep**

**Project – Texas Medicaid and Healthcare partnership**

**Description -** TMHP processes claims for Texas Medicaid and other state programs. As claims administrator, TMHP processes claims for Medicaid services provided in the traditional, fee-for-service system.

**Technology used: NON STOP SQL, COBOL, DB2, JCL, GUARDIEN, Report Composer, CA-GEN, TANDEM, HP Quality Centre**

**Roles and Responsibilities- Senior Software Engineer.**

- Worked as a CA Gen and Mainframe COBOL developer for TMHP account at Austin. Responsible for requirement analysis, design, build and unit testing
- Responsible for analyzing the requirement and converting them to low level design to the extent of Pseudo code development (Build and test)
- Demonstrated the code during the code review and was responsible to review the code of my peers
- Used HP nonstop SQL on tandem as the database which includes writing SQL scripts and using TACL commands
- Extensively used HP Quality Centre to map requirements versus test cases and tracked all the defects using QC
- Responsible for Verification of SQL scripts and data integrity
- Helped BA's during QA phase in creating data files, data mapping and writing SQL scripts and helped them understand and create test scenarios for quality testing

**Name: Meenakshi Mundhra**

**Employee Accenture Services  
Hyderabad, India**

**2010 Jan – 2013 May**

**Project – Express Scripts Inc.**

**Description-** Express Scripts provides integrated pharmacy benefit management services including network-pharmacy claims processing; home delivery pharmacy services; specialty pharmacy benefit management, through its subsidiary

**Technology used: HP COBOL, JCL, RMS FILES, FILE AID,XPEDITER,HP Quality Centre**

**Roles and Responsibilities-Software Engineer and Associate Software Engineer.**

- Worked HP COBOL, Open text VAX/VMS technology which involved all the phases of SDLC cycle with more focus on analysis, design, build and test phases in home delivery system module of express scripts
- Understand the business requirements and involved in application design, development and unit testing of various enhancements in HDS revolving around profile maintenance, Rx entry and adjudication process
- Involved in conducting code review within team and prepared query logs while analyzing the high level design
- Was involved in fixing defects in various modules which occurred due to design changes or change in business requirement
- Managed, documented and facilitated the team on data setup in simulators and complex testing process involved in adjudication for future reference which minimized the extra hours spent earlier
- Designed, wrote and implemented programs for profile maintenance process saving 3 man-work hours of analysis each week, while documenting and training business users on the “how to” of the new process
- Involved in processing and validating pharmacy and medical claims and testing the accumulator setup for the processed claims in different areas of health industry which included Claims Processing, Adjudication Process and Medicare part D Plan on CICS screens

**Resume 12: Java Programmer/Analyst**

<b>Name: Namratha Narla</b>	
<b>Title</b>	Java Programmer/Analyst
<b>Education and Certifications</b>	Bachelors in CSE -2011
<b>Technology Proficiency</b>	Sr. Java/ J2EE Developer
<b>Key Components</b>	<p><b>J2EE:</b> Hibernate, EJB, JMS, JNDI, JDBC, JSP, Servlets, RMI</p> <p><b>Frameworks:</b> Spring, Struts, Grails, jQuery, Rest let, JSF 2.0, JavaScript MVC (JMVC), AngularJS, ReactJS</p> <p><b>Languages:</b> Java, Groovy, SQL, PL/SQL, JavaScript, CSS, UML.</p> <p><b>Application Servers:</b> Tomcat, Web Sphere, Web Logic Server 8.1/9.2.</p> <p><b>Web Servers:</b> Apache, Java Web Server 2.0</p> <p><b>XML:</b> XML Parser, XSL, DTDs, Schema, DOM, JAXB, Castor, SAX.</p> <p><b>Scripts and Markups:</b> Servlets, JSP, GSP, HTML, JavaScript, XSL.</p> <p><b>DBMS:</b> Oracle, MS SQL Server, MySQL, DB2.</p> <p><b>Testing Tools:</b> TestNG, Junit</p> <p><b>Build Tools:</b> ANT, Maven.</p> <p><b>IDE:</b> Eclipse, My Eclipse, RAD.</p> <p><b>Design Patterns:</b> Gang of Four Design Patterns, J2EE Design patterns.</p> <p><b>Other Tools:</b> Microsoft Visio, Rational Rose, Toad.</p> <p><b>Scripting:</b> Perl, Bash</p> <p><b>SCM:</b> Clear case, Subversion, CVS, Git.</p> <p><b>Systems:</b> Windows, LINUX, UNIX.</p> <p><b>Other:</b> QUARTZ Scheduler, Multi-threading, Networking, AJAX, Microdata, jQuery, Curl, Putty, Win SCP, JRebel.</p>

**Summary:**

- Almost 10 years of experience in IT and 7+ years of experience in all the phases of SDLC including Requirement Analysis, Design, Implementation and Product Testing in both the Web based and Enterprise applications with emphasis on Object Oriented, Java/J2EE and Client Server technologies. Experience in using code repository tools like Tortoise SVN, Git Hub and CVS.
- Experience in Front-End UI technologies like HTML5, CSS3, Bootstrap, JavaScript, Ajax, jQuery, Angular JS, NodeJS and ReactJS. Experience with software methodologies like Agile, Waterfall and Test-Driven Development.
- Worked on Java 8 using new library for refactoring, lambda, functional interfaces, streams -parallel processing and aggregations. Experience with Gradle, ANT and Maven to build and deploy applications on multiple environments.
- Expert in Core Java with strong understanding of Garbage Collector, Collections, Multithreading, Event handling, Exception handling and Generics. Experience with design patterns like Singleton, Factory Pattern, Prototype, Session Facade, Observer, Decorator, Front Controller and DAO pattern.
- Hands on experience on various AWS Cloud services like EC2, EBS, Auto Scaling, S3, RDS, IAM, Cloud Watch and other services of the AWS infrastructure like Dynamo DB and SQS focusing on high-availability, fault tolerance and auto-scaling. Worked with various Application servers like JBOSS, Web Logic, Web Sphere and Apache Tomcat.
- Hands on experience in developing and solid understanding of Micro Services Architecture, SOA and TDD.
- Developed web-based enterprise applications using Hibernate, Spring IOC, Spring AOP, Spring MVC, Spring Boot, Spring Security, Spring Batch, Spring Integration and ORM frameworks like Hibernate.
- Strong work experience in application integration using Web Services such as JAX RPC, JAXB, JAX-WS, SOAP, WSDL, JAX-RS, Jersey and Restful. Worked with different IDE's such as IntelliJ IDEA, Eclipse, RAD and STS.
- Exposed useful functionality to web users through SOAP, describing them using WSDL, registering them using UDDI for easy availability to potential users and consuming using Axis2, Apache CXF and JAX-WS

**Name: Namratha Narla**

- Experienced in using ActiveMQ and Apache Kafka for reliable asynchronous exchange of important information between multiple business applications. Good experience with JIRA in issue tracking.
- Experience with various Relational Databases like Oracle, My SQL, MS SQL Server and NoSQL Databases like Mongo DB, Cassandra and Dynamo DB. Experience with JUnit, Mockito and Log4j in developing test cases.
- Working knowledge with Perl & Bash Scripting languages.
- Experience in database related work primarily creating complex stored procedures, Views, Triggers, Functions, using PL/SQL. Expertise in using JDBC API and Hibernate for connection and access to databases.
- Implemented a Continuous Delivery pipeline with Docker, Jenkins and GitHub and AWS AMIs to run the war and deploy jobs in Jenkins brew master instance, which reduces the time for the deployment of micro services. Proficient in Continuous Integration and Continuous Deployment tools like Jenkins.
- Experience in development, deployment and troubleshooting Web based and enterprise-based applications on Windows, UNIX and Linux platforms.
- Strong communication and analytical skills and a demonstrated ability to handle multiple tasks as well as work independently or in a team.

**Professional Experience:****American Unit Inc/Client: Walmart, Glen Allen, VA****February 2018 to Present****Role: Sr. Java/J2EE Developer****Project Description:**

This project is an insurance marketing application. This is a client/server application consisting of three main modules: 'Query', 'Policy' and 'Rate Quote'. The 'Query' module is the interface with the insurance agent to query the data base and generate customizable reports. The 'Policy' module concerns the various insurance sectors including Auto, Life and Fire insurance. The 'Rate Quote' module provides rates and payment terms, funding and protection options and coverage details for the various types of insurance.

**Responsibilities:**

- Participating in Requirement Analysis and technical assessment during project life cycle.
- Used Agile methodology and attended daily and weekly SCRUM meetings to update working status etc.
- Developed application UI screens using HTML5, CSS3, JavaScript, Bootstrap, Babel, Redux and NodeJS.
- Created reusable components used across various modules using ReactJS and JSX.
- Involved in creating REST services using Node-JS, Express-JS, Mongoose and Body-Parser NPM modules.
- Created views to hook up models to the DOM and synchronize data with the server as a SPA using React JS.
- Analyzed the SQL scripts and designed the solution to implement using Scala.
- Used Redux-Promise in application to retrieve data from Back-End and to also perform RESTFUL services.
- Developed Redux actions, store, and reducer functions to implement unidirectional data flow in the application. Used Webpack as the module bundler.
- Used NodeJS to run Grunt tasks and build properly the project. Used Scala for rendering standard markup on pages. Extensively used factory object in NodeJS to use the common functions in different views.
- Used J2EE design patterns like MVC, Singleton, Factory, DAO, DTO and Service Locator etc.
- Developed RESTful web services using Jersey, Spring framework and JAX-RS.
- Created REST based web services by establishing links using HATEOAS from Spring based application.
- Used Spring core for dependency injection/inversion of control (IOC), and integrated with Hibernate.
- Spring Boot Microservices were developed with microservice architecture using REST and Apache Kafka.
- Installation, configuration, and administration of JBOSS EAP 5/6 in Red Hat Linux environment.
- Built JBOSS scalable, high availability clustered Platform architecture.
- Performed Load Balancing among the servers was implemented by using Spring Ribbon.

**Name: Namratha Narla**

- Developed Apache Camel Routes for mediation and used various Enterprise integration patterns to connect to other systems and used Spring JPA transaction manager to manage transactions in the application.
- Used Eclipse based Spring Tool Suite (STS) for development and debugging Spring Boot applications, Microservices and deployed in to (Amazon Web Services) AWS lambda Expression.
- Enhanced existing REST API by adding new operations using Spring, Jersey and created documentation for webservices. Worked on code reviews and unit testing using JUnit framework.
- Provided cloud environment for Microservices using Spring cloud Netflix (Eureka server).
- Designing and developing Online client windows API using Swing classes.
- Deployed Docker contained Spring boot micro services in to spring EC2 container service using AWS admin console and used lambda to run applications in Amazon Web Services (AWS) console.
- Experience with building Docker Images and running them on Docker container.
- Worked with Apache Tomcat and NodeJS servers to deploy and configure Java API's and front-end modules.
- Experience with KORN based scripts for triggering UNIX and J2EE based tasks.
- Loading data from flat files into Oracle 11g database using SQL loader and UNIX script.
- Used HQL, Named Parameters, Named Queries and Interfaces such as Expression, Query and Criteria for implementation of Hibernate template and extensively used Hibernate Cache.
- Experience on Hibernate mappings, EH cache, Lazy loading transactions and Locking's.
- Used MongoDB third party tools and mongo-built in binaries to monitor and analyze the performance.
- Created Test automation framework using Selenium web driver.
- Configured Protractor test classes and Selenium grid end to end testing on the front end.
- Worked with several testing frameworks such as JUnit, Easy Mock, Mockito and Power Mock.
- Used JUnit for unit testing and implemented with Log4j to provide logs of exceptions.
- Helped provision and manage AWS Linux servers with Ansible.
- Using Jenkins and Glu for building and deploying the projects and worked on Stash GIT repository software.
- Used Maven for build and deployment to Tomcat server and Splunk as log monitoring.
- Used Drools engine for validating business rules before executing in runtime.
- Used Git for version control and JIRA for bug Tracking and Project Management.

**Environment:** Java, Spring, Hibernate, Spring Boot, JPA, JavaScript, ReactJS, Scala, HTML 5.0, CSS3, Node.js, ReactJS, Bootstrap, Require.js, Jade, NPM, Babel, Web pack, Swing, Python, UNIX, Apache Tomcat, STS, Oracle 11g, MongoDB, Log4J, JUnit, Easy Mock, JBPM, Selenium, XML, Web Services, SOAP UI, Kafka, Netflix Eureka, Spark, Netflix Ribbon, Ansible, Splunk, AWS, Gradle, Git, PL/SQL, Docker, HATEOAS, Curl.

**PNC Bank, Chicago, IL**

**December 2017 to January 2018**

**Role: Sr. Full Stack Developer**

**Project Description:** Involved in System Testing of an Online Banking Application, which enables the bank's customers to access their various accounts through the Internet. The Application was an enhancement from its previous version. The Application was tested on Intranet. Account Holders entered their 'User ID' and 'Password' to access their various personal accounts including checking, Savings, and Money Market Accounts.

**Responsibilities:**

- Developed the J2EE application based on the SOA and Client-Side code were written in ReactJS, jQuery and server-Side Code were developed using MVC4. Developed Web Services SOAP/HTTP, SOAP/JMS, and SMTP using SOA technologies such as SOAP, WSDL and UDDI.
- Extensive use of core Java Collections, Generics, Exception Handling, and Design Patterns for functionality, such as portfolio summary and user information and Analyze, debug and fix issues related to thread locking, clustering, network connections, Swing client performance on customer's production environment.
- Extensive experience in developing Web Applications using Struts MVC framework and implemented web portal for online quote.

**Name: Namratha Narla**

- Designed Interactive GUIs using Java Applets and Swing/JCF and integrate the ExtJS framework with Oracle BPM and Used BackboneJS for connecting the API's which enforces the communication to the server.
- Developed business components using core java concepts and classes like Inheritance, Polymorphism, Collections, and Serialization and Multithreading etc.
- Developed the functionalities under Agile Methodology JIRA processes and Wrote SQL queries, stored procedures, and enhanced performance by running explain plans.
- Worked in all the modules of the application which involved front-end presentation logic developed using Tiles with Spring MVC, JSP, JSTL and java script, Business objects developed using POJOs and data access layer using Hibernate framework.
- Developed and tested Apache JMeter Java Request Sampler Plugins Extensions using methods inside of LDTP Java libraries for GUI Automation Testing.
- Have been working on Query optimization, functions and Stored Procedures and other database objects. Worked on Oracle11g/10g, My SQL.
- Wrote complex reporting applications with Ext JS and Sencha Touch for Windows Azure and Amazon Web Services, Linux and Windows servers and developing RESTFUL web services using spring boot, Spring RESTFUL template, JPA, and Cloud Foundry.
- Extensively used Apache Camel for routing the exchange within the processors, inside the atomic service, used EIP patterns such as Content Based Routing, Dead Letter Channel, and Message Transformer.
- Involved in writing Thread Safe blocks for multithread access to make valid transactions and Used Camel-Spring-WS integration to access web services based on SOAP action and Camel endpoint mapping.
- Optimized cleaning up of session level Data Structure's shared across different open tabs, when data is flushed/committed from one of the tabs. Followed mark and sweep algorithm, to clean up tab level data upon next HTTP interaction.
- Designed, built, and deployed a multitude application utilizing almost all of the AWS stack (Including EC2, MongoDB focusing on high-availability, fault tolerance, and auto-scaling
- Development and implementation of Camel Routes for Notices and analysis and implementing the CXF web services by using the Camel context.
- Responsible for the implementation of application system with Core Java and spring framework and created and injected spring services, spring controllers and DAOs to achieve dependency injection and to wire objects of business classes.
- Extensively used Hibernate concepts such as Inheritance, lazy loading, dirty bit checking, optimistic locking, and transactions and used Spring Inheritance to develop beans from already developed parent beans.
- Designed and Implemented REST web services using JAX-RS, Spring REST and wrote AngularJS services to consume Restful web service to load data.
- Responsible for development/design effort for several modules using SOAP/Rest based web services, ldap, eh-cache and Writing Scala classes to interact with the database.
- Built the responsive UI with AngularJS, Bootstarp-4, Node.JS and SCS and Developed the dashboard for displaying charts, graphs, and other analytics-related widgets.
- Used Source Tree for GIT (Subversion tool) and used DAO pattern to fetch data from database using Hibernate to carry out various database specific operations and avoided redundant database access statements and thus achieved decoupling and flexibility and used Hibernate Transaction Management, Hibernate Batch Transactions, and Hibernate cache concepts.
- Defined Multi Action, Abstract Wizard Form and Simple Form Controllers using Spring MVC framework providing exceptionally clean division between controllers, flexibility with the use of interfaces and providing thin web layer over business layer.
- Involved in tuning the front-end stack for performance (performance tuning) and developed screens using JSP, JavaScript, AJAX and Ext JS and developed entire user interface using various Ext JS components like Form panels, Tab panels, View port and Editable grids.
- Utilized the modules for the flow control in asynchronous non-blocking of I/O with the help of Node.JS and used JENKINS to build and deploy the code in Dev and SIT environments and deployed the

**Name: Namratha Narla**

application Code to various Remediation engines using JENKINS and used AJAX extensively to implement front end /user interface features in the application.

- Implemented SOA to develop Web services using Apache Axis and developed Web Services clients to consume those Web Services as well other enterprise-wide Web Services.
- Exposed the Web Services to the client applications by sharing the WSDL's and managed and maintained Oracle and NoSQL (MongoDB) databases in production domain.
- Database development required creation of new tables, PL/SQL stored procedures, functions, views, indexes and constraints, triggers and required SQL tuning to reduce the response time in the application.
- Focused on Test Driven Development (TDD) thereby creating detailed JUnit tests for every single piece of functionality before actually writing the functionality.
- Experience in NoSQL (MongoDB) in using Hierarchy Modeling Techniques like Tree Aggregation, Adjacency Lists and materialized paths.
- Integrated the Java code (API) in JSP pages and responsible for setting up AngularJS framework for UI development. Developed HTML views with HTML5, CSS3/Sass, bootstrap, NodeJS and AngularJS.

**Environment:** J2EE, Java 1.6/1.7, Swing, JFC, Spring framework, JMeter, Git, Scala, Spring MVC, JSP 2.0, Eclipse RCP plug-in/ SWT, JSF, Servlets 2.3, Hibernate, GWT, AJAX, OOPS, Core Java, Web services, SOAP, XML, Java Beans, XStream, Apache POI, Ext JS, Angular JS, web portal, Linux, NodeJS, ReactJS, BackboneJS, jQuery, JavaScript, Oracle 10g, IBM RAD 7.5, WebSphere 7.0, Agile Methodology, Cloud Foundry, NOSQL (MongoDB), Design Patterns, CVS, Apache Maven, JUnit, Html Unit, XSLT, HTML 5/DHTML.

**State of Illinois, Springfield, IL**

**April 2016 to November 2017**

**Role: Sr. Java/J2EE Developer**

**Description:** The State of Illinois is utilizing communication and Web-based interactions to respond to the demand for increased client and community outreach capabilities from its public service agencies. To meet these diverse needs, the State is working to implement revolutionary enhancements that will allow it to continue to improve the lives of its citizens, Applicants can also use the "Am I Eligible" functionality to see if they might be eligible for Food, Medical, or Cash Assistance or the Check My Benefits functionality to check their status online once they have been determined as being eligible for benefits.

**Responsibilities:**

- Involved in Various Stages of SDLC deliverables of the project using the AGILE Software development methodology. Worked on Messaging to send and receive data asynchronous using MQ.
- Involved in Daily Scrum meetings, Sprint planning and estimation the tasks for the user stories and participated in retrospective and presenting Demo at end of the sprint.
- Interacting with scrum master to ascertain requirements with detailed functional and technical analysis.
- Created new JSP views to incorporate backend functionality to display on the UI screens using client rich technologies like jQuery, AJAX, JavaScript, HTML, CSS files.
- Developed various complex stored procedures, packages, interfaces, and triggers in PL/SQL.
- Developed and Consumed Enterprise-wide web services using SOAP and RESTFUL web services (Using AXIS, Jersey frameworks). Created HBM files and used Hibernate Template to do CRUD operations on Database.
- Created different style sheets using CSS to make UI screens compatible to different versions of IE browser. Configured and used e-Cache to store the cache in memory to speed up auto complete search functionality across the UI pages. Implemented Spring Transaction to ensure data integrity and consistency in database.
- Tiles integration with Spring to increase the reusability of template and reduce code duplication.
- Used Spring MVC, IOC, and AOP for business layer classes. Involved in developing code for obtaining bean references from Config file. Worked on performance tuning for application by monitoring Visual VM.
- Developed persistence layer using ORM Hibernate for transparently store objects into database.
- Created different branches to maintain code base for each environment using SVN.
- Worked closely with the testing team in creating new test cases using JUnit Framework.
- Written Maven dependencies for the project and used SVN as Version control System.

**Name: Namratha Narla**

- Used Rally for bug reporting and tasks and issue tracking. Used Oracle11g as the backend database.
- Used STS as IDE. Effectively used Log4j framework to implement logging system for the project.
- Worked with DB team, QA team, Business Analysts, Project managers and users to analyze and implement the requirements efficiently.

**Environment:** Spring (MVC, IOC, Transaction) ehCache, Quartz Scheduler, Red hat Linux, Hibernate, Servlets, JSP, jQuery, AJAX, JavaScript, CSS, HTML, Firebug, Tiles, Java 1.5, Web sphere Application Server 6.1, Oracle PL/SQL, JAXB, Oracle, LDAP, Maven, Linux, JUnit, CXF, PMD, Emma Code Coverage, Spring Tool Suite (STS IDE), SVN, JMeter, Rally.

**Bureau of motor vehicles, Indianapolis, IN**

**October 2015 to March 2016**

**Role: Java/J2EE Developer**

**Project Description:** BMV has diversified number of departmental applications like Inventory Management/SCM (Supply Chain Management), High Volume Image Retrieval / L1 Photo First, ARP (Automated Replenishment Process), and STARS (State Tracking and Record System) developed and designed.

**Responsibilities:**

- Gathered requirements from Core team, studied, analyzed and did a detailed impact analysis of changes across modules/functional areas. With these as inputs, created detailed requirement documents for various modules. Designed 2 web-based applications with 1 application from scratch using Java/JEE.
- Enhancing and formulating the web services with the help of REST (Spring Web services framework) and Jackson JSON conversion for various functionalities.
- Providing guidelines and instructions for planning the improvisation of the existing web-based applications.
- Created System design document, technical design document for a detailed requirement document using Flow, Class and Sequence diagrams using Star UML tool, which includes various J2EE components such as Spring MVC framework, REST Webservices.
- Performed major database tables' re-modeling to accommodate the new design (>15 database tables)
- Used Angular JS to do client-side validations.
- Designed business layer which includes the creation of controller, business classes, Data Transfer Objects to handle user interactions through forms and integrated with the REST Web Services and Database to handle backend functionality. Developing responsive layouts with Bootstrap and styles with CSS3.
- Achieved data binding and dependency injection through the MVVM hierarchy of Angular JS.
- Designing and developing user interface and front-end MVC architecture that provides users ability of monitoring and creating workflows.
- Constructing JavaScript MVC architecture with AngularJS that handles asynchronous scripts loading, view rendering, and custom directives and services.
- Used Ng-repeat, ng-include, ng-controller, ng-show, ng-hide directives of the Angular JS.
- Overlay widget is 100% CSS3 style able and accessible to screen readers. Constructing reusable front-end structure that interacts with RESTful APIs and providing quick development paradigm.
- Conducting user studies including surveys and interviews and visualize dataset that facilitates analyses.
- Analyzing existing Java code and formulate solution for adapting to Web environment.
- Building Spring MVC project with JEE, Maven, Git, JNDI, RESTful Web Services, Oracle Database 11g, JSP, JSON, XML and DAO design pattern.
- Evaluating prototype with various analyses to improve application on daily bases.
- Working in conjunction with UAT and Performed Unit testing, Integration Testing, System Testing and Regression Testing. Worked extensively with testers in developing Selenium automation framework.
- Performed testing in the database to verify that the counts in the Source and Target are matching.
- Worked overall in TDD environment under Agile (Scrum) Methodology.
- Involved in defect resolution and bug fixing at different level of testing.
- Performed unit testing of core functionality using JUnit. Involve in code review meetings.
- Implementing mobile first web application that interacts with workflow engine and database with JSF, Bootstrap, RESTful Web services and Hibernate.

**Name: Namratha Narla**

**Environment:** Java, J2EE, Eclipse 3.4, JDK1.6, JSP, MVC, Servlets, Spring MVC, spring boot, AWS, Web Services, Micro Services, Spring 2.5, Hibernate, RESTful, JIBX, JSON, Oracle 11g, Apache 2.x, SVN, Log4J, Junit, Agile, Bootstrap, HTML5, CSS, CSS3, Docker, Tomcat, Apache, SQL, Git, Eclipse, JavaScript, Bootstrap, AngularJS, Node.JS, ReactJS

**All State Insurance, Bangalore, Karnataka, India****November 2014 to September 2015****Role: Java/J2EE Developer**

**Project Description:** The Project is about Customer Insurance Catalog is an intranet application developed for employees within the company. The employees can access Customer information and update the customer information on various types of insurance policies provided by the company. The employees can also process claims and authorize payments for the customers. This application also provides various functionalities such as generating different types of quotes based on medical history of customers.

**Responsibilities:**

- Developed business modules with JSP, Servlet, Struts framework, Java, XML.
- Developed client architecture using AngularJS and bootstrap.
- Developed J2EE application development on Windows and UNIX platforms.
- Developed MVC architecture using Backbone.js
- Deployed and Developed Web Services and Integrating clients with the services using SOAP and RESTFUL
- Developed entire project using struts framework.
- Developed high performance object/relational persistence and query (SQL) service for entire application.
- Configuring, Hibernate, Struts related XML files.
- Used hibernate for loading user profile information data mapping and creating objects.
- Taken care of complete Java multi-threading part in back end components.
- Developed required Action classes, presentation layer forms using Action Form beans and Java beans containing the business logic. Developed DAO's and business delegates for accessing data.
- Created Hibernate classes to transfer the data to the database.
- Developed Stored Procedures and Functions, Views for the Oracle database (PL/SQL).
- Configured and implemented Log4j for logging and Maven for CI integration.
- Efficiently managed the tasks and working and delivering features in a fast-paced scrum environment and provide critical reports to end users on time. Deployed the application on Web Sphere server.

**Environment:** Java, J2EE, Servlets, JSP, JDBC, JUNIT, Spring, Spring ORM Spring Form tags JSTL, Hibernate, Oracle11g, Apache, SOA, struts, Web Services, RESTful, UML, ANT, HTML, Bootstrap, AngularJS, BackboneJS, XML, UNIX, Unit Testing, SOAP UI, Maven, Jenkins, Eclipse IDE, Log4J, AJAX, SOAP, PL/SQL, HTML, CSS, JSP, jQuery, JSON, WebSphere.

**Citi Bank, Hyderabad, Telangana, India****January 2013 to October****2014****Role: Java Developer**

**Project Description:** Lost Stolen Card Replacement/ Interest Eraser Worked on making Enhancements to the existing Banking applications. This is an application is implementation of newly visualized concept of Citibank where it gives use the user to make any transaction interest free for 6 months This new feature is called Interest Eraser. Lost Stolen card replacement project facilitate the users to report in case of Lost, Stolen or Damaged credit card. The user will be provided with an interface where it can choose the card which he wants to replace.

**Responsibilities:**

- Developed Scheduling module of IMS for on-demand inventory collection using JAVA and J2EE.
- Worked on Agile Team Development and Test-Driven Development using JIRA.
- Developed JAVA based automation testing framework tool for triggering XML API's.
- Developed presentation layer including UI components, validations using HTML5, applying styles using CSS, used jQuery to make Ajax calls. Involved in implementing Jasper Reports using Jasper Soft Studio.

**Name: Namratha Narla**

- Used Spring IOC (Inversion of Control) to remove the object Dependencies across the application.
- Created REST based web services using JAX-RS library. Publishing reports on Jasper Server.
- Well versed with Integrations using JBPM and has designed the integration components.
- Used POSTMAN for testing REST web services and Jira for project management and tracking.
- Implemented Singleton, MVC, Data Transfer Objects and Data Access Objects design patterns.
- Designed and coded JAXB API to interact with third party application for asynchronous loading and parsing of JMS XML messages. Taken care of Java Multithreading and concurrency in common java classes / library.
- Implemented the application specific Web services to transfer data in real-time by utilizing WSDL, REST and JMS technologies. Used X Stream API to transfer data back and forth between Spring MVC and ExtJS.
- Created a Front-end application using JSPs, JSF, Swing, ExtJS3.0, GWT and Spring MVC for registering a User data and configured it to connect to database using JDBC. Used GWT UI Builder tool to make UI more Interactive. Used Maven to build, run and create JARs and WAR files among other uses.
- Created web pages using HTML5, CSS3, Bootstrap, JavaScript, jQuery, backboneJS, Ajax, NodeJS, ReactJS and AngularJS. Developed ant targets to transfer CSPC patch to the build machine using Ant Scripts.
- Integrated independent software components, where most of the data processing occurs on the client side using RCP (Rich Client Platform), SWT. Developed expect scripts to automate CSPC installation process.
- Use Eclipse as IDE tool to develop the application and JIRA for bug and issue tracking.
- Wrote SQL and stored procedures using SQL Server for retrieving data and data manipulation.
- Involved in deploying the ESL portal application on IBM WebSphere portal server.
- Installed, configured and maintained WebSphere Application Servers (WAS) in a network deployment.
- Assisted in resolving WebSphere Process Server (WPS) support issues.
- Involved with troubleshooting issues in WebSphere application servers (WAS) within SLA
- Extensive use of JDBC to communicate to the Database for storing and retrieval of information
- Developed asynchronous solution for Profile updates on the website using JMS technologies
- Developed JAVA based patch Management tool for CSPC. Implemented project-based Jenkins plugins.
- Implemented Jenkins for Continuous Integration Builds, automated deployments, and Notifications.
- Maintaining separate build in Maven for the module for easy integration to the portal build and configure with Jenkins for development. Wrote unit test cases using Junit, JMock and acceptance tests using STIQ.

**Environment:** J2EE, JAXB, JMS, Spring/MVC, Agile, XML, JIRA, Bootstrap, CSS3, Angular, NodeJS, ReactJS, JavaScript, BackboneJS, Eclipse IDE Restful API, Junit, jQuery, HTML 5, HTML, ExtJS, Apache Tomcat, Java8, Java7, Curam, RCP, SWT, GWT, JSF, Jenkins, JDBC, ANT, Maven, Log4j, SVN, SQL Server, Windows, and Linux.

**HDFC Life Health Insurance, Hyderabad, Telangana, India**

**March 2011 to December 2012**

**Role: Tech Support**

**Responsibilities:**

- Researching and identifying solutions to software and hardware issues.
- Diagnosing and troubleshooting technical issues, including account setup and network configuration.
- Tracking computer system issues through to resolution, within agreed time limits.
- Properly escalating unresolved issues to appropriate internal teams (e.g. software developers).
- Providing prompt and accurate feedback to customers.
- Referring to internal database or external resources to provide accurate tech solutions.
- Ensure all issues are properly logged. Prioritize and manage several open issues at one time.
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting.
- Preparing accurate and timely reports.

**Resume 13: Software Developer/Database Developer**

<b>Name: David R. Cortez</b>	
<b>Title</b>	Software Developer/Database Developer
<b>Education and Certifications</b>	1985 California State University Los Angeles B.A. Industrial Technology
<b>Technology Proficiency</b>	C#.Net 8.0, .Net Core 3, Visual Basic.Net, DevExpress, WebForms, WinForms, & WCF SQL Server 2008 r2, JIRA, SQL Server 2012, SQL Server 2014, and SQL Server 2016, PostGre 10, Entity Framework 5, Entity Framework Core 2, RESTful Web API MS T-SQL. Microsoft Azure Cloud Development, VMWare vSphere 5.5 & VMWare Workstation Pro 10 & 12.5
<b>Summary:</b>	
<ul style="list-style-type: none"> <li>• Developing Microsoft .NET Applications for Windows (Visual C# .NET) 2555A</li> <li>• Research and development with ASP.NET Core MVC, Framework handling middleware logic and application logic, using Business Logic, View logic and Application logic, using Routing like routes. Map Route.</li> <li>• Interacted with the users and translated their requirements into high level design documents.</li> <li>• Involved in the Design, Development and Testing of Web Forms ASP.NET.ADO.NET, C# and SQL Server 2008.</li> <li>• Designed functional flow diagrams for various functions in this module using Microsoft Visio.</li> <li>• Created Master pages and CSS pages from scratch and made use of the Telerikskins.</li> <li>• Wrote classes in the CSS Pages Designed ASP.NET web pages using data binding controls like dropdown list, grid control.</li> <li>• Developing ASP.NET Web Applications Using Visual Studio.NET 2310BCP</li> <li>• Research and development on Building and Securing RESTful APIs in ASP.NET Core,</li> <li>• Developed and maintained 30 applications using Microsoft products such a Visual Studio with TFS, .NET Frameworks, RESTful API and Web Services, IIS Servers, SQL Servers, C#, HTML and Ajax and helped with eCommerce project, Magento and Cast Iron.</li> <li>• Build Web Services Business to Business connectivity using RESTful API connect with Shiphawk transportation &amp; shipping, OANDA currency exchange trading, Logic Monitor automated monitoring system, Flash and Dimerco Logistics.</li> <li>• Built connectivity with Oracle and MS SQL.</li> </ul>	
<b>Professional Experience:</b>	
2020- Present BrainTree Los Angeles CA	
<b>Software Architect.</b> Client: Cognizant. Software Architect SPA/RESTful WebAPI applications for <b>Pacific Life Insurance</b>	
<ul style="list-style-type: none"> <li>• Authored Technical Design Document for Pacific Life Insurance</li> <li>• Architect internal Web Applications for Business Users viewing and adjusting client contracts</li> <li>• All services (RESTful Web API) architected in C# Core, deployed in Red Hat Enterprise Linux</li> <li>• Web APIs hosted in Asp.net Core 5 on Red Hat Enterprise servers</li> <li>• Web API consume Stored Procedures written for Postgre databases, All services interface with Stored Procedures written in PL/pgSQL for Postgre databases</li> <li>• Architected Azure DevOps CI/CD Pipelines into Dev, QA, and Production environments utilizing Self-hosted Agents</li> <li>• Data providers are Devart dotConnect and DevExpress that connect to Postgre data sources</li> <li>• Architected the Object Relational Modeling in Microsoft Entity Framework Core</li> </ul>	
2017-2020 American Unit Inc/ Client: Pepsi Co. Hayward, CA	
<b>Software Developer</b>	
Support SPA Development in Banking/Financial Industry in the Southern US	

**Name: David R. Cortez**

- Develop public facing payment application software in the service layer.
- All services developed in C#.Net Core
- All services modeled in Microsoft RESTful Web API
- Services interface with multiple SQL Server backend databases
- Project Management through Atlassian JIRA
- All virtual desktops housed in Citrix VDI
- CI/CD deployments containerized in Kubernetes containers

**Software Developer:** Support and develop Enterprise Solution Architecture for Southern California Power Utility Client

- Enterprise Solution requires database support and development in Oracle 12c and SQL Server 2014 & 2016, on premises and Azure Cloud, and PostGre 10
- Utilized Microsoft Server 2008, 2012, and 2014, on-premises and Azure Cloud
- Software Version Control in TFS Git, Source Tree
- Performance Test with Load Runner
- Experience with network appliances: DataPower, Redwood, CIFS Shares Drives (NAS), and Managed File Transfer
- Experience upgrading with Netmotion VPN software
- C# 7, develop business logic for Grid Mod applications
- AngularJS for Grid Mod public facing page(s)
- Entity Framework 5, Entity Framework Core 2 for data binding in applications
- Develop/Configure CosmoDB for NoSQL Caldera Hadoop associated with Edge devices
- Developed and supported public facing consumer applications in the .Net domain describing power usage in Southern California via ArcGIS heat maps

2016-2017      Alemba Group LLC      Costa Mesa, Ca./ London UK

Software Engineer

- Support and Develop bugfixes for VFire IT **CRM/ERP/CMS** Software
- Develop bugfixes in C#.net, VB.net, HTML, JavaScript, & T-SQL
- Support and Develop software fixes for VFire back-end SQL Server 2012 & 2014
- Software Version Control in Git, JIRA, Source Tree & TFS
- Test applications in virtualized environment (VMWare vSphere 5.5 & Workstation Pro 10 & 12.5)
- Software Connectors/Services written as WCF 4 and Web API
- AngularJS
- Android OS-Mobile

2013-2015      Ignite Marketing LLC      Rancho Cucamonga, Ca.

Software Engineer

- Developed Client/Server ASP.Net MVC 4 & 5 web portal applications for various Automotive (Kumho Tires)
- Developed internal /Intranet middle tier back-end applications for Healthcare industry clients
- Created relational databases in Microsoft SQL Sever2008 R2 Client Back-ends for Automotive and Healthcare industry clients
- Created back-end applications focused on XML data
- Created C# code modules in Microsoft Visual Studio 2013 & 2015 (Community & Team editions)
- Dot Net Nuke CMS

▪ **2003 – 2016      Westwood College      Upland, CA**

Instructor/Supervisor, Game Software & Electronics Technology

- Develop software laboratory exercises for 2D & 3D graphic engines & Artificial Intelligence
- Teach all levels of C/C++/C# programming (Beginning, Intermediate, and Advanced)
- Curriculum Development

**Name: David R. Cortez**

- Course Scheduling
- Game Software Development (Windows API, DirectX 10.0, OpenGL)
- Developed National Instruments Virtual Instrumentation Lab Simulations
- Supervise Instructors

1987 – 2004                      Chrysler Corp.                      Ontario, CA

Quality Assurance Facilitator ISO 9000:2000

- Develop Quality Control Management Systems based on ISO 9000/2000 Standards
- MS Access Employee Training Databases
- Create over 200 work flow diagrams in Visio2000 on Lotus Notes R5 platform
- Certified ISO 9000 Auditor
- Achieved ISO 9000 Certification for MOPAR facility
- Orientation and training for all new employees (Management & Hourly)

**Resume 14: Web Designer**

Name: AIDEN STEVENS	
<b>Title</b>	<i>Web Designer</i>
<b>Education and Certifications</b>	Visual Communication/ Art – Katherine Gibbs, NJ Bachelor's Degree in Electronics - Yale University.
<b>Technology Proficiency</b>	<b>SOFTWARE APPLICATIONS:</b> Sketch, InVision, XD, Photoshop, Fireworks, Axure, Visio, Flash, InDesign, Illustrator, After Effects, PowerPoint. <b>PROGRAMMING LANGUAGES:</b> HTML5, CSS3, AJAX, XML, JS, Java, Struts, Ext.js, Angular, Node.js
<b>Key Components</b>	User Interface Design, Web Usability Testing, Liferay, Eclipse, Tridion, Drupal, Website Promotion, User Community Reporting, Site Usage Analysis, Web applications, User controls, Web forms
<b>Summary:</b>	
<ul style="list-style-type: none"> <li>Over 12 years of experience in Application and Web Development using mainstream technologies such as HTML, Angular, React, Typescript, Node JS, Redux, NPM, ExtJS, Object Oriented Programming, Reactive form programming, NgRx (state management), JQuery, Bootstrap, SASS, CSS, JavaScript, AJAX, JSON, Photoshop, Jenkins.</li> <li>Extensive experience in Cross-browser HTML, CSS, JavaScript coding to offer responsive website layouts to modern browsers.</li> <li>Create a clean Architecture and common reusable components for application UIs.</li> <li>Extensive experience in DOM manipulation using JavaScript, jQuery, Angular.</li> <li>Extensive experience in Module and Class based JavaScript Programming.</li> <li>Demonstrated good communication and interpersonal skill and shows willingness to start with the project the soonest possible time.</li> </ul>	
<b>Professional Experience:</b>	
<b>American Unit Inc/Client: ManPowerGroup NJ</b> <span style="float: right;"><b>Jul 2020 - Present</b></span> <b>Lead UI/UX Developer (Consultant)</b>	
<b>Responsibilities:</b>	
Extensively involved in various phases of <b>Software Development Life Cycle</b> such as Requirements Analysis, Design and Implementation and Maintenance in <b>Agile</b> environment. Designed and maintained front-end page layout using <b>Angular, CSS</b>	
<ul style="list-style-type: none"> <li>Created <b>Responsive Web Design</b> using <b>Bootstrap</b> and <b>CSS Media Queries</b>.</li> <li>Created Navigation bar, Dropdown menu, Image Carousel, Button, Modal, Form, Table, Tabs, Pagination.</li> <li>Used <b>HTML5</b>, Form Validation, Type and Attributes Restrictions to validate the client inputs.</li> <li>Supported <b>Single Page Applications</b> when client changed his query condition.</li> <li>Handled Cross Browser Compatibility Issues and Unified CSS Layout across various browsers and platforms such as Internet Explorer, Mozilla Firefox, Google Chrome and Opera.</li> <li>Utilized <b>Angular UI-Route</b> for managing the State Transition and URL route.</li> <li>Utilized <b>Angular dependency</b> injection to inject different services just like custom service, and create some custom directives to do some reusable component.</li> <li>Backend integration with Rest API. Participate in developing strategies to improve API development life .</li> <li>Support the development of virtualized APIs by creating sample API request/response messages.</li> <li>Worked with modules, npm commands and using package.json for managing dependencies and dev-dependencies of <b>node js</b> applications.</li> <li>Used the <b>Git</b> for version controlling an <b>JIRA</b> for the project tracking.</li> <li>Finalizing HTML prototypes into Web Application to present the workflow of UI elements.</li> <li>Generated global CSS pixel perfect libraries for cross browser based on the company guideline and the requirements using SASS.</li> </ul>	

**Name: AIDEN STEVENS**

- Review the design/code to make sure layout looks good pixel perfect, look and feel compare with prototype and Worked with QA team debugging and fixing the issues.

**Skills Utilized:** HTML5, CSS3, Bootstrap, Angular, SASS, Node.js, GIT, JIRA, XD.

**American Unit Inc / Client: ABB Group NJ**

**Apr 2019 - Jun 2020**

**Senior UI/UX Developer (Consultant)**

**Responsibilities:**

Extensively involved in various phases of **Software Development Life Cycle** such as Requirements Analysis, Design and Implementation and Maintenance in **Agile** environment.

- Created Responsive Web Design using Bootstrap and CSS Media Queries.
- Used HTML5 Form Validation, Type and Attributes Restrictions to validate the client inputs.
- Designed and maintained front-end page layout using HTML, CSS
- Used JavaScript to handle the basic logics and bind the Event Handlers.
- Created Navigation bar, Dropdown menu, Image Carousel, Button, Modal, Form, Table, Toggable tabs, Pagination using Bootstrap, Angular Material.
- Supported Single Page Applications when client changed his query condition using Angular 6 which includes Routing, Directives, and Templates.
- Handled Cross Browser Compatibility Issues and Unified CSS Layout across various browsers and platforms such as Internet Explorer, Mozilla Firefox, Google Chrome and Opera.
- Backend integration with Rest API.
- Utilized Angular UI-Route for managing the State Transition and URL route.
- Utilized Angular dependency injection to inject different services just like custom service, and create some custom directives to do some reusable component.
- Finalizing HTML prototypes into Web Application to present the workflow of UI elements.
- Developing and modifying Angular JS style guide, look and feel based on the requirement.
- Review the design/code to make sure layout looks good pixel perfect, look and feel compare with prototype and Worked with QA team debugging and fixing the issues.

**Skills Utilized:** HTML5, CSS3, Bootstrap, Angular 6, Angular material, SASS, Agile, GIT, JIRA, Photoshop, Dreamweaver.

**Citi Group, Princeton, NJ**

**Sep 2017 - Mar 2019**

**Senior Application Developer**

**Responsibilities:**

- Finalizing HTML prototypes into Web Applications by integrating with back-end services and functionality.
- Develop new and update existing web pages look and feel using HTML, CSS, JavaScript.
- Generate/update wireframes and clickable prototypes from UI concepts for testing and team feedback.
- Establish UX design as the first stage of all Web/Mobile Application development, instituting a user-centered design (UCD) approach using Adobe Fireworks, Photoshop, InVision.
- Converting PSD, JPG mockup in to interactive pixel perfect web layout using HTML, CSS.
- Created mobile first responsive layout Desktop, Tablet and Phone using Bootstrap, SASS, LESS.
- Backend integration with Rest API.
- Generated the visual style guide for web-based app and overall website using CSS and CSS processors.
- Design prototype to present the workflow of UI elements using Fireworks, InVision.
- Developing and modifying ExtJS, Angular JS style guide, look and feel based on the requirement.
- Developed the DAO layer for the application using Spring, Hibernate and developed various business logic and reports using Hibernate Criteria.
- Provide strong troubleshooting skills for cross web browser capability including testing the pages, codes.
- Took ownership to develop CSS(visual) style guide and Worked with QA debugging and fixing the issues.

**Name: AIDEN STEVENS**

- Provide web maintenance, support, day-to-day administration, and troubleshooting duties.

**Skills Utilized:** HTML5, CSS3, Bootstrap, SASS, Angular JS, Java, Node.js, Visual code, Github, Adobe Photoshop.

**Bank of America Merrill Lynch, New York, NY**  
**Web UI/UX Lead Designer/Developer (Consultant)**

**Jul 2015 - Aug 2017**

**Global Markets portal - Mercury**

Mercury is a newly enhanced Global Markets portal and it features an updated look and seamlessly integrates new and improved client applications, research, market data, analytics and electronic trading across asset classes. FX Options eTrading tool allows our clients to price and execute multiple types of options.

**Responsibilities:**

- Develop new and update existing web pages look and feel using HTML, CSS, JavaScript.
- Develop new CSS pixel perfect libraries for cross browser and troubleshooting existing libraries.
- Took ownership to develop CSS(visual) style guide and Worked with QA debugging and fixing the using
- Generate/update wireframes and clickable prototypes from UI concepts for testing and team feedback.
- Established UX design as the first stage of all Web/Mobile Application development, instituting a user-centered design (UCD) approach using Axure, Adobe Fireworks, Photoshop, InVision.
- Doing user presentation and testing(interview) working directly with the project manager, BA and Users.
- Finalizing HTML prototypes into Web Applications by integrating with back-end services and functionality.
- Converting PSD, JPG mockup in to interactive pixel perfect web layout using HTML, CSS.
- Create mobile first responsive layout Desktop, Tablet and Phone using Bootstrap, SASS, Less, BEM.
- Define the visual style guide for web-based app and overall website using CSS and CSS processors.
- Design UI elements (Charts, Grid, Date picker) for Mercury portal using ExtJS.
- Create visualization dashboards and develop rich interactive graphics and data visualizations of large structured data in browser-friendly formats.
- Design ExtJS prototype to present the workflow of UI elements.
- Developing and modifying ExtJS style guide, look and feel based on the requirement.
- Working on Ext.js, Angular. (JavaScript framework) UI templates.
- Build rich internet application portals and uploading contents using Liferay, Eclipse, TFS (Team Foundation Server).
- Project management, process management, tracking process with Agile methodology.
- Provide strong troubleshooting skills for cross web browser capability including testing the pages, codes.
- Working closely with information architecture, project managers, editors, and vendors to ensure the adherence of style guide standards.
- Provide web maintenance, support, day-to-day administration, and troubleshooting duties.

**Skills Utilized:** PC, Eclipse, Liferay, HTML5, CSS3, BEM, Bootstrap, SASS, Less, JavaScript, Ext.js Angular, jQuery framework, library, XML, Dreamweaver, Flash, Fireworks, Photoshop, PowerPoint, Axure, InVision.

**Freelance Web Designer/Developer**

**Mar 2010 – Jun 2015**

**BlackRock Plainsboro, NJ Web/UI Developer**  
**Pershing-Bank of New Mellon Jersey City, NJ – Web/UI Developer**  
**Realogy Inc, Parsippany, NJ Web Developer**  
**AIG Insurance, Jersey City, NJ – Web/UI developer**  
**Tactical Advantage Group, NJ – Web/UI lead graphics designer/developer**  
**Medley Global Advisors, NY – Web/Graphic Developer**  
**Bank of New York Mellon, NY - Web/UI Designer**

**Responsibilities:**

- Developed new and updated existing web pages using table-less layout Dreamweaver, HTML, CSS, JavaScript.

**Name: AIDEN STEVENS**

- Developed email marketing campaigns. Building forms and validation using HTML, JavaScript.
- Provided strong troubleshooting skills for web browser capability including testing the pages, codes.
- Gathered and organized content for web pages working with Tridion, Red Dot content management system.
- Provided web maintenance, support, day-to-day administration, and troubleshooting duties.
- Developed the micro websites and email marketing campaigns. Building forms and validation using HTML, JavaScript, Cheetah mail.
- Developed web pages from the mockups and wireframes converting in to HTML and CSS.
- Created micro websites includes wireframes, mockups, slicing, coding with HTML, CSS using Photoshop, Dreamweaver.
- Designed webcast, video and sound editing, slides presentation with Flash, ActionScript, Premiere, XML.
- Designed and prototyped elegant interface solutions for clients through user-centered design process.

**Skills Utilized:** PC, MAC, Flash, Dreamweaver, HTML, Actionsript, XML, CSS. Photoshop, Illustrator, InDesign, Captivate, QuarkXPress, Visio, PowerPoint, Word, Excel.

**JP Morgan Chase & Co, NJ**  
**Web/Graphic Designer**

**Aug 2008 - Feb 2010**

**Responsibilities:**

- Produced and modified presentations utilizing PowerPoint.
- Created Slide transition, animation, Interactive forms using PowerPoint, Flash.
- Designed, developed and maintained HTML templates, HTML email.
- Designed wide range of marketing materials letterhead, Postcards, newsletter, Presentations.

**Skills Utilized:** PC, MAC, Adobe Photoshop, Illustrator, QuarkXPress, HTML, Flash, Action Script, Dreamweaver, Visio, PowerPoint, Excel, and Word.

**Resume 15: Oracle DBA**

Name: Nageshwar Karanam	
<b>Title</b>	<b>Oracle DBA</b>
<b>Education and Certifications</b>	<ul style="list-style-type: none"> <li>Bachelor of Engineering</li> <li>Oracle Certified DBA</li> <li>ITIL Foundation</li> </ul>
<b>Technology Proficiency</b>	<p>Operating Systems: Solaris, HP-UX 11i, AIX 5.3 6.1, RHEL, OUL, and OEL.</p> <p><b>RDBMS: -</b> Oracle 8i, 9iR2, 10gR1 &amp; R2, 11gR1 &amp; R2, 12C,18c and 19c,AWS Postgressql/ ODBC, JDBC</p> <p><b>Storage: -</b> Oracle 18c Exadata Storage Server, EMC SRDF/S/A, TSM, and flash snap mirror backup.</p> <p><b>E-Business Suite:</b> adadmin, rapidwiz, adpatch and rapid clone.</p> <p><b>Monitoring:</b> Oracle Enterprise Manager 10g,11g ,12c and 13c</p> <p><b>Language/ Tools:</b> Unix advanced Shell Script, PL/SQL, BMC Remedy, HP Open view (HP OVO), Cron for job scheduling.</p>
<b>Key Components</b>	
<b>Summary:</b>	
<ul style="list-style-type: none"> <li>A highly dependable and result-oriented <b>Senior Oracle RAC &amp; APPS DBA</b> with over <b>15</b> years of extensive experience in managing a variety of mission critical databases for large organizations along with thoroughly strong conceptual knowledge of <b>Oracle 11g,12c,18c,19c and 18c Exadata</b> and <b>Oracle Database Appliance</b>.</li> <li>Proven experience in coordination with different globally spread teams for successful implementation of projects. Able to work on own initiative and as part of a team. Capable of building excellent working relationships at all levels.</li> <li>Proven experience for cost saving efforts for various clients. Strong communication skills effortlessly interact with stake holders, clients, vendors and staff, with an adaptable and flexible attitude to work.</li> <li>Thoroughly experienced in meeting client expectations thru effective communication, exemplary teamwork and superior technical knowledge along with leading database teams.</li> <li>Extensive onsite and offshore client facing experience. Lead/participate in meetings with stakeholders, application team, suggesting, convincing for implementing appropriate solutions. Exposed to working in mission critical projects, large databases (TB) environments and complex architectural setups.</li> <li>Extensive experience of managing production high volume transactional 24x7x365 databases (Oracle &amp; EBS) on UNIX (Solaris/Linux/HP-UX, IBM-AIX) systems and handled severity-1/2 calls to ensure timely restoration of database services Taken cares of critical database tasks and ensure end-to-end delivery of work.</li> <li>Implementation of Oracle database backup and recovery strategies using user managed, RMAN/Hot/Logical Backups for RAC/Non-RAC databases.</li> <li>Migrations, Upgrades and Maintenance, performance, and tuning of RAC/Non-RAC databases.</li> </ul>	
<b>Professional Experience:</b>	
American Unit Inc/Client: Verizon Inc, Irvine, CA <span style="float: right;">Oct 2018– June 2020</span> Oracle DBA <ul style="list-style-type: none"> <li>24x7 on call production systems support</li> <li>Performs highly technical and administrative work in the installation, development, and maintenance of Oracle Database (11gR2,12c RAC and 19c with ASM) environments.</li> <li>Code migrations</li> <li>Minimize database downtime and manage parameters to provide fast query responses</li> <li>Provide proactive and reactive data management support.</li> <li>Determine, enforce and document database policies, procedures and standards</li> <li>Perform tests and evaluations regularly to ensure data security, privacy and integrity</li> <li>Monitor database performance, implement changes and apply PSU/one-off patches and versions when</li> </ul>	

**Name: Nageshwar Karanam**

required

- Backup and Database refreshes using RMAN
- Upgrade and migrate databases to newer versions/hardware
- Resolves Oracle database performance, capacity, and **Shareplex** and **Golden Gate** replications issues.
- Setup DR and HA strategy and support routine DR testing

Oracle America Inc Chicago, IL

Jan 2011 -Sep 2018

Oracle DBA

- Oracle 11R2 RAC databases migration (none-ASM to ASM) from AIX to Oracle Enterprise Linux (OEL) and RHEL.
- Most of the CRS were 6 or 4 node cluster.
- Worked with Oracle RAC Assurance team for best practices of RAC **set up**. Applied bundle and CPU patches on CRS, ASM, and RAC databases.
- Created 16 Oracle RAC set up for production, quality and development environment. Implemented TAF.
- ASM used as storage on block EMC Power Path devices. Created Oracle 11gR2 RAC DataGuard with Broker.
- Implemented 11g Grid Control for monitoring on all **databases**.
- Configured RMAN setup for backup.

Macsteel USA Newport Beach, CA

Jan 2009 - Dec 2010

Oracle DBA

- Production support (24\*7 pager support).
- Oracle Database administration of Production database, test database and development database.
- Daily database health check and monitoring of existing system using OEM 10g like Data Archival, RMAN backup, OPMN service down for application.
- Cloning of oracle application 11i instance with Rapid Clone and database with RMAN Duplicate command.
- Patch Analysis and Application of patch using adpatch, Forms Patch (10.1.2) using opatch.
- Usage of Partition tables and their maintenance for performance enhancement.
- Doing Database Reorganization regularly to remove row migrations and fragmentation.
- Taking different types of traces (User level, session level, oradebug, Form level & Trigger based)
- Tuning the problematic SQL for better execution plan
- Building and using the AWR and ADDM reports for identifying issues during peak load times of the database
- Using the ASH view and report to get the problematic queries instantly
- Debugging database level problems on the fly as per customer request
- Using advisors (SQL tuning advisor, access advisor, SQL profiler)

Sun Micro Systems Santa Clara, CA

Nov 2004 –Nov 2008

Oracle DBA

- Database upgrades from 8i to 9i.
- Configured RMAN backups for databases.
- Implemented several scripts for database monitoring.
- Scripting for DataGuard monitoring.
- Database reorganization for fragmentation removal.
- Migration of tablespaces to LMT from DMT.
- Scheduling jobs through Oracle Job Scheduler.
- SQL Tunings for Performance of Objects and providing support to end users
- Automation of Startup Shutdown on all Production and Development Database.
- Monitor CPU usage, I/O contention, memory paging on UNIX server. Identify resource and performance bottleneck.

**Name: Nageshwar Karanam**

- Recovery of Database (Recovering from Media Failure, Recovering tables dropped accidentally, Recovering data files, Recovering from Block Corruption).
- Installation and configuration of Oracle Client software and Tools.
- Automated the process of analyzing tables every night.
- Created scripts to query performance views in an effort to reduce parse times and tune memory structures such as the database buffer cache, shared pool, library cache. server configuration.
- Written SQL scripts to monitor tablespaces and extent growth.

**Resume 16: SharePoint Developer**

Name: Bushera Nagam					
<b>Title</b>	Sharepoint Developer				
<b>Education and Certifications</b>	<ul style="list-style-type: none"> <li>Certification in SharePoint Development, Bemanda Technology, 2016</li> <li>Associate Degree in Business Administration from Montgomery College, Maryland, USA, 2008</li> <li>Associate Degree in Accounting</li> <li>Studied Political Science and International Relations</li> <li>Microsoft Power Platform Fundamentals</li> </ul>				
<b>Technology Proficiency</b>	<ul style="list-style-type: none"> <li>SharePoint: 2013, 2016 and SharePoint Online</li> <li>Office 365: PowerApps, Power BI, Flow</li> <li>Office 365: Outlook, Sway, Microsoft Teams (Skype for Business)</li> <li>Tools: SharePoint Designer 2010/2013 and InfoPath 2013</li> <li>Third Party Tools: Sharegate</li> <li>Scripting Language: JavaScript</li> <li>Web Development: HTML, CSS, JavaScript/JSON</li> <li>Other Tools: MS Visio, MS Office, Excel Service, Sharegate</li> </ul>				
<b>Summary:</b> <ul style="list-style-type: none"> <li>Microsoft Power Platform Certified &amp; 4+ years of development experience in SharePoint Server 2016 &amp; SharePoint Online (Office 365) and other related Microsoft components, such as OneDrive for business, Microsoft Teams, Yammer, Power Apps, Power Automate, CSS, HTML, JavaScript.</li> <li>Excellent reputation for resolving problems and improving customer satisfaction.</li> <li>Designed and developed business automation using SharePoint Designer, Power Automate, and Nintex,</li> <li>Involved in the migration of SharePoint Server 2016 to SharePoint online using the third-party Migration tool,</li> <li>Core expertise to create out-of-the-box (OOTB) solution creating and customizing site collections, Site, List, Document Library, View, Content-Type, and Web Parts,</li> <li>Skilled Web technologies, JavaScript, jQuery, and CSS, to extend SharePoint Capabilities,</li> <li>Manage SharePoint team site creation, implemented security permission, Target Audience, and handled another SharePoint-related work,</li> <li>Handled security and Office 365 groups following best practices for SharePoint Permissions management,</li> <li>Extensive experience in developing utilizing SharePoint components, including web parts, Templates, Forms and workflows,</li> <li>Knowledgeable in creating Apps using client-side object models (CSOM) for accessing and manipulating SharePoint Data,</li> <li>Strong experience in implementation out-of-the-box (OOTB) features of SharePoint, and configuration of new Web Part, Highlighted Web Parts, Site, and available information to Targeted Audiences,</li> </ul>					
<b>Professional Experience:</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">American Unit Inc/ Xcerra Corporation MD</td> <td style="width: 40%; text-align: right;">01/2017 – Present</td> </tr> <tr> <td colspan="2" style="background-color: #D9D9D9;">SharePoint Developer</td> </tr> </table> <ul style="list-style-type: none"> <li>Implemented technical business requirements and translated into Power Automated,</li> <li>Designed Power BI for Data Visualization using SharePoint as a source,</li> <li>Substantial experience in Microsoft office 365, SharePoint Online, Yammer, Microsoft Teams, One Drive for Business, Power Apps, Power Automate, and Power BI,</li> <li>Developed Survey tools using Microsoft Form for Office 365 Solution to help users to provide for them the best recommended Office 365 Solution,</li> <li>Used Microsoft Power Platforms for the development of PowerApps, Power Automate, Power BI,</li> <li>Managed SharePoint collaboration sites of the organization using best practices,</li> </ul>		American Unit Inc/ Xcerra Corporation MD	01/2017 – Present	SharePoint Developer	
American Unit Inc/ Xcerra Corporation MD	01/2017 – Present				
SharePoint Developer					

**Name: Bushera Nagam**

- Developed corporate Intranet Sites and Hub sites within company standardization,
- Created Modern Site using Communication Site and SharePoint Team Site for showcase and collaborations,
- Configured and manage Document Libraries (Versioning, Manage Content Types and Metadata), form Libraries, and created Custom Views,
- Developed and delivered business information solutions,
- Developed and maintained courteous and effective working relationships,
- Collaborated with IT Department to achieve solutions for end users,
- Serve as a resource for solving user problems and efficiently user's requests,
- Automated onboarding process using Power Automate Business process,
- Technical support to End-Users in SharePoint Usage, in incident resolutions,
- Worked on tickets opened by the customers and closed based on their priority



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

State of West Virginia  
 Centralized Request for Quote  
 Service - Prof

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

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** American Unit, Inc

**Address :** 2901 N Dallas Pkwy, Suite 333

**Street :**

**City :** Plano

**State :** TX **Country :** USA **Zip :** 75093

**Principal Contact :** Robert Kashamalla

**Vendor Contact Phone:** (214)275-9162 **Extension:**

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



**Vendor Signature X** **FEIN#** 470914658 **DATE** 5/7/2024

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

**ADDITIONAL INFORMATION**

Addendum No 2 is issued for the following reasons:  
1) To publish a copy of all vendor questions and their responses.  
--no other changes--

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

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

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

Comm Code	Manufacturer	Specification	Model #
80111600			

**Extended Description:**  
Temporary IT Staffing Services

**SCHEDULE OF EVENTS**

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

**SOLICITATION NUMBER: CRFQ LOT2400000011**

**Addendum Number: 2**

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

**Applicable Addendum Category:**

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

**Description of Modification to Solicitation:**

Addendum No 2 is issued for the following reasons:

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

--no other changes--

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

**Terms and Conditions:**

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

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: LOT240000011**

**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.

American Unit, Inc

Company



Authorized Signature

5/7/2024

Date