Welcome, Christopher W Seckman

| Procurement | Budgeting | Accounts Receivable | Accounts Payable |

Solicitation Response(SR) Dept: 0802 ID: ESR05012500000006640 Ver.: 1 Function: New Phase: Final | Modified by batch , 05/06/2025

Header 2

List View

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

Procurement Folder: 1640548	SO Doc Code: CRFQ
Procurement Type: Central Master Agreement	SO Dept: 0802
Vendor ID: VS0000048760	SO Doc ID: DMV2500000004
Legal Name: Dhaka Technologies Limited Company	Published Date: 4/28/25
Alias/DBA:	Close Date: 5/6/25
Total Bid: $2,000,000.00	Close Time: 13:30
Response Date: 05/04/2025	Status: Closed
Response Time: 14:26	Solicitation Description: Mainframe Application Programmer Technical Staffing Services
Responded By User ID: dtech2019	Total of Header Attachments: 2
First Name: Syed	Total of All Attachments: 2
Last Name: Sobhan	
Email: syed@dhakatech.us	
Phone: 6128063046	

Proc Folder:	1640548
Solicitation Description:	Mainframe Application Programmer Technical Staffing Services
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2025-05-06 13:30	SR 0802 ESR05012500000006640	1

VENDOR
VS0000048760 Dhaka Technologies Limited Company

Solicitation Number:	CRFQ 0802 DMV2500000004				
Total Bid:	2000000	**Response Date:**	2025-05-04	**Response Time:**	14:26:19
Comments:					

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@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	Mainframe Application Programmer Technical Staffing Services				2000000.00

Comm Code	Manufacturer	Specification	Model #
81111600			

Commodity Line Comments:

Extended Description:

Mainframe Application Programmer Technical Staffing Services. This will be an open-end services contract that will provide the services of mainframe application programmer analysts on an hourly rate basis to provide technical expertise to meet agency needs. These services will be utilized to develop modifications and enhancements to the mainframe computer systems currently utilized by the DMV.

EXHIBIT A - PRICING PAGE

MAINFRAME APPLICATION PROGRAMMER ANALYSTS				
LOCATION - 5707 MacCorkle Avenue, S.E., Charleston, WV 25304				

Item Number	Quantity	Description	Hourly Rate	Annual Total
Year One	20,000 (8x2500 hrs)	Application Programmer Analysts Contract Cost for 1 year based on hourly rate - - Year One	$100	$2,000,000
Optional Year Two	20,000 (8x2500 hrs)	Application Programmer Analysts Contract Cost for 1 year based on hourly rate - - Optional Year Two	$100	$2,000,000
Optional Year Three	20,000 (8x2500 hrs)	Application Programmer Analysts Contract Cost for 1 year based on hourly rate - - Optional Year Three	$100	$2,000,000
Optional Year Four	20,000 (8x2500 hrs)	Application Programmer Analysts Contract Cost for 1 year based on hourly rate - - Optional Year Four	$100	$2,000,000

** THIS AMOUNT IS FOR EVALUATION PURPOSES ONLY**

DHAKA TECHNOLOGIES LIMITED

Dhaka Technology Limited

Response to

Solicitation No. CRFQ-0802-DMV2500000004

State of West Virginia Centralized Request for Quote Info Technology

Mainframe Application Programmer Technical Staffing Services

To

John W Estep

Bid Clerk
Department of Administration
Purchasing Division
2019 Washington State
Charleston Wv 25305
United States

From

SYED SOBHAN

PRESIDENT
Dhaka Technologies Limited

April 2025

Mainframe Application Programmer Technical Staffing Services

Table of Contents

1 Cover Letter

John W Estep
Bid Clerk
Department of Administration
Purchasing Division
2019 Washington State
Charleston Wv 25305
United States
Re: RFP-Mainframe Application Programmer Technical Staffing Services

Dear John W Estep,

Dhaka Technologies Limited is pleased to respond to State of West Virginia Centralized Request for Quote Info Technology (RFP) No. CRFQ-0802-DMV2500000004, which is for Mainframe Application Programmer Technical Staffing Services. We understand the significance of talent in government and commercial operations as a minority-owned and certified staffing professional company that specializes in full-service, temporary placement, and contract-to-hire staff consulting firms. Our offerings include IT staffing consulting, hardware and software development, and more. The State of West Virginia may rely on our professionalism to assist them in meeting their personnel targets in a timely, flexible, and accurate manner.

About Dhaka Technologies Limited

Dhaka Technologies Limited is known for providing high-quality professionals. We are committed to aligning our proven staff management approach with the strategic goals of The State of West Virginia for Mainframe Application Programmer Technical Staffing Services. With a focus on IT staff augmentation, we ensure that each engagement is tailored to meet The State of West Virginia's individual requirements, offering scalable and responsive solutions that deliver on schedule and under budget.

Dhaka Technologies Limited is pleased to report that no clients have submitted claims against our firm or our key personnel in the past two (02) years related to the personal services we provide. Specifically, we have had no disputes involving sums exceeding 10% of our service fees, and there are no conflicts of interest for team members, including the prime, sub-consultants and key team members for this proposal.

We look forward to supporting The State of West Virginia's staffing needs with the highest standards of service and expertise.

Sincerely,

Syed Sobhan
President, Dhaka Technologies Limited Company
1510 15th St NW, Suite 600
Washington DC, 20005
Contact: 612-806-3046 / syed@dhakatech.us

2 Executive Summary

Dhaka Technologies Limited (DTL) is thrilled to submit its proposal in response to The State of West Virginia's RFP CRFQ-0802-DMV2500000004 for Mainframe Application Programmer Technical Staffing Services. DTL has held a leadership position in the provision of technology-driven personnel solutions, such as executive recruitment, workforce augmentation, and talent acquisition services, across various sectors for over a decade. Dhaka Technologies Company is a Certified Staffing Professional (CSP) by the American Staffing Association, a testament to our commitment to the most rigorous recruitment and staffing practices. Our exhaustive methodology ensures that The State of West Virginia recruit exceptional candidates who align with its institutional objectives by combining strategic procurement, sophisticated digital tools, and extensive industry knowledge. DTL is committed to the delivery of services that are secure, responsive, and scalable, with a particular focus on transparency, compliance, and client satisfaction. We are confident that our customized approach and expertise will establish us as a dependable partner in supporting The State of West Virginia with its personnel requirements and staffing search.

Company Overview

Dhaka Technology, a Minority-Owned Small Business, was founded in 2019 with the objective of providing state-of-the-art and efficient IT consulting services to clients in both the public and private sectors. Over the years, we have garnered a strong reputation for offering customized solutions that are scalable, trustworthy, and tailored to the specific needs of our customers. Software development, network infrastructure, cybersecurity, database management, quality assurance, business analysis, systems analysis, web development, and administration are just a few of the numerous IT disciplines in which we specialize. Our personnel strategy is a blend of adaptability and consistency. Approximately 70% of our organization is comprised of full-time employees, while the remaining 30% are independent contractors. This framework enables us to maintain a high standard of quality and continuity in service delivery while simultaneously offering the city flexible and dynamic solutions. Dhaka Technologies Limited, a wholly independent company, provides clients in the public and private sectors with customized digital and staffing solutions. The company operates with agility and responsiveness.
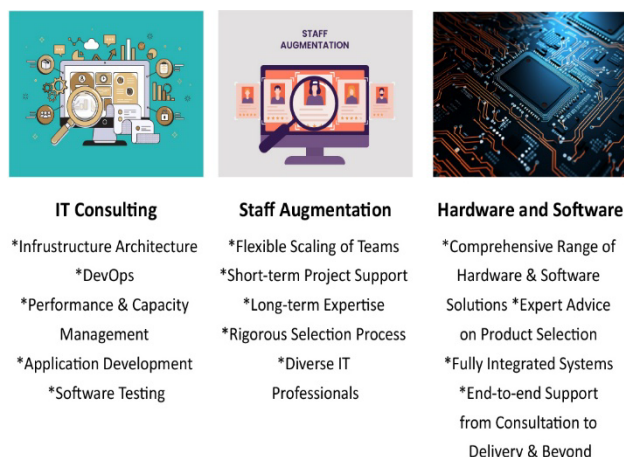
Figure 1: Dhaka Tech. Ltd. Services

Figure 2: Dhaka Tech. Ltd. Customers

Company Contact Information.

Business Name	Dhaka Technologies Limited
CAGE	GZ6SWENRHR84/ 89WK9
DUNS	116953538
Tax EIN	83-3010136
Primary Point of Contact	Syed Sobhan
Email	syed@dhakatech.us
Phone	612-806-3046
Website	www.dhakatechnology.com
Business Type	Minority-Owned Small Business
Organization Type	LLC

3 Our Scope of Services

Dhaka Technologies Limited is committed to the provision of a diverse array of services that are continuously evolving. The company's primary objective is to deliver scalable, secure, and creative technology and workforce solutions. Our principal service areas encompass the following:

- **Staffing and Workforce Solutions:** We specialize in providing comprehensive staffing and workforce solutions, including technical staffing, project-based team augmentation, and executive search services, with a particular emphasis on information technology, engineering, and analytics positions. As a full-service staffing business, we collaborate with our clients to fully understand their specific hiring requirements and organizational goals. Our services go beyond finding suitable people; we oversee the whole recruitment process, including rigorous screening, interviews, and background checks to guarantee that each candidate is thoroughly verified before onboarding. Our mission is to provide high-quality talent solutions that effortlessly integrate into our clients' teams, enabling them to achieve project success and long-term growth.

- **Database Administrator:** We provide end-to-end Database Management System (DBMS) solutions, including database design, implementation, administration, and performance optimization. Our services cover data integration, migration, disaster recovery, and advanced analytics. With a focus on security, compliance, and scalability, we ensure efficient and reliable database systems tailored to business needs.

- **Mainframe Application Programmer:** We provide comprehensive Mainframe Application Programmer technical support, including application development, maintenance, and performance optimization. Our services cover system integration, database management, legacy modernization, and compliance with security standards. We ensure seamless operations with 24/7 support, timely issue resolution, and robust technical documentation, enabling businesses to maintain reliable and efficient mainframe systems.

- **IT Consulting & Digital Transformation:** Providing strategic advice services to assist firms in modernizing their operations, implementing new technologies, and improving their digital infrastructure is what information technology consulting and digital transformation does.
- **Custom Software Development:** End-to-end development of online, desktop, and mobile apps that are tailored to the exact requirements of the customer via the utilization of contemporary frameworks and agile processes is referred to as custom software development.
- **Artificial Intelligence & Machine Learning (AI/ML):** Artificial Intelligence and Machine Learning (AI/ML) involve the development and deployment of intelligent solutions, predictive models, and automation tools designed to enhance decision-making, streamline operations, and drive overall efficiency. Our organization offers flexible AI/ML services to meet client needs — whether by sourcing specialized AI/ML talent through our staffing capabilities or by leveraging our in-house team of experts to design and develop customized AI and ML-driven applications. Whether it's building predictive analytics models, automating complex workflows, or developing intelligent systems, we deliver scalable, high-impact solutions that help organizations stay ahead in a rapidly evolving digital landscape.
- **Cybersecurity Services:** Implementation of advanced security protocols, threat assessments, and compliance solutions are all examples of cybersecurity services. These services are designed to protect data and systems.
- **Cloud Infrastructure & DevOps:** DevOps and Cloud Infrastructure: The design, deployment, and administration of scalable cloud infrastructures (such as Amazon Web Services, Microsoft Azure, and Google Cloud), including continuous integration and continuous delivery pipelines.
- **Network Services**: LAN/WAN infrastructure, firewalls, virtual private networks (VPNs), and secure connection solutions are all examples of network services. Network services include planning, configuration, and maintenance for enterprise-grade networks.
- **Geospatial (GIS) Services**: Geospatial (GIS) Services include GIS applications that are tailored to the specific needs of the government, utilities, and urban planning, as well as spatial data analysis and mapping solutions.
- **Data Analytics & Business Intelligence:** Providing insights that can be put into action through the use of big data platforms, dashboards, and predictive analytics is what data analytics and business intelligence are all about.

4 Our Experience in Staffing Services

Dhaka Technologies has been in business for over **5** years, providing specialized in various staffing solutions for temporary and full-time placements. We have offered services directly aligned with the scope of this proposal, supporting a wide range of clients with many categories of personnel placements on an as-needed basis.

Key Personnel and Experience

Our team includes experienced staffing specialists and recruitment experts. The key personnel assigned to this project have an average of **10** years of experience in staffing, recruitment, and human resources management. Their expertise covers sourcing, vetting, and placing contracts, as well as full-time professionals across various industries.

Key Qualifications Highlights:

- 2 successfully placed IT professionals in the government sector in the last 12 months using AI-powered candidate sourcing.
- Use AI-driven applicant tracking systems (ATS) that parse resumes and automatically screen candidates based on qualifications, keywords, and experiences.
- AI-based efficient filtering of qualified leads and initial screening.
- AI-driven assessments to evaluate soft skills and personality fit based on a client's needs.
- AI-based scoring to make decisions based on objective metrics.
- Knowledge of public sector hiring requirements.

Team Structure:

- Dedicated recruitment team structure
- Clear escalation paths
- Quality assurance processes
- Regular performance monitoring

Name and Designation	YoE	Education Level	Skills
Mian Ashik Murshed IT Recruiter and Account Manager	15	Master of Science	• Certified Project Manager • Specializes in technical recruitment for Project Management and Business Analysis roles for government projects. • Successfully placed 23 Project Managers and Business Analysts in the government sector • Expertise in evaluating Project Management certifications (PMP, PRINCE2) and BA methodologies • Can quickly identify candidates who fit specific client requirements, even for niche or hard-to-fill roles.
Yousuf Ali Lead Technical Recruiter	13	Bachelor of Science	• Focus on software development and engineering positions • Deep understanding of Software Engineer and Systems Analyst skill requirements • Experience evaluating technical skills in programming languages, frameworks, and development methodologies
Kaosar Hossain Infrastructure/Cloud Recruiter	8	Master of Science	• Certified AWS Solution Architect • Specialized in Infrastructure Engineer and Cloud Data Engineer placements • Strong knowledge of cloud platforms (AWS, Azure, GCP) requirements • Experience validating certifications and technical competencies in cloud and infrastructure domains

Syed Sobhan President & Senior Account Manager	12	Master of Science	• Oversees government contracts and IT staffing relationships • Experience managing similar-sized IT staffing contracts • Understanding of government procurement and contract requirements
Dr. Sheikh Ariful Islam Vice President & Technical Account Manager	4	PhD	• Background in IT operations and support • Expertise in Cyber Security Contracts • Experience in quality assurance of technical placements

5 Our Mainframe Application Programmer Skillset

Technical Skills

I. Mainframe Programming Languages:
- COBOL
- JCL (Job Control Language)
- PL/I (Programming Language One) (if applicable)

II. Database Management:
- DB2
- IMS (Information Management System)
- VSAM (Virtual Storage Access Method)

III. Mainframe Tools and Utilities:
- TSO/ISPF (Time Sharing Option/Interactive System Productivity Facility)
- CICS (Customer Information Control System) for transaction processing
- File-AID, Abend-AID, and other debugging tools
- RACF (Resource Access Control Facility) for security

IV. Testing and Debugging:
- Knowledge of unit testing and integration testing in a mainframe environment
- Familiarity with tools like Xpediter or CA InterTest for debugging

V. Batch Processing:
- Experience working with batch jobs and batch processing systems

VI. Operating Systems:
- z/OS (IBM Mainframe Operating System)

VII. Application Development:
- Hands-on experience designing, coding, and maintaining mainframe applications
- Knowledge of modernization strategies for legacy systems

VIII. Integration and Interfaces:
- Experience integrating mainframe systems with external applications or APIs
- Knowledge of middleware technologies (such as MQSeries)

IX. Reporting Tools:
- Experience with tools like Easytrieve or other report generation software

X. Version Control:

- Experience using version control systems like Endevor, Changeman, or Panvalet

Soft Skills

I. Analytical Thinking:

- Ability to analyze and understand complex systems, workflows, and business processes.

II. Problem-Solving:

- Proficiency in troubleshooting and resolving issues in mainframe environments.

III. Attention to Detail:

- Ensuring high-quality, error-free code for mission-critical applications.

IV. Communication Skills:

- Ability to communicate effectively with business users, technical teams, and stakeholders.

V. Team Collaboration:

- Experience working in a team environment, including agile or waterfall methodologies.

VI. Adaptability:

- Willingness to learn new tools, technologies, and processes as systems evolve.

Domain Knowledge

I. Motor Vehicle Systems:

- Experience with DMV-related systems such as vehicle registration, title management, licensing, and driver records.

II. Regulatory Compliance:

- Understanding of state and federal regulations related to motor vehicle services.

III. Business Process Knowledge:

- Familiarity with workflows and data management specific to the DMV.

6 Our Candidate Evaluation Approach process

At Dhaka Technologies, our candidate evaluation process is designed to ensure that the professionals we submit for consideration align with the State of Virginia's specific needs regarding skillset. Our process includes:

I. We work here based on the State of Virginia's staffing requirements to provide the technical requirements, experience levels, and soft skills needed for the Mainframe application programmer role.

II. Using specialized AI based I.T. job boards, industry networks, and our proprietary database, we source candidates with relevant skills and experience.

III. We conduct a rigorous screening that includes technical interviews, behavioral assessments, and skill validation tests to ensure that candidates possess the required competencies.

IV. We verify each candidate's employment history and education credentials and conduct background checks, including criminal record checks, to ensure full compliance and transparency.

V. Beyond technical skills, we evaluate candidates for alignment with the State of Virginia's organizational values, collaboration style, and work environment to promote long-term success and team synergy.

Innovative Ideas for Enhancing the Scope of Services

To enhance the scope of services and deliver a more streamlined staffing solution, we propose the following innovations:

(i) Artificial intelligence tools can be incorporated to assess resumes and match candidates to job requirements faster, improving the speed and accuracy of candidate submissions.

(ii) Creating a pre-vetted, on-demand pool of I.T. specialists immediately available for temporary assignments. This pool would be continuously updated with highly qualified professionals, enabling the State of Virginia's to address urgent staffing needs quickly.

(iii) We can collaborate with the State of Virginia's IT department to create training programs that prepare potential candidates for future State of Virginia's roles, ensuring a steady pipeline of qualified professionals tailored to the State of Virginia's evolving needs.

Supporting Diversity and Inclusion

As a minority owned business, Dhaka Technologies is committed to promoting a diverse workforce that reflects the region's demographics. Our approach to supporting the State of Virginia's diversity objectives includes:

I. We actively partner with local organizations, minority-serving institutions, and community groups to attract candidates from underrepresented backgrounds.
II. Our recruitment team undergoes regular diversity and inclusion training to eliminate unconscious bias in the hiring process and ensure that all candidates are evaluated fairly.
III. We track the diversity of the candidate pools we present to clients. We will work closely with the State of Virginia's IT department to report on progress toward building a workforce representative of the local population.

Differentiation from Other Staffing Firms

What sets Dhaka Technologies apart is our deep industry expertise combined with a personalized approach to staffing. We offer:

(i) We ensure quick turnaround in identifying qualified candidates, adhering to a five-business-day deadline for both temporary and full-time placements.
(ii) Our focus is on finding candidates who not only meet technical requirements but also align with the client's organizational culture.
(iii) Every candidate undergoes a rigorous background check, including criminal, employment, and education verifications, ensuring that we deliver top-tier talent.

Coordination and Communication Plan

Effective coordination and communication are critical to the success of our staffing services. Our plan includes:

(i)	Dedicated Account Manager	A single point of contact will be assigned to manage the relationship with the State of Virginia's IT department, ensuring clear communication and seamless coordination. **Weekly Status Updates**: We will provide the State of Virginia's IT department with regular updates on candidate progress for this placement. These updates will be shared via email or during scheduled meetings, depending on the State of Virginia's IT department preference.
(ii)	Candidate Tracking Portal	We will offer access to a secure, cloud-based portal through which the State of Virginia's IT department can review candidate profiles, interview feedback, and the status of ongoing staffing requests in real time.
(iii)	Feedback Loop	We will implement a structured feedback loop to regularly assess the performance of placed candidates and promptly address any concerns. This approach will facilitate open communication, enabling us to respond swiftly to feedback and ensure continuous service improvement, ultimately supporting the success and satisfaction of both our clients and candidates
(iv)	Compliance Training	Conduct sessions on company policies, data security, and compliance requirements to ensure augmented staff adhere to organizational standards.

By following this comprehensive staffing approach, Dhaka Technologies is confident in our ability to provide the State of Virginia's IT department with highly skillets Mainframe Application programmer helping to build a diverse and capable workforce that meets the State of Virginia's IT department needs. We are committed to maintaining transparency, flexibility, and responsiveness throughout our engagement.

7 Compliance and Security

Data Protection and PII Compliance

Objective: Ensure that all systems meet the Department of Education's requirements for protecting Personally Identifiable Information (PII).

Approach: Our commitment to compliance and security is reflected in the following practices:

I.   Compliance with Department of Education Standards:

- Dhaka Technology Limited guarantees that all systems utilized within the State of Virginia's platform fully comply with the Department of Information Technology, specifically those surrounding the protection of PII.

- Our systems are equipped with the latest encryption standards and meet the required specifications for securely handling, storing, and transmitting PII, thereby ensuring student and user data is adequately protected.

II.   Data Security Framework:

- We implement a robust security architecture, including secure authentication protocols, firewalls, encryption, and regular vulnerability scans, to defend against data breaches and cyber threats.

- Ongoing monitoring and auditing mechanisms are in place to detect and respond to any suspicious activities, ensuring the integrity of the system and data at all times.

III.   Internal Policies and Compliance Requirements:

- Dhaka Technology Limited adheres to comprehensive internal policies that are regularly reviewed and updated to align with current best practices, industry standards, and regulatory requirements for data protection.

- Our security policies define access controls, data handling procedures, and incident response protocols, ensuring organizational compliance and minimizing risks related to data access and misuse.

IV.   Training and Awareness for Augmented Staff:

- We provide regular training programs to all staff, including augmented personnel, on security awareness, data protection standards, and compliance with legal and regulatory requirements.

- Staff members are educated on the significance of protecting PII and how to maintain compliance with internal and external policies related to data privacy and security.

V.   Data Integrity and Access Control:

- Our systems enforce strict access control measures to ensure that only authorized individuals can access PII. User roles and permissions are carefully managed, adhering to the principle of least privilege.

- Data integrity is maintained through regular backups, secure storage practices, and real-time monitoring of data activities, ensuring that all data is accurate, secure, and accessible only to the appropriate users.

By adhering to these rigorous compliance and security measures, Dhaka Technology Limited ensures that the State of Virginia's IT department is fully equipped to meet the requirements for safeguarding PII. Our commitment to data security, regulatory compliance, and organizational integrity guarantees that all sensitive data within the State of Virginia's IT department remains secure and protected at all times.

8 References

We are pleased to provide the following four client references for your consideration:

1. Client: **Maryland JIS**
   Mohammad Khan (Datawarehouse Architect)
   Contact: 989-933-1871/ mohammad.khan@mdcourts.gov
   Project Duration: 11/2024- present

Dhaka Technologies Limited Provided Data Warehouse Engineer/Architect for Contract Number: K25-0023-29-A. Khan was the hiring manager from Maryland Administrative Office of the Courts.

Key Personnel Involved: Syed Sobhan as Account Manager and Mian Ashik Murshed as Senior IT Recruiter.

2. Client: **Department of Health Care Finance – DHCF**
   Nahid Milky (Manager)
   Contact: (347)-751-9374/ nahid.milky@dc.gov
   Project Duration: 02/2019 – 01/2022

Dhaka Technologies provided skilled healthcare IT professionals, including multiple temporary resources QA Engineer, System Engineer, Business Analyst, Project Manager to support the state's public health and financial benefit initiatives. Services included managing candidate sourcing, compliance verifications, and onboarding support, ensuring rapid fulfillment of staffing needs for high-priority projects.

Key Personnel Involved: Syed Sobhan and Ariful Islam as Account Manager and Mian Ashik Murshed, Yousuf Ali, Kaosar Hossain as IT Recruiter.

3. Client: **CareFirst FEPOC**
   Jeff Keller (Director)
   Contact: 631-256-1408/ jjkeller@elitetechnical.com
   Project Duration: 05/2019-02/2024

Elite Technical was the prime vendor and Dhaka Technologies was a subcontractor. Jeff is the director of Prime Vendor.

Key Personnel Involved: Ariful Islam as Account Manager and Kaosar Hossain as IT Recruiter. This was one of the hard-to-fill roles where they excelled, successfully identifying and placing a candidate with specialized skills and experience that met the client's precise requirements within a tight timeline, demonstrating their expertise in sourcing top-tier talent for challenging positions.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DOT2500000004

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

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

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]   *Addendum No. 1*   [ ]   *Addendum No. 6*

[X]   Addendum No. 2   [ ]   Addendum No. 7

[X]   Addendum No. 3   [ ]   Addendum No. 8

[ ]   Addendum No. 4   [ ]   Addendum No. 9

[ ]   Addendum No. 5   [ ]   Addendum No. 10

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

DHAKA TECHNOLOGIES LIMITED

_____
Company

_____
Authorized Signature
04/30/2025

_____
Date

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

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

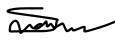(Printed Name and Title) __Syed Sobhan, President__

(Address) __1510 15th St NW, Suite 600 Washington DC, 20005__

(Phone Number) / (Fax Number) __612-806-3046__

(email address) __syed@dhakatech.us__

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

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

Dhaka Technologies Limited Company
_____

(Company)

(Signature of Authorized Representative)
Syed Sobhan, President. 05/04/2025

(Printed Name and Title of Authorized Representative) (Date)
612-806-3046

(Phone Number) (Fax Number)
syed@dhakatech.us

(Email Address)

Chiranjeevi Soogoor, PMP

3227 Clear Spring Drive, Ellicott City, MD 21043
eMail: chiranjeevisoogoor@gmail.com; Mobile: 901-692-2881
Citizen of United States of America
Senior Mainframe Applications Software Developer

Over 20+ years of Applications Software Development and Technical Management experience in Private, Federal and State Government sectors, in the domains of Retail, Telecom, P & C Insurance (personal lines), Health Insurance, Banking, Finance, Treasuries, Judiciary, Medicare & Medicaid etc. Thorough in Software Methodologies, Structured Systems Applications Development and all aspects of Software Engineering & Software Development Life Cycle; PMP in good-standing since 2004. Goal-oriented team player with strong programming and organizational skills, often appreciated and rewarded by supervisors, customers and stakeholders for significant contributions to their projects.

Career Objectives

To play a key role in my customers' business operations through my experience and expertise in Mainframe Applications Software Development and by building strategic solutions for their business needs modernizing using Cloud technologies like AWS, MS Azure etc.

Technical Proficiencies

Information Technology – General	Software Development Life Cycle, Software Engineering (Systems Analysis, Design, Development, Testing, Implementation, Maintenance, Quality Assurance & Control etc.), Software Methodologies (Waterfall & Agile), Client Relations, Project Management etc.
Operating Systems, Data Communications	MVS, ESA, OS, 390, Z/OS, Microsoft Windows, UNIX, Microsoft DOS, API Development using CICS, IMS/TM, MQ Series, LU6.2, XML, JSON etc.
Languages, Development Aids used	Enterprise COBOL for MVS, Microsoft COBOL, MicroFocus COBOL, VS COBOL II, JCL, CLIST, REXX, SQL, TSO, ISPF, TPX, EasyTrieve, QMF, SPUFI, File-Aid, Insync, Syncsort, IBM Utilities, CA1, CA7, FAU, Omegamon, PlayBack, Quikjobs, Xpediter, IBM Debug, Strobe, External & Native DB2 Stored Procedures, PostgreSQL Stored Procedures, Abend-Aid, NETMAN, INFOPAC, FTP, SDSF, IOF, SAR, NDM, QuickRef, ViaSoft, Visual Basic 6.0, ASPs, Visual InterDev, HTML, DHTML, XML, JavaScript, Mainframe (COBOL) Express, NetExpress, SPF etc.
Change Control, Configuration Mgmt.	Changeman, Endevor, Librarian–Elips, Panvalet, Visual SourceSafe, PVCS etc.

Data Base Management Systems used	DB2, IMS DB, AWS/PostgreSQL, AWS/DynamoDB, SQL Server, VSAM, ISAM, SFS(Vsam-like for Windows), Oracle 8, Oracle SQL Developer, SQL Plus, PL/SQL, FoxPro 2.0, MS-Access 2.0, 95, dBASE, III+ etc.
Tools used	Jira, Confluence, ServiceNow, ALM, CMIS, Infoman, Peregrine, Test Director, NIKU, Lotus Notes, Internet Explorer 6.0, Microsoft Office Tools (Excel, Word, PowerPoint, Visio, Project 2007), Microsoft Exchange 2003, Microsoft Outlook 2003, Toad, Data Studio, DB Visualizer, DBeaver etc., Cloud – AWS/IAM; AWS Services > AWS Aurora > PostgreSQL / MySQL; AWS Services > DynamoDB; AWS Services > EC2 instances, S3 Buckets, Lambda Functions Triggering Batch Jobs, ECR/Docker Images; AWS/Batch > Jobs > Log > CloudWatch>Output/Error Logs; AWS/ Glue, AWS/Athena etc.
Training, Familiarity, and some experience	SAS, CICS Web Services, ASP, HTML, DHTML, JavaScript, VBScript, Visual Basic Components, Java, J2SDK, JavaWebServer, IBM WebSphere, Eclipse, Topaz Workbench, Enterprise Java Beans, J2EE, BEA WebLogicServer, JSPs, Servlets and Applets, RMI, JDBC, JFC, Swing, ETL, Informatica, DRDA DB2 Connect, IMS Connect, Mercator, EDI, Cloud - Microsoft Azure DevOps, BMC Code Pipeline etc.

Professional Experience

State of Maryland – Maryland Department Of Transportation (MDOT) in Glen Burnie, MD; August 2023 – May 2024

Mainframe (COBOL) Consultant at Maryland Department Of Transportation (MDOT), am engaged in maintaining HRIS & SHVE Mainframe (COBOL) application software. Tasks included analyzing requirements, designing, preparing program specifications, coding, compiling, testing and implementing batch and online applications on the Mainframe (COBOL), supporting production and resolving production issues in a timely manner and as per project timelines and set quality standards.

Environment: IBM Mainframe; Z/OS, JCL, COBOL II, CICS, VSAM, Endevor, File-Manager for DB2, MicroFocus COBOL, MicroFocus Enterprise Developer for Eclipse- AppMasterBuilder, COBOL Explorer, IBM Rational ClearCase, Rocket BlueZone Web etc.

Reason for unemployment during June 2023 – July 2023 : Suffered from adverse side effects following COVID infection in March 2022. I have fully recovered since and fit to work.

JPMorgan Chase & Co. in Wimington DE; February 2023 – May 2023;

Sr. Mainframe Lead Developer at JPMorgan Chase &Co., Consumer & Community Banking application area, engaged in software development & maintenance for Chase credit card processing application software. My first task was to develop batch jobs for QA2 test region similar to QA1 test region. For every job that is present in the former but missing in the latter, I created the required JCL which includes Jobs, Procs, Parms & other control cards relating to SyncSort, DB2 & IMS etc.

Environment: IBM Mainframe (COBOL); Z/OS; JCL, CLIST, CICS, DB2, VSAM, Changeman, FTP, Syncsort, QMF, SPUFI, JCL, Procs, Parms, Jira etc.

Reason for unemployment during November 2022 – January 2023 : Suffered from adverse side effects following COVID infection in March 2022 and delay in diagnosis until December 2022.

Pershing, LLC (Bank of New York, Mellon) in Jersey City, NJ; June 2021 – October 2022).

Mainframe (COBOL) Lead Developer at BNY Mellon, remotely engaged in a 12-month contract, contributing in analysis, design & development of Account Services, Account & Service Master IT Business applications on their IBM Mainframe; my tasks include coding, compiling, testing & implementing COBOL, DB2 programs & jobs using JCL and various Mainframe tools and data migration from VSAM to DB2 (developed few Report generation programs since I joined).

Environment: IBM Mainframe (COBOL); Z/OS; JCL, VSAM, API Development using CICS and Native DB2 Stored Procedures, BMC Load & Unload utilities, Endevor, FTP, Syncsort, InSync, QMF, SPUFI, JCL, SAS, DataShopper, Procs, Parms, Jira etc.

Social Security Administration (SSA) in Windsor Mills, MD; December 2020 – June 2021;

Mainframe (COBOL & DB2) Lead Developer at SSA, currently engaged in a contract providing DB2 support from the back-end Mainframe to one of the teams developing Debt Management System application front-end; Current tasks include understanding & assisting in translation of business requirements into physical & logical data models and creation of DB2 tables on the Mainframe; setting up jobs to load data into & unload data from DB2 tables in development & validation environments, executing SPUFI to insert, update or delete data in DB2 tables, and to verify & ensure data availability & integrity, queries incorporated into application front-end.

Environment: IBM Mainframe; Z/OS, JCL, DB2, SPUFI, QMF, BMC Load & Unload utilities, XML, DBVisualizer, DBeaver, etc.

Centers for Medicare & Medicaid Services (CMS) in Windsor Mills, MD; May 2016 – December 2020;

Mainframe (COBOL) Lead Developer at CMS (Department of Health and Human Services), was engaged in a multi-year contract, developing COBOL DB2 Programs & developing API using Native Stored Procedures for various CMS initiatives & projects. Tasks include analyzing business requirements, designing, preparing program specifications, coding, compiling, testing and implementing Batch and Online applications on the CMS Mainframe (COBOL), as per project timelines and set quality standards. Tasks also include Unloading Beneficiary data for analysis and dissemination to Partner Systems of CMS for various Project requirements etc. Conversion of Native DB2 Stored Procedures to AWS/ PostgreSQL Stored Procedures. As and when required, I volunteer to peer review and assist in completing their tasks, and serve as a mentor to junior peers.

Environment: IBM Mainframe; Z/OS, JCL, REXX, CLIST, COBOL II, CICS, DB2, SAS, VSAM, XML, Endevor, MQ Series, File-aid, Data Studio, BMC Load & Unload utilities; Cloud – AWS/IAM; AWS Services > AWS Aurora > PostgreSQL / MySQL; AWS Services > DynamoDB; AWS Services > EC2 instances, S3 Buckets, Lambda Functions Triggering Batch Jobs, ECR/Docker Images; AWS/Batch > Jobs > Log > CloudWatch>Output/Error Logs.

State of Maryland - Administrative Office of the Courts (AOC) in Annapolis, MD; March 2013 – May 2016; **Mainframe (COBOL) Consultant** at Judicial Information Systems (JIS), was engaged in integrating Mainframe (COBOL) back-end applications with Java front-end using LU6.2 API and other external interfaces using MQ Series API as well as maintaining Court of Special Appeals, Civil, Criminal & Traffic Mainframe (COBOL) application software. Tasks included analyzing requirements, designing, preparing program specifications, coding, compiling, testing and implementing batch and online applications on the Mainframe (COBOL), developing Custom Tokens for forms & notices using VBScript XML parsing, supporting production and resolving production issues in a timely manner and as per project timelines and set quality standards.

Environment: IBM Mainframe; Z/OS, JCL, COBOL II, CICS, IMS, VSAM, Librarian, Elips, MQ Series & LU6.2 API, Oracle SQL Developer, VBScript XML parsing, Visual Studio etc.

InsPro Technologies in Eddystone, PA; November 2012 – February 2013; **Programmer Analyst** engaged in development & maintenance of COBOL application software concerning InsPro Enterprise - a single integrated platform designed for health related product configuration, underwriting, policy administration and claims handling etc. Tasks included analyzing requirements, designing, preparing program specifications, coding, compiling, testing and implementing batch and online applications on the company's Windows based platform,   supporting production and resolving production issues as per project timelines and set quality standards.

Environment: Windows based PCs and servers, Batch scripting(.BAT files), MicroFocus COBOL, CICS for windows, SFS(Vsam like for Windows), NetExpress, SPF(ISPF like for Windows) etc.

Quest Diagnostics in West Norriton, PA; July 2012 – November 2012; **Mainframe (COBOL) Lead Developer** engaged in a 3-month contract integrating a newly acquired company's reference and revenue data on their Mainframe into Quest's Business Intelligence System data warehouse. Tasks included data analysis, profiling & mapping, design, writing program specifications, coding changes in COBOL programs, procs, parms, JCLs, preparing and executing unit, system, user acceptance test scripts, coordinating and monitoring data exchange through FTP between IBM Mainframe and UNIX, Informatica environments, setting up the production environment to implement the changes in their Production environment.

Environment: IBM Mainframe; Z/OS; JCL, CLIST, COBOL, DB2, VSAM, Librarian, Elips, FTP, File Manager, QMF, SPUFI, JCL etc.

Wilmington Trust (now part of M & T Bank) in Wilmington, DE; May 2011 – July 2012; **Mainframe (COBOL) Lead Developer** at M & T Bank, engaged in analysis, design & development of "Global Plus to SEI conversion" project, my tasks were coding, compiling, testing & implementing COBOL, DB2 programs & jobs using JCL and various tools on their Mainframe. I volunteered to peer review and assisted juniors in completing their tasks, and served as a mentor to junior peers.

Environment: IBM Mainframe (COBOL); Z/OS; JCL, COBOL, DB2, Native DB2 Stored Procedures API, VSAM, SAS, Librarian, Elips, FTP, Syncsort, FileAid Xpediter, QMF, SPUFI, JCL, Procs, Parms, Quality Center etc.

Vanguard in Malvern PA; November 2010 – May 2011; **Mainframe (COBOL) Consultant (Contractor)** at Vanguard in Malvern PA, an investment management company, engaged in analysis, design & development for a Money Movement & Reconciliation project; my tasks were coding, compiling,

testing & implementing COBOL, DB2 programs, DB2 Stored Procedures API and jobs using JCL and various tools on their Mainframe to generate various periodic reports.

Environment: IBM Mainframe; Z/OS; JCL, COBOL, DB2, Stored Procedures; VSAM, Endevor, Infopac, FTP, Insync, Mainframe (COBOL) Express(MFE), QMF, SPUFI JCL, Procs, Parms etc.

State of Missouri in Jefferson City, MO**:** June 2010 – October 2010; **Mainframe Consultant (Contractor)** at Wipro-Infocrossing in Jefferson City, MO, engaged in a 3-month Medicaid project for the State of Missouri, involved in phase I conversion of their MMIS application data & code from VSAM to DB2(coding, compiling, testing & implementing changes in existing COBOL / CICS / DB2 programs) using various tools on their Mainframe.

Environment: IBM Mainframe//Z/OS//JCL/COBOL/CICS/DB2/VSAM/Endevor etc.

Wal-mart in Bentonville, AR; June 2009 – June 2010; **Mainframe Lead Developer (Contractor)** at Wal-mart in Bentonville, AR, engaged in a legacy modernization project (Mainframe to SAP) of their Finance applications, involved in Design & Development(coding, compiling, testing & implementing new programs and enhancing existing applications by renovating old programs) using various tools on their Mainframe.

Environment: IBM Mainframe//Z/OS//JCL/COBOL/CICS/DB2/VSAM/IMS-DB/DC//Librarian-Elips, Java Web Services etc.

Cigna in Chattanooga, TN; October 2006 - April 2009; **Mainframe Technical Lead (Contractor)** for PPO Claims Application Development, Maintenance & Production Support teams at **Cigna** in Chattanooga, TN, engaged in Design, Development, Implementation, Maintenance & Post-production release support of Cigna's Proclaim application software on IBM Mainframe. My responsibilities included participating in business requirement walk-thru sessions, understanding requirements and developing program specifications & test plans based on user requirements, estimating development effort, assigning work to the team, monitoring work in progress, coding, compiling, testing code that was assigned to me, coordinating work done by offshore and onsite teams, participate and lead technical design walk-thru sessions and code walk-thru sessions prior to production releases to ensure quality in coding, ensuring overall successful completion and delivery of day-to-day project activities by my team members, reported progress to Cigna Project Manager, worked with Cigna departments throughout the project duration and coordinated systems testing, training and support as and when required; ensured overall customer satisfaction through timely delivery of projects with adequate focus on quality and innovation.

Environment: IBM Mainframe//Z/OS//JCL/REXX/CLISTCOBOL/CICS/IMS DB/IMS DC/DB2/VSAM/ENDEVOR etc.

Verizon in Hyderabad, TS (INDIA**);** September 2005 - August 2006; **Technical Manager (Offshore Development) (employee)** for National Tables & Verizon Product Factory under Retail portfolio, was engaged in leading an offshore team of Developers & DBAs in the following technologies: Mainframe, Data W/H & ETL, DotNet and SQL Server.

Major Projects delivered: (1) design, development, enhancement and maintenance of applications used by Product Line Managers, (2) Production Support of US night shift activities & operations on Mainframes, (3) ETL development, data loading and support for downstream Ordering, Provisioning and Billing application areas and (4) US night shift DBA activities etc.

Environment: IBM Mainframe//Z/OS//JCL/COBOL/CICS/DB2/Changeman/SAR/MQ Series, ETL(Informatica)/SQL Server; also using a host of Mainframe tools.

Nationwide in Dublin & Columbus, OH; July 2000 - August 2005; **Mainframe Technical Lead (employee)** for Middleware software development team in the Claims Solutions department of Nationwide Insurance in Dublin/Columbus, OH. My responsibilities included Designing and Developing intranet applications for Call Center and other internal users, adhering to industry standards e.g. IBM's IAA etc.; offered 24/7 technical support to Claims field users (adjusters) on Mainframe applications & databases (DB2/IMS DB) as a Technical Lead and SME for Business Rules Based Assignment Engine; evaluating new technologies for implementation in terms of performance, scalability, reliability, ROI, costs vs benefits etc.; conducting feasibility studies; obtaining sign-offs from business on Proofs of Concept, Requirements Analysis and Design documents; estimating development effort for new projects in terms of cost and time based on scope of business requirements; selecting and assigning tasks to consultants; reviewing consultants' and peers' code for quality prior to production release; preparing, reviewing test scripts for unit testing and preparing implementation plans for production release; conducting performance, integration, user acceptance testing; resolving issues and defects; training, mentoring and developing junior colleagues; evaluating peers' performance, risk monitoring, assessment and timely control etc.

Major Projects delivered: (1) eCCAp, Automated Reassignments, Online Account Maintenance, eCCAp Online Web Reports (all these are 3-tier intranet web applications), (2) Middleware Replacement Project (aka Claims Initiation & Assignment), (3) Skills Based Assignment (SBA), (4) Project East, (5) Single Point Of Contact (SPOC), (6) SHRP Loss Cause Project, (7) Development of Intranet Application eCCAp replacing old Lotus Notes CCAp (Call Center Application) and (8) several other minor projects and enhancements.

Environment: IBM Mainframe//OS/390//Z/OS//JCL/COBOL/CICS/DB2/IMSDB &DC/External DB2 Stored Procedures/ Changeman/SAR/API Development using MDp Message handler, MQ Series, DB2 Connect, IMS Connect; Mercator, EDI; also using a host of Mainframe tools.

Lowe's in North Wilkesboro, NC; May 1999 - May 2000; **Mainframe Consultant (Contractor)** at Lowe's in North Wilkesboro, NC, was engaged in Design, Development and Maintenance of business applications on their IBM Mainframes(coding, Compiling, testing & implementing).

Major Projects at Lowe's: (1) Redesigning of Replenishment System (2) Field Expansion Project.

Environment: IBM Mainframe//MVS/ESA//OS/390//JCL/COBOL/DB2/CICS/IOF/SDSF/ENDEVOR using a host of other mainframe tools.

Wachovia in Winston-Salem, NC; November 1997 - May 1999; **Mainframe Consultant (Contractor)** at Wachovia Bank in Winston-Salem, NC, was engaged in Design, Development and Maintenance of business applications on their IBM Mainframes(coding, Compiling, testing & implementing).

Major Projects delivered: (1) Year 2000 Project and (2) ARP (Accounts Reconciliation process) application enhancements.

Environment: IBM Mainframe//MVS/ESA//OS/390//JCL/REXX/CLIST/COBOL/DB2/CICS/IOF/SDSF/ENDEVOR using a host of other mainframe tools.

SaraLee in Winston-Salem, NC; July 1997 – October 1997; **Mainframe Consultant (Contractor)** at Sara Lee Corporation in Winston-Salem, NC, was engaged in Design, Development and Maintenance of business applications on their IBM Mainframes(coding, Compiling, testing & implementing).

Major Projects delivered: Several application enhancements in a 3-month contract duration.

Environment: IBM Mainframe//OS/390//JCL/COBOL/DB2/CICS/IOF/SDSF/ENDEVOR using a host of other mainframe tools.

SeaLand in Hyderabad, TS (INDIA**);** June 1996 - July 1997; **Mainframe Consultant (Contractor)** at SCS (BMD Inc.'s India-based affiliate), led an offshore team of 15 Software Engineers engaged in Development and Maintenance of various IT projects for client SeaLand, aFortune 500 shipping Company headquartered in Charlotte NC. My responsibilities included coordinating Offshore and Onsite teams, Developing program specifications, Test Plans & Cases based on user requirements, assigning work to the team, monitoring work in progress, attending code reviews, Coding, Compiling, Testing programs etc. Actively participated in defining, developing and ensuring implementation of Quality process in all Project related activities as part of Company's ISO 9001 certification process.

Major Projects delivered: (1) Maintenance of Shipment Management System (SMS) (2) Buyers and Consolidators Application Maintenance and Support on IBM Mainframe.

Environment: IBM Mainframe//MVS/ESA//JCL/COBOL/DB2/CICS/Changeman/SDSF using a host of other mainframe tools cited in page 1 of this resume.

Finance & Planning - Treasuries of Government of Andhra Pradesh in Hyderabad, TS India; March 1990 - June 1996; **Programmer & EDP Officer** engaged in Design, Development, Implementation and Maintenance of application software for the Directorate of Treasuries & Accounts*;* liaised with various District Treasury Offices on all technical matters including infrastructure set-up, implementation of hardware & software, vendor supplies management and data storage etc. I developed training materials for Treasury staff users of the new computerized Treasury Accounting System, and was an on the job training (OJT) coach for several batches / sessions of training.

Major Projects delivered: (1) Treasury Accounting System (2) Daily reports to the Government (3) Consolidation of State wide Treasury accounts (4) MIS Reports to the State Secretariat and (5) Pension Accounting System.

Environment: MS-COBOL 2.1 on MS-DOS using ISAM files; MF-COBOL 3.0 on UNIX and MS-Windows 3.1 using ISAM files; FOXPRO 2.0 on MS-DOS and UNIX.

Education

❖ 1993-1993 - **Diploma in Management** from Indira Gandhi National Open University, Hyderabad, TS India.
❖ 1987-1988 - **Post Graduate Diploma in Systems Management** from National Institute of Information Technology, Hyderabad, TS India.
❖ 1985-1987 - **Master of Science** from Annamalai University, Chidambaram, TN India.
❖ 1982-1985 - **Bachelor of Science** in Mathematics, Physics & Geology from Osmania University, Hyderabad, TS India.

Please note: My academic study and professional work experience in the field of Computer Information Systems (as of the year 1997) was evaluated to be equivalent to U.S. Bachelor's degree in Computer

Information Systems. This evaluation was conducted on May 16th, 1997, by Global Education Group, Inc., 407 Lincoln Road, Suite 2H, Miami Beach, FL 33139.

Certifications

- ❖ Project Management Professional (PMP) in good standing since 2004
- ❖ Several Technical certifications in Mainframe (COBOL) and web technologies viz., DB2, IMS, Java etc.

DAVID M WEST

2617 Travis Rd, Columbus, Ohio 43209
(919) 999-0179
cobol@att.net

EMPLOYMENT OBJECTIVE

To obtain a challenging programmer/analyst position where I can enhance my analytical and problem solving skills. Experienced and detail-oriented administrative professional with a strong background in customer service, document processing, and regulatory compliance within the Division of Motor Vehicles. Proven ability to handle high-volume transactions with accuracy and efficiency while delivering courteous and knowledgeable service to the public. Skilled in data entry, record management, conflict resolution, and interpreting state and federal motor vehicle laws. Committed to maintaining confidentiality and upholding agency policies and procedures.

TECHNICAL SUMMARY

Software:	COBOL, COBOL II, COBOL 6, CICS, Db2, SQL, TSO/ISPF, MVS/JCL, VSAM, Microfocus COBOL/CICS,EZtrieve, Xpediter, Intertest, Microsoft Office, Microsoft Access, IDCAMS, DFSort/SYNCSORT, Endevor, Info/Man, Assembler, File-Aid, Hogan CIS, Change man, Windows 7, Microsoft Office Suite, PeopleSoft HR 8.3, PeopleSoft Payroll, IBM WebSphere MQ, ASG-Zeke, CA-7, OS/390, Info gix, IBM Rational Team Concert, IBM QMF
Hardware:	z/OS IBM 3090, MVS/ESA, IBM Compatible PCs
Concepts:	Structured Programming Design and Techniques, Problem Analysis and Program Maintenance/Debugging in Batch and Online, Online and Relational Database Applications, Agile Methodology

WORK EXPERIENCE

June, 2024 – Present

Truist Bank
Charlotte, North Carolina
Mainframe Consultant

- Assigned by Converge to Truist Bank to work on the COBOL 6 conversion project
- Assisted other programmers with compiling their programs to COBOL 6
- Participated in office hours meetings in which all other mainframe programmers at the bank were invited to attend
- Performed audit assignments for group as requested
- Consulted managers on what resourced would be required for their conversion projects

November, 2023 – February, 2024

Medical Mutual
Dublin, Ohio
Programmer Analyst

- Assigned by Genesis 10 to Medical Mutual to work on the TOPPS claims adjudication system
- Developed COBOL / CICS / DB2 modules for the online and batch environments
- Created daily audit reports for team members
- Debugged mainframe abends for overnight batch
- Worked on production support for overnight batch

The Huntington National Bank   June, 2017 – July 2023

Columbus, Ohio
Technical Specialist

- Assigned by Anchor Point Technical Resources to Huntington Bank to work on loan origination systems
- Joined Huntington full time on December 1st, 2017 to work on the mainframe collections system
- Transferred to Customer Master Data Services on February 24th, 2019 to work on the FDIC370 project
- Participated in design meetings for the FDIC370 Originations and Servicing workstream
- Acted as technical design lead for FDIC Ownership, Rights, and Capacities assignment jobstream
- Designed ORC Assignment process for the FDIC370 project
- Created RESTful APIs for core modernization project
- Converted VSAM files to use record level sharing in the application owning region
- Remediated test and user acceptance JCL to conform to new naming conventions
- Wrote new COBOL programs for Beneficial Owner / Controlling Party project using IBM MQ
- Replaced EZ trieve match programs with Syncsort joinkeys cards to eliminate CPU cost
- Decommissioned CACS 8.1 Collections system and removed artifacts from previous versions
- Maintained CACS 9.1 mainframe system and ensured system stability
- Rewrote CACS contact and contact account reporting process

State of North Carolina, Department of   **October, 2012 – July 2016**
Transportation
Raleigh, North Carolina
Programmer Analyst

- Assigned by Staff Tech International to the North Carolina Department of Transportation, Division of Motor Vehicles, to work on their vehicle registration and driver licensing projects
- Reconciled outstanding unsuccessful credit card refunds with DMV Fiscal team
- Trained new contractors in the use of the State Titling and Registration System
- Developed Easytrieve program to support the National Motor Vehicle Title Information System
- Modified credit card refund system for common payment system replacement
- Changed refund approvals to include vehicle property tax interest
- Designed new Felony Speed to Elude system for the Administrative Office of the Courts
- Supported existing Vehicle Property Tax system after successful implementation
- Provided help desk support for existing STARS production systems
- Performed requested updates for the National Motor Vehicle Title Information System
- Developed the Highway Use Tax Fee Increase project
- Performed regression testing on Returned Checks System for field expansion using system JCL
- Added functionality for online credit card refund processing on the State Titling and Registration System by developing new COBOL/DB2 modules which interface with MQ Web Services
- Developed new tax reporting programs in COBOL/DB2 on the State Automated Driver License System
- Analyzed assembler macros for Web Services program calls
- Created Easytrieve reports for unsuccessful and voided credit card transactions
- Developed new COBOL batch credit card refund process including calls to CICS Web Services
- Supported new credit card refund COBOL/DB2 modules throughout implementation
- Coordinated combined system testing on shared code with the International Registration Plan group
- Provided help desk support for new Tax and Tag system after successful implementation

State of California, Division of Motor Vehicles   **June, 2010 – July, 2012**
Sacramento, California
Senior Programmer Analyst

- Assigned by Hewlett-Packard to the Information Technology Modernization project at the State of California Division of Motor Vehicles
- Translated existing programs from Assembler into COBOL using functional specifications written by business analysts
- Acted as team lead for the Commercial Driver Licensing implementation
- Supervised team of programmers, analysts, and testers on Problem Driver Points System team
- Documented existing production processes in assembler that were left incomplete by previous analysts
- Designed transaction validation framework modules for Driver Renewal team
- Supported existing unit test processes by creating detailed test plans according to client specifications
- Facilitated knowledge transfer sessions for presentation
- Developed new COBOL business rule modules within the new system architecture

Wells Fargo Bank   **August, 2007 – November, 2009**
San Francisco, California
Programmer Analyst

- Assigned by ATR International to Distributed Systems and Services Group to work on the Patronage Banking system
- Developed daily ad-hoc reports using Easy trieve and DFSORT/Syncsort to provide internal statistics requested by upper management
- Translated business requests from users into functional specifications and created statistical algorithms according to these specifications
- Installed new Quarterly Risk Assessment system which summarizes account and transaction data for all existing and acquired customers
- Implemented new Customer Traffic system which summarizes household patronage by banking region
- Provided upper management with immediate Easy trieve ad-hoc reports upon request
- Supervised team of programmers on an ad-hoc request that required extensive data collection
- Documented new and existing production processes that originally had no specifications or other user documentation
- Developed ATM transaction file splitter for Wachovia acquisition
- Created patronage reports for new Wachovia branches
- Delivered mortgage/installment loan category application under tight deadline imposed by regulators
- Processed daily Hogan DDA/TDA data for ad-hoc requests made by branches
- Distributed new daily customer feedback process for enterprise data collection by converting mainframe data to XML using COBOL programs that use VSAM to get XML tags
- Created mortgage and installment loan ad-hoc that provided an overview of all consumer loan products for senior management review
- Assisted with Wachovia acquisition by developing patronage processes which will facilitate merger integration

Delta Dental   **September, 2006 – April, 2007**
San Francisco, California
Programmer Analyst

- Assigned by Modis Consulting to the National Provider File team to work on the NPF batch system
- Debugged production problems that occurred in the NPF system

- Converted obsolete Easytrieve programs to Cobol for service office renumbering
- Remediated exempt code processing to comply with new business standards
- Installed new composite pricing indicator for roll-out of new products
- Developed ad hoc Cobol programs for off line analysis of provider data
- Worked with Quality Assurance to implement completed work on schedule

Wells Fargo Bank   **June, 2000 – March, 2006**
San Francisco, California
Programmer Analyst

- Assigned by HL Yoh Consulting to Human Resources to work on the PeopleSoft batch system
- Developed new DB2 programs within the PeopleSoft General Ledger, PeopleSoft Payroll, and PeopleSoft Human Resources Systems
- Installed Endevor change control system for all PeopleSoft applications
- Converted PeopleSoft General Ledger system to new enterprise-wide OneGL architecture in DB2
- Remediated employee benefit extract applications to comply with new PeopleSoft version standards
- Designed and developed new employee Commuter Benefit application
- Debugged PeopleSoft payroll system as part of the Production Support team
- Converted new employees hired by acquisition to PeopleSoft HR systems
- Designed Medicare and Medicaid Subsidies application for Employee Benefits

Merrill Lynch   **March, 1999 – April, 2000**
Somerset, New Jersey
Programmer Analyst

- Assigned by Pinkerton Consulting to Trust Company Systems to work on the Omni Trust System
- Developed new COBOL programs within tax reporting, brokerage, and statement processing JCL job streams
- Implemented Year 2000 program remediation using record expansion
- Created new statement destination report in COBOL II, which required new VSAM files, a new JCL job stream, and a new catalogued procedure
- Completed tax reporting fee project, in which it was necessary to resort tax reports by officer code, as well as create and load new VSAM files for use within newly developed COBOL programs
- Worked on Production Support team for Trust Systems
- Completed foreign remittance project, in which it was necessary to define a new type of tax report for customers with foreign addresses
- Debugged production applications within the Omni batch system as they were required, often as part of Production Support duty

Summit Bank   **January, 1998 - December, 1998**
Cranford, New Jersey
Programmer Analyst

- Assigned by TSR Consulting to the Corporate Systems Division to work on the Hogan Customer Information System
- Performed report updates and program modifications using CA-Easytrieve
- Used century indicator and date windowing techniques on Year 2000 program remediation in the CIS system
- Designed, formatted, programmed, and tested new CICS screens through the entire development cycle

- Programmed and debugged new COBOL 2 programs and JCL elements
- Updated DB2 account databases in daily jobstreams
- Analyzed and programmed COBOL 2 programs dealing with all aspects of banking, including commercial loans, installment loans, daily deposits, safe deposit boxes, and credit/ATM cards
- Developed CICS and DB2 applications within the HOGAN CIS system for the Installment loan team.

PMSC   **September, 1997 - January, 1998**
Lawrenceville, New Jersey
Programmer Analyst

- Assigned to New York Life Insurance Company to work on the Cyberlife Enterprise System implementation
- Wrote COBOL 2 programs using existing system elements to run with newly created JCL jobs
- Wrote extensive JCL to run programs in system integration.
- Modified existing elements to comply with new software specifications
- Integrated system elements to run in a model office
- Familiarized new employees with current system architecture

EDUCATION

The Chubb Institute, North Brunswick, New Jersey   September, 1997

Diploma in Computer Programming, 92% grade

Professional and personal references available upon request.

J A C O B   K A U F M A N

Gmail: Jacobk10@gmail.com
LinkedIn: **Jacob Kaufman**
Address: Sterling, VA 20166

Mainframe Developer

Dynamic IT is a professional adept at resolving complex programming issues. Proven ability in designing, developing, and sustaining applications that utilizes COBOL, DB2, JCL, PROC'S, CICS, VSAM, Batch Processing, and Easytrieve Plus. Equipped with a robust mainframe background. I possess practical communication skills through extensive experience working directly with users at all levels. Skilled at analyzing and maintaining SQL databases.

Core Competencies:

- Ability to manage multiple assignments
- Technical Guidance
- Batch and Online Processing
- Working knowledge of cross platform
- Enterprise Implementations
- Problem Analysis and Resolution
- Development experience within the financial/banking industry

TECHNICAL TECHNICAL PROFICIENCIES

Software:

COBOL II, DB2, SQL, VSAM, RDZ, TSO/ISPF, Easytrieve+, SYNCSORT, FILE-AID, ABEND-AID, QMF, SPUFI, ICETOOL, Xpeditor, CNTL-M, CA7, DBA-XPERT, Comparex, CICS, ChangeMan, Intertest, Lotus Notes, VISIO, MS Word, Excel, ENDEAVOR, RAD, SDLC/JIRA, XMLSpy, Toad, CA-Workstation, ServiceNow, Splunk, Oracle SQL Developrer, JIRA, BMC Control-M, Fileaid, and Microsoft PowerPoint

Hardware:

IBM OS/390, z/OS, IBM PC

Professional Experiences:

Vertex / Cincinnati Insurance Co., Fairfield, OH – WFH
Mainframe Developer, 11/2022 – Present
Production Support team for the Reporting Systems/Policy Management System (PMS).
Using COBOL, DB2, JCL, PROCs, GTAM, VSAM, Changeman, BMC/Remedy, TOAD/SPUFI/QMF.

Infosys / Vanguard, Malvern, PA – WFH
Mainframe Developer, 08/2020 – 10/2022
Production Support team in the Workflow Management System / WMS.
- *Key contribution/Responsibilities*: Supporting the existing system using COBOL / DB2 / JCL / PROC's Endevor, Control-M, Enterprise Developer for Eclipse, and other products like IBM/Datacap, Service-Now, Splunk, AWS, Oracle SQL Developer, JIRA, Confluence, Smart TS, SailPoint and more.

Infosys / UBS, Weehawken, NJ – WFH
Mainframe Developer, 04/2020 – 07/2020
Converting PROC's, PARM's, Control-Cards, and JCL from FTP to Secure FTP.

Infosys / Verizon Wireless, Piscataway, NJ
Mainframe Developer, 05/2019 – 03/2020
- Production Support Team for the eTNI System (Enterprise Telephone Number Inventory) which kept and maintain an inventory of all cellular phone numbers.
- ***Key contribution/Responsibilities***: Maintaining an existing system and making enhancements based on user business requirements for Online and Batch programs. Skills used included: COBOL, DB2, JCL, Series, TSO/SPF, TOAD, VSAM, IDCAMS, SQL, Expediter, Microsoft Office, File-AID and Documentation.

Matrix / Israel Discount Bank, Israel
Mainframe Developer, 07/2006 – 10/2018
- Worked within Anti Money Laundering (AML) team, Development and Production Support. Created and modified batch and online COBOL II, DB2, JCL, VSAM, programs/jobs to align with user requirements. Utilized XMLSpy for XML and XSD. Maintained daily flow of job duties to effectively process all information into the AML system.
- ***Key contribution/Responsibilities***: Developed an automated system to report AML information to the designated authorities, relieving the need for human intervention.
- Coded and tested in COBOL DB2, JCL for Batch processing.
- Responsible for High-level design, Develop, and testing of COBOL, DB2 and CICS programs.
- Involved in Analysis, Low-level Design, Coding, and testing of mainframe applications Z/OS.
- Using Xpeditor for Batch and Online, CNTL-M, JIRA, TSO, SPUFI, Endevor, MS Office.

Matrix / Bank Leumi, Israel

Mainframe Developer / Programmer Analyst, 05/2005 – 06/2006

- Part of a team converting the existing Bank Leumi Pension system to the new NOGA system.

Paragon Consulting / UPS, Ramsey, NJ

Mainframe Developer, 07/1998 – 03/2002

- Collaborated with the Human Resource department to install PeopleSoft HR 7.1. Provided design and coding using COBOL II / DB2 JCL, PROC's. Analyzed writing program specifications, unit tests, stress tests, and integration tests. Delivered continuous installation and support and managed day-to-day technical issues.

Key Achievement:

- Built interactive interface between PeopleSoft and outside vendors, while maintaining a history for every change that was made by each user since the inception of the system.

Early Career Experiences:

Prudent Financial, Newark, NJ

Mainframe Developer, 11/1996 – 05/1998

- Managed modifications related to COBOL II, DB2, CICS, JCL, PROC's programs/jobs. Provided full production support throughout daily, monthly, and special runs. Worked under the Prism Plus System and helped to enable enterprise asset reporting across source systems.
  Key Contribution:

- Created a system that provided flexibility to the user, allowed a change of mind and granted a dynamic workflow on a daily basis.

Chemical Bank/Chase, New York, NY

Technical Officer, 05/1995 – 09/1996

Delivered application support for the Voice Recognition Unit (VRU) system. Utilized COBOL II, DB2, and MDI to maintain and optimize the CD Maturity system. Arranged, analyzed, and amended new and existing technical reports.

Key Accomplishment:

- Converted the CD Maturity system from an old slow programs to COBOL DB2, decreasing the bank's CPU time by more than 80%.

Capgemini / Mercedes Benz of North America, Montvale, NJ

Programmer 05/1994 – 02/1995

Managed all aspects of the Consignment subsystem. Designed, developed, coded, and tested batch and online programs.

Key Contribution:

- Created an innovative consignment subsystem fully integrated with Germany's system, to track all vehicles and parts that were ordered in the US.

CSC / Sanofi Winthrop/Sterling Drugs, New York, NY

Programmer 07/1990 – 04/1994

Wrote program specifications for batch, online, and GUI applications. Created the second phase of Gupta's hospital information system. Devised operation manuals and delivered on-going technical support. Developed structured programming codes that consistently aligned with coding standards.

Key Projects:

- Worked with DB2/COBOL/CICS and designed a customer affiliation subsystem under the multi-million-dollar hospital information system.

Education:

Bachelor of Science in Industrial Engineering

Fairleigh Dickinson University, Teaneck, NJ

Sr. Mainframe Developer

Karthik Govindu
Contact: +1 614-641-0759
Gmail: govindukarthik29@gmail.com

I have over ten years of experience as a Mainframe Developer, specializing in COBOL, JCL, CICS, DB2, VSAM, and various other technologies. I am proficient in system analysis, design, development, testing, migration, and production support across industries such as banking, healthcare, finance, telecommunications, and automotive. My expertise includes integrating mainframe systems with modern technologies like Java, XML, SOAP, and ETL tools, including IBM DataStage. I am experienced in both Agile and Waterfall methodologies, with a proven track record of resolving complex challenges, optimizing performance, and delivering reliable, scalable solutions.

TECHNICAL SKILLS:

Programming Languages: COBOL, JCL, Java, Java Script, SQL, QMF, HTML, Easytrieve

Software/Databases: MS Office, File- AID, Endeavor, Changeman, Expeditor, Abend Aid, Inter Test, CICS, DB2, Micro focus, REXX, VSAM, Oracle, IMS DB/DC, QMF, CLIST, ISPF, I-Series, TSO, Control-M, RACF, IBM Utilities, SPUFI, IMS, IDMS, MMIS

Operating Systems: Z/OS, MS Windows, MVS, UNIX, OS/390

Hardware: AS400, IBM 30XX

Networking: FTP, TCP/IP

Methodologies: SDLC, EDI, Project Management, Agile Scrum

Others: Web Aware, MQ series, Remedy, Eclipse, Dump Master

PROFESSIONAL EXPERIENCE:

Capital One, Virginia, United States   **Jun 2022 – Present**

Sr. Mainframe Developer

Responsibilities:

- Commonwealth Coordinated Care (CCC) project is to update the current VAMMIS to enroll members who are eligible for Medicare and full Medicaid benefits into Managed Care Organizations (MCOs) in order to receive all covered Medicare and Medicaid benefits through one MCO.
- Engaged in projects utilizing IBM DataStage software (DataStage and Quality Stage v9.1) and Mainframe as the principal on-site ETL and Mainframe Developer during the phases of analysis, planning, design, and development.
- Created data mapping documents and designed ETL operations using the necessary tables in the development environment, based on the DMD.
- Processing required Mainframe SMS construct modifications and testing all changes using the SMS test facility prior to installation.
- Developed COBOL programs to implement business processes and managed batch jobs and programs across the Claims, Financial, Reference, Member and Provider subsystems.
- Designing, Coding, testing, and debugging programs in JAVA and COBOL languages.
- Created new complex COBOL/DB2 Programs to generate reports which will identify missing eligibility values.
- Developed new automation tools that would avoid manual effort.
- Followed Agile methodology to ensure iterative and incremental development, enhancing team collaboration and project efficiency.
- Worked on Production tickets, providing fix for existing problems.
- Worked on Informatica Data replication and Fast clone for real time data replication into target system where validation is easy and data reporting and monitoring.
- Implemented complex new length file creation within online programs with zero defects.

- Addressed tickets through the complete Software Development Life Cycle, beginning with requirement gathering and kickoff meetings (conference calls) with users and testers who raised the tickets.
- Supported Command Center Severity issues, which involved finding missing claim details and working on various issues raised by Client for the incorrect balances, accumulators etc.
- Created various files with Claim information in medical standard formats and transmitted to vendors using MQseries and FTP processes.
- Migrating applications from COBOL to JAVA using Spring Batch.
- Working on high Severity issues along with impact and root cause analysis, coding, unit testing and creating high-level design documents and technical specification documents.
- Worked closely with product owners, analyzing various enhancements and requirements impacting the applications, providing estimates and timelines for service requests.
- Worked extensively with Claims Adjudication Life cycle and various types of claims like Professional, Dental & Institutional with EDI interfaces for the EFT Requirements.
- Worked on Claims Adjudication Jobs in detail and supported the corresponding Nightly jobs Processes.
- Developed COBOL, REXX, CICS and DB2 Programs for Recipient subsystem.
- Prepared test data for testing, error management, and analysis; documented ETL test plans, test cases, test scripts, and validations based on design specifications for unit testing, system testing, and functional testing.
- Created test case documents for performing the Unit testing and System testing for the developed applications.
- Worked with End users in the UAT testing to make sure users understand the changes in the application and did provide knowledge transition to the users as a Systems Analyst.
- Created new COBOL programs with the use of SPUFI, IBM File Manager, IBM Debugger, and Endeavor tools to load input files from the ETL system into the DB2 database.
- Developed new CICS screens for the new application functionality by using COBOL, DB2.

Environment: COBOL, REXX, CICS, Z/OS, JCL, DB2, VSAM, IDMS, Expeditor, Endeavor, EDI, QMF, COBOL II, VSAM, File-Aid, TSO/ISPF.

Caterpillar, Texas, United States   **Jan 2021 – May 2022**
Sr. Mainframe Developer
Responsibilities:
- Involved in Analysis, Testing, Bug Fixing and Production Support of all the modules of FACES System.
- Worked in different modules of FACES system like Hot Line Unit, Eligibility, Case Management, Financial Management, Investigation and Assessment.
- Worked with several online CICS, COBOL, Web aware Interface programs to communicate between Templates and Mainframe Systems.
- Developed complex Cobol DB2 programs which run on weekly basis to reconcile two applications to update the system data which is used by Business management for reporting.
- Code new COBOL, DB2, CICS programs, jobs (JCL/procs) to provide the merchant reports.
- Enhancing existing programs based on the requirements from Clients.
- Utilizing Control M for the scheduling and observation of ETL jobs in production and UAT settings.
- Worked in the production support team for the initial year. It involves maintenance of more than 1500 jobs across different sub-applications maintained by TOPS.
- Produced and altered batch scripts to connect files from the ETL server to the mainframe server directly (via CDT).
- Coordinated and participated in code reviews, ensuring code quality and adherence to best practices and standards.
- Involved in Enhancement to the application for medical procedure codes, Network codes.
- Supporting Device Facility/Systems Managed Storage Automatic Class Selection (DF/SMS ACS).
- Coded COBOL/DB2 programs to reconcile two applications.
- Implemented enhancement changes by developing and integrating Stored Procedures.
- Used DB2 utilities to unload the data and conduct testing.
- Unit testing by using debugging tools INTERTEST and EXPEDITER.
- Involved in Enhancement to the application for medical procedure codes, Network codes.
- Involved in work with front end templates using HTML, DOM, Java Script, UNIX and AJAX.
- Worked on HVR Data replication tool for change data capturing and data reporting and monitoring on target systems such as Oracle and SQL server.

- Took part in z/OS 1.11 and z/OS 1.12 upgrade related activities, that include product compatibility checks, PSP bucket reviews, Fallback/co-existence maintenance apply and OS rollout.
- Wrote the SQL Queries, to access the DB2 tables and to display the data on the Web Pages.
- Involved in DB2 & SQL Performance tuning, rewritten several legacy Systems with Embedded SQL queries to get optimal performance.
- Developing the COBOL-DB2 programs to load input files from ETL and other systems.
- Tested the programs in different phases like Unit, Integration and System Testing.
- Involved in Postproduction Support and Maintenance.

Environment: COBOL, CICS, Web aware, MQ, JCL, Embedded SQL, VSAM, DB2, UNIX, IDMS, HTML, AJAX, JavaScript, VB.Net, ASP.Net, EASYTRIEVE, Dump Master, TSO/ISPF

State Farm, Illinois, United States   **Oct 2019 – Dec 2020**
Mainframe Developer
Responsibilities:
- Development, implementation and modification of existing applications including coding, testing using COBOL, DB2, JCL and VSAM.
- Involved in Coding and testing of the modules CRIS, BART, ARMS, LATIS, SSW and BROAD BAND for the Revenue Journals System of the Qwest using COBOL, JCL, DB2, VSAM JAVA, UNIX and Embedded SQL.
- Debugging the COBOL/DB2/VSAM programs which are used in batch cycle by using the Expeditor.
- Used QMF to retrieve, modify and insert data into Test, QA Database and executed SQL Queries in QMF.
- Defined Project deliverables and technical requirements for four major Mainframe applications: Authorization, Statements, ODS & NONMON.
- Responsible for evaluating Business Requirements, Functional Specs, TDD, Designing, Creating, executing test plans and business process components for the Qwest merger with Confidential which involved a lot of Code changes and debugging.
- Involved in analyzing the existing impacted system and did feasibility study with the proposed Resiliency requirement.
- Analyzed COBOL/DB2/JCL programs and resolve technical issues. Multi-task and work on multiple projects concurrently.
- Developed Mainframe modules with CICS, COBOL, IMS, VSAM, DB2 and Easytrieve.
- Developed project delivery processes: Code verification, Quality inspection, Delivery Audit and Implementation verification and enforced the same in all the teams.
- IBM Z10 Mainframe Support, Z/OS, CICS Data base, Server farm HP, Dell, Kronos and IBM server.
- Managed the issue logs with help of service desk & coordinated the Post Implementation Review meetings.
- Managed the Project tracker for all Mainframe applications for this Resiliency program.
- Created many of innovative processes to improve the Quality of project deliveries.
- Lead a team from end to end for Mainframe Release install coordination through INFOMAN plan watch.
- Implemented Quality Assurance by TEMP, effectively handling Code Reviews and Peer reviews, along with Coding and Naming Standards
- Prepared estimates for Analysis, design, test case preparation and QA and UAT process tasks.
- Developed Test Plans using Business requirements, Use Cases and Functional Design Documents.
- Involved in reviewing High-Level Design and Low-Level Design documents for the system.
- Involved in Quality test process - Active participation in Writing and executing test plans and unit test cases.
- Reviewed functional and program specifications, analyzed work requests, conducted code reviews, performed functional testing, and delivered work with at most efficiency.

Environment: OS/390, TSO/ISPF, VS COBOL II, JCL, VSAM, Control-M, JAVA, UNIX, Embedded SQL, CICS, DB2, ENDEAVOR, EXPEDITOR, QMF, VSAM, FILE-AID

Morgan Stanley, New Jersey, United States   **Jun 2016 – Sep 2019**
Mainframe Developer
Responsibilities:
- Development and implementation of the new programs and modification of the existing applications including coding and testing using COBOL, DB2, CICS, JCL and VSAM.

- Involved in code migrations from non-production region to the Production using the change management tool CHANGEMAN.
- Involved in analyzing the existing process and did feasibility study with the proposed requirement.
- Analyzed the Logistic data in IMS DB and created a document with equivalent OMS - DB2 field mapping.
- Involved in Analysis, Design, Development, Testing and Implementation of client requirements.
- Prepared Functional Requirement and Technical System Design for the project.
- Developed Mainframe modules with CICS, COBOL, IMS, VSAM, DB2, XML and WEB Service interface.
- Worked with JAVA team to create an XML contract document for JAVA web service launched from Mainframe Modules.
- Involved in Discussion with Confidential SMEs and Business Analyst to understand the Business purpose of each field in IMS and convert it into OMS DB2 columns.
- Provided technical leadership to small teams of COBOL application developers. Ability to troubleshoot and resolve issues in a production COBOL/JCL/DB2 environment.
- Managed Tracking and monitoring project status activities, co-coordinating the weekly status report and updated status in daily Scrum call.
- Helped entire team in process improvement and ensure quality in deliverables.
- Documented job flows using Microsoft Visio for user community.
- Used CHANGEMAN utility to build, checkout, stage & promote packages after code changes.
- Used SPUFI to retrieve, modify and insert data into QA Database.
- Responsible for evaluating Business Requirements, Functional Specs, TDD, Designing, Creating, executing test plans and business process components.
- Extensively worked with the CA7 Scheduler and executed SQL Queries in SPUFI.
- Involved in Abend and root cause analysis for the batch failures.
- Adhered to SLA in supporting SLA 1 to SLA 3 applications.

Environment: OS/390, AS400, TSO/ISPF, VS COBOL II, JCL, I-Series, CICS, Embedded SQL, DB2, CA7, Expeditor, Remedy, Change man, SPUFI, VSAM, File-Aid.

Benz Financial Services, Michigan, United States Mainframe Developer   **Sep 2015- May 2016**
Responsibilities:
- This application is developed on Distributed/SOA five-layer architecture where the first three layers work on JAVA and bottom two layers work on Mainframes.
- Used XML to transfer data/messages between JAVA based frontend and Mainframe based backend applications.
- Extensively used IMS calls to transfer messages between different Transaction queues to synchronize the business process.
- Skilled in using TSO/ISPF utilities to create and Maintain PDS, PS, etc. and to monitor Spools and to migrate files from one region to other regions.
- Used FILE-AID to create and maintain VSAM (KSDS), PDS, and PS.
- Expertise in using Xpeditor to test and monitor step-by-step execution of programs.
- Developed Dummy driver programs using KSDS and TSQ to perform unit testing of Online Application programs.
- Used CEMT, CECI, CECA, CEBR, CICS Transactions for online applications.
- Used OMEGAMON to monitor the different CICS regions, hence simplify the debugging.
- Handled tickets on basis of their Severity and meeting the SLAs
- Used CICS links calls and Dynamic memory allocations to build the modularity to simplify the coding.
- Extensively worked on DB2 cursor development with joins and on Sub-queries and Co-related sub-queries.
- Used Explain Plan and Explain Program for DB2 performance tuning.
- Written COBOL/DB2 Batch programs for Conversion, Migration and Maintenance of Application data.
- Developed Batch programs using QSTART and BMC utility to easily retrieve the commit points and restart mechanism.
- Hands-on experience in Scheduling and running batch jobs using JCL UTILITIES.
- Used Endeavor as version control tool for code check-ins, code retrievals, and Change Request management at different SDLC levels.
- Used Softech, Platinum tools for easy retrieval and updating of data in Development /Testing environments.
- Adhere to companies QA standards Using Test-Director and HP Quality Center tools to develop, upload and run test cases at different SDLC stages.

Environment: H/W: Z-Series O/S: Z/OS, Messaging: IMS-DC queues, S/W: DB2, COBOL, CICS, JCL, VSAM, XML, Java.

PROFESSIONAL SUMMARY:

- Seasoned mainframe developer with over 10 years of experience in COBOL, JCL, CICS, DB2, VSAM, System Analysis, Design and Development, Production Support, Maintenance and Migration on IBM Mainframes.
- Good Experience in Banking, medical, Finance, Tele - Communications and Automobile domains handling Batch and Online applications.
- Skilled in setting up new settings for first-time mainframe and ETL project completion. DataStage – ETL
- Strong background in data management, including database design, implementation, and maintenance using DB2.
- Specialized in analysis, design, development and deployment of applications using COBOL, JCL, CICS, SQL, UNIX, DB2, Stored Procedures and Functions.
- Expertise in application development Middleware Backend using Java /J2EE, Mainframe, Apache Camel, Spring framework DB2.
- Experience in developing SOAP Web Services using RMI.
- Appreciable knowledge on Middleware concepts and methodologies EJB, JMS, RMI, JAVA-WS, JAVA-RS, WSDL, SOAP, XSD's and Dozer.
- Experience in all phases of SDLC, Project Management, Software Practices and Standards.
- Sound knowledge on Gathering requirements, System study, Designing, System Testing, Programming, Report generation and Production Support.
- Having strong experience on VSAM, DB2 and IMS databases.
- Well versed in MMIS (Medicaid Management Information Systems) with the subsystems Claims, Financial, Reference, Member, Provider, and HIPAA.
- Strong background in designing, developing, documenting, testing, and validating ETL jobs, server mappings, parallel and sequential jobs, and data stage table population for data warehouses and data marts.
- Efficient at creating ETL (Extraction, Transformation, and Loading) mechanism techniques.
- Worked on different roles in the entire career and specialized in COBOL, CICS, VSAM, DB2, SQL, ENDEVOR, QMF, SPUFI, FILE-AID, JCL, REXX, MVS and AS400.
- Worked on IBM Utilities: Dataset utilities (IDCAMS, IEBCOMPR, IEBCOPY), Scheduler utilities (IEFBR14), System utilities (IEHLIST, IEHPROGM) and DFSORT, IEBGENER, DB2 Explain, IKJEFT01, IEBEDIT, etc.
- Hands on experience working on tools like Expeditor, Endeavor, Change Man, File-Aid, Inter Test, Dump Master, Web aware, FTP, HTML, SPUFI, QMF, ISPF/TSO etc.
- Managed and resolved numerous SEV1 issues, consistently providing solutions within Service Level Agreements (SLAs) to ensure minimal downtime and maintain operational efficiency.
- Implemented several Service improvement changes to permanently fix the repetitive batch job failures.
- Proven track record in integrating mainframe applications with modern technologies and systems.

Kevin Green

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kevin.green4863@gmail.com
Virginia, 23294

Experienced Mainframe Developer with over 20 years of expertise in developing, maintaining, testing, and supporting IBM Mainframe applications across domains like Manufacturing, Insurance, Finance, and Government. Proficient in COBOL, JCL, CICS, DB2, VSAM, Easytrieve, CA7, and SAS, with hands-on experience in Agile and Waterfall methodologies. Skilled in requirement gathering, analysis, design, development, testing, and production support, including cloud migration initiatives using AWS S3 and Snowflake. Strong background in automation, batch scripting, and FTP/Connect: Direct processes, with excellent coordination and leadership skills in onsite-offshore models. Adept at delivering reliable, efficient IT solutions that meet complex project requirements while ensuring quality and timely delivery.

Technical Skills:

Network/Operating: MVS, OS/390, Unix, Windows
Languages: COBOL, JCL, Easytrieve Plus, SAS, Python, Visual Basic
Databases: Teradata, Oracle, DB2, IMS, Snowflake, ADABAS
Other: CTRL-M, CICS, ChangeMan, Endeavor, HTML, VSAM, SYNCSORT

Working Experience:

AIG| Remote   **July 2024 to Present**
Sr. Mainframe Developer

- Perform Analysis of PPS and RPS15 systems.
- Identify list of files in PPS and RPS15 files to be sent to Datalake.
- Analyze the mapping document sent by Business users.
- Provide corresponding mapping fields and transformation logic for the fields requested by users.
- Meet with Application owners and Business users to go through the mapping documents
- Prepare the High-Level Estimation for the Project requirement and submit the estimation to Business Analysts for approvals.
- Prepare Technical Detail design documents.
- Develop test plans, test scenarios, test cases, test scripts, and test metrics.
- Create new jobs and COBOL programs to extract data from PPS and RPS15 VSAM files and send extracts to Data Lake.
- Schedule new jobs in CA7.
- Set up test environments to test FTP file transfers.
- Perform different types of testing including System Testing, Functional Testing, Integration Testing, Regression Testing and User Acceptance testing.
- Review and provide feedback on test strategy and test plan and facilitate User Acceptance Testing.
- Track the defects identified by the end users and provide fix.
- Prepare daily status report / burn down chart to track the progress of the User Acceptance testing.
- Coordinate with other teams during developing, testing and deployment phases of project.
- Participate in Project daily and weekly status meetings.

Akima/Tuvli   **January 2022 to July 2024**
Mainframe Test Analyst (Contractor)

- Testing of mainframe applications for the US Army. Analyze development projects, design test cases, implement and run test jobs to ensure changes meet the approved criteria.
- Perform analysis of existing business applications.
- Identify the applications that needs to be separated or moved.
- Identify the list of files allover the applications that needs to be entangled between CORE and Fortitude-Re
- Develop strategies for separation of applications.
- Collaborate with Business Analysts and other teams to prepare Functional specifications during the project requirement stage.
- Direct the team for documentation of functional requirements for client submission and approvals.
- Prepare the High-Level Estimation for the Project requirement and submit the estimation to Business Analysts for approvals.
- Prepare Technical Detail design documents.
- Develop test plans, test scenarios, test cases, test scripts, and test metrics.
- Create new Jobs in CORE to send files to Fortitude-re via MFT FTP process.
- Create new Jobs in CORE to receive files from Fortitude-re.
- Do the scheduling changes and update requirement settings for the jobs.
- Create batch scripts to pull files from Enterprise server and to send non-Mainframe files to destination locations.
- Create JIL scripts to run batch scripts.
- Schedule JIL scripts in Autosys.
- Set up test environments to test FTP file transfers and polling jobs.
- Perform different types of testing including System Testing, Functional Testing, Integration Testing, Regression Testing and User Acceptance testing.
- Review and provide feedback on test strategy and test plan and facilitate User Acceptance Testing.
- Track the defects identified by the end users and provide fix.
- Prepare daily status report / burn down chart to track the progress of the User Acceptance testing.

Virginia Unemployment Commission/Techead   May 2020 to December 2021
Cobol Programmer Analyst (Contractor)
- Application programming using COBOL, VSAM, Easytrieve Plus and JCL in migration effort from the mainframe to a client/server environment. Deployment and execution of migration jobs.
- Creating Requirement analysis and Design Documents.
- Writing new programs COBOL, CICS, DB2, NATURAL, ADABAS and JCL.
- Modifying Existing Natural/Adabas and COBOL-DB2 programs as per the requirements.
- Analyzing, designing and creating new JCLs, PROCs for daily, monthly & yearly purposes.
- Analyzing and debugging of Natural and COBOL programs in case of any production issues to identify the route cause.
- Integrating existing designs with new requirements.
- Resolving complex and conflicting design issues.
- Supervising component and code test activities.

Capital One   March 2016 to April 2020
Systems Specialist
- Provided development, support, and analysis for legacy JCL and COBOL batch applications in an MVS environment. Deployment of jobs and programs in a production environment.

- Drove the team migration of thousands of mainframe datasets with varying copybooks to AWS S3 Buckets for converting legacy systems to the AWS Cloud. Wrote Snowflake queries to emulate legacy mainframe ETL.
- Built and deployed JCL jobstreams scheduled in Control-M that included jobs that built other jobs depending of variable workload, contained condition steps, and utilized SYNCSORT and other batch utilities.
- Extensive use of SQL in extracting and loading data to and from Oracle, Teradata and Snowflake databases.
- Automation using MVS SAS, writing code to convert dynamic datasets between SAS layouts and COBOL copybooks. Deployed code in production environment.
- Developed and deployed applications that transferred data using FTP and Connect Direct, both to internal servers, and to outside third parties.

Suntrust Mortgage   **March 2015 to March 2016**
SAS Developer (Contractor)
- Development of COBOL programs to digest variable Federal Reserve datasets.
- Built tools for migration of variable COBOL datasets and copybooks into SAS datasets for downstream usage in building a data warehouse.
- Converted Visual Basic/SQL applications to SAS in an automated Unix environment.

Capital One/Analysts International   **October 2011 to March 2015**
Mainframe Developer (Contractor)
- Automation of dozens of backend applications, using JCL, SAS and COBOL to create dynamic job streams for six lines of business with constantly changing layouts. This involved creating over fifty jobs and seventy programs.
- The functions ranged from formatting, partitioning, zipping, and transferring critical files to external vendors, to creating, loading and appended tables into Oracle, to the extraction and transfer of vital analytical files, to the emailing of mainframe reports for quality assurance. Deployed jobs and code into production environment.

Bank of America/Dataline   **March 2009 to September 2011**
Mainframe Developer (Contractor)
- Application programming using COBOL/370, VSAM and JCL in creating new interfaces and extracts for a general ledger application involving a major bank conversion effort. Deployed jobs and code into production environment.

Capital One/Analysts International   **September 2007 to March 2009**
Mainframe Developer (Contractor)
- Application programming using COBOL, JCL, SAS, and Sort utilities.
- Responsible for overseeing the Quality procedures related to the project.
- Coordinating with offshore team members to make sure deliverable timeline is not affected.
- Providing post implementation support on user queries and provide fix to issues identified.
- Preparing detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language.

Electronic Data Systems   **June 2002 to April 2007**
Information Analyst

- Developed, maintained, tested, and implemented applications for ten companies using JCL, COBOL/COBOL II, Easytrieve Plus, VSAM, SQL, Visual Basic, SQR, MQ Series, FTP, CLIST, CICS, IMS, DB2, and Crystal Reports.
- Involved in the maintenance and support of applications such as Deposits, Customer Information, ACH, Loans, and Fraud Detection.
- Developed and implemented an application in Visual Basic for automatically receiving and approving electronic invoices. Processed thousands of invoices a month, saving hours of manual functions.
- Deployed jobs and code into production environment using both Changeman and Endeavor, depending of the shop.
- Developed REXX CLIST scripts to help automate settlement process.

Summary:
- Experience in Information Technology using Mainframe and Unix platforms.
- Developed, maintained, tested, implemented, supported applications for over twenty years.
- Extensive Knowledge in requirement gathering, analysis, design, development, implementation, testing, integration deployment, documentation, and maintenance of IBM Mainframe applications.
- Experience working in Waterfall and Agile Project Models.
- Extensive experience with Manufacturing and Insurance domains.
- Strong technical skills in COBOL, CICS, DB2, JCL, NATURAL, ADABAS, VSAM, CA7, SPUFI, TSO/ISPF, Easytrieve, Autosys, and Batch Scripting.
- Excellent working knowledge in Core Application design, Development, Testing and Production support. Experience working on developing DB2 Stored Procedures, online CICS tools.
- Very good at handling Onsite-Offshore model projects.
- Experience in leading a team, status reporting, metrics, estimates etc.,
- Excellent coordination, interpersonal and communication skills.
- Quick to grasp complex business requirements with sound analytical skills.
- Well organized, with proven ability to multi-task and prioritize workload.

Education: Bachelor's Degree in Electronics and Communications Engineering, ECPI Technical College, Richmond, VA

LUIS A. VALDES
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With over 16 years of experience in Mainframe application development, enhancement, testing, and support, I am a highly skilled IT expert. Skilled in technologies including COBOL, CICS, DB2, JCL, IMS, and VSAM, along with contemporary tools such as REXX, Endevor, and ServiceNow, he possesses significant experience in SDLC, Agile methodologies, and DevSecOps practices. Luis has exhibited exceptional problem-solving abilities, effectively overseeing pivotal projects in various sectors, such as Healthcare, Insurance, Finance, and Government systems, encompassing cloud migration and modernization initiatives. Luis demonstrates exceptional adaptability, technical expertise, and a strong dedication to providing dependable IT solutions, making him an invaluable contributor to any organization.

Diverse roles—from Project Manager to Sr. Quality Assurance Specialist—highlight his versatility and ability to adapt to various challenges within the IT landscape.
To continue expanding his knowledge, Luis might consider the following steps:

1. Continuous Learning: Enroll in online courses or certifications focused on emerging mainframe technologies, cloud integration, and Agile methodologies. Platforms like Coursera, Udacity, or specific vendor training can be beneficial.
2. Networking: Join professional organizations or online communities that focus on mainframe technologies and cloud solutions. Engaging with peers can provide insights into industry trends and best practices.
3. Mentorship: Actively mentoring new IT professionals, sharing his expertise and experiences. This can enhance his leadership skills and help him stay connected with foundational concepts in the field.
4. Hands-On Projects: Participate in open-source projects or collaborate with teams on innovative mainframe-related solutions that interface with cloud technologies. This practical experience can deepen his understanding and keep his skills sharp.
5. Keeping Abreast of Trends: Regularly read industry publications, blogs, and attend conferences or webinars focused on mainframe technology and cloud computing. Staying informed about emerging trends will help him identify opportunities for growth.

By pursuing these avenues, Luis can ensure that he remains an asset in the ever-evolving IT landscape while also contributing to the development of the next generation of IT professionals.

TECHNICAL SKILLS

COBOL for MVS, COBOL II, High-Level Assembler (HLASM), CICS/TS, Series MQ, Db2, VSAM and VSAM RLS, IMS DB, Datacom DB, Datacom SQL, Madam, DTAMS, XML, QMF, SPUFI/QMF, Endevor, Expediter, APPTUNE, BMC, CONTROL-M, ESP, Tivoli Asset Discovery for z/OS (TADz), Macro4 Tracemaster & Dumpmaster, INTERTEST, TELON, ASG Workbench, TSO/ISPF, Dialog Manager, LMF, REXX, CLIST, CA VOLLIE VOICE, Easytrieve, SMP/E, IBM MSHP, IBM JCL (z/OS and z/VSE), IBM z/VM, FTP, Connect:Direct, CyberFusion, LU6.2, Remedy, Extra!, Elite CMS, IBM Personal Communications (PCOMM), IBM zOS Multi-Factor Authentication (zMFA), RMDS, Open Platform Communications (OPC) , ESP, Abend-Aid, FileAid, Xpediter, ENFORM, ENSCRIBE, MessageWay, SharePoint, DataWatch, IBM Data Studio, IBM Rational Requisite Pro, CMMI Level II, Agile Development, ServiceNow, MS Teams, SCRUM, JIRA, TOAD, IBM DataStudio, UltraEdit, Microsoft (MS) Office 365 Suite: Access; Edge; Word; Outlook; Excel; OneNote; PowerPoint; Project; VISIO; Access; OneDrive; and MS StaffHub, Google, among many other desktop applications*.*
Additionally, some C, C++, Java, and HTML.

WORKING EXPERIENCE

Sr. Mainframe Developer
Leidos, Inc., for Social Security Administration
July 2023 to Present
Modis, Inc., via Leidos, Inc., for Social Security Administration
January 2022 to July 2023

- Designed, coded, tested, debugged, and migrated components of a Front-End application, using the following ISPF Dialog Manager Tools: Panels, Messages, Tables and Skeletons, along with REXX Execs, which facilitated Subject Matter Expert's (SME's) identification and extraction of Endevor elements, to prepare for transfer to a LINUX-based system named, "Informatica". SMEs used Informatica to prepare the downloaded element's flows to identify technical debt, so that the Agency could migrate away from, what it considered, Legacy development languages. This was due to the shrinking pool of expertise and availability of Legacy Language talent pool.
- Supplied support to many other mainframe developers, via a tool called Workbench from Allen Systems Group (ASG).
  The tool was a Data Resource Management System (DRMS) Facility, which provided a repository for and management of COBOL, HLASM, and CICS development metadata. Also managed by the tool were various other elements, such as user access, and Dynamic Table Access Management (DTAMS).
- Using JCL, REXX, Endevor, TADz, Workbench, and CyberFusion on the mainframe and UltraEdit, MS Access and Excel on the Network, developed a very extensive and complex spreadsheet, for a Tech 14 to evaluate and ultimately present to the Associate Commissioner and other high-level SSA management. The spreadsheet was a depiction of the overall scope and effort that needed to transition from Workbench (SSA no longer received support for the product), and it aided the Tech 14 in his future presentation.
- Coding, testing, debugging, and migrating programs (HLASM/COBOL/CICS/Db2/IMS), routines, copybooks, and macros, in support of multiple applications across the Agency.
- Created and maintained numerous ISPF REXX and CLIST scripts.
- Created and updated Standard Operating Procedures (SOP) and User manuals, using M365 Tools, including VISIO Pro.
- Created and supported many MS Access and Db2 SQL scripts, to access and update related databases and tables.
- Involved in the testing of zOS Multi-Factor Authentication (zMFA), which supplanted Single Sign-On (SSO) at the Agency. zMFA provides multiple levels of authentication and thus, greater levels of security.
- Participated in Daily Stand-ups/Weekly/and Monthly and other Agile-Related meetings on multiple Teams.

Sr. Mainframe Developer
SDLC Partners, LP for Highmark Health Systems, Inc.
December 2020 to December 2021

- Initially, took over the production of Logical System Test (LST) and the Claim Plan Test Cycles from Leads on those Projects. Later he became responsible for the Cash Management System (CMS), which was an on-demand cycle.
- The cycles were triggered by Broadcom's Enterprise Workload Manager (ESP), via triggers, which contained numerous individual jobs. The CP cycle contained over three hundred jobs (314 to be exact), for each of the seven (7) environments being processed on typical days.
- Luis was required to become familiar with each release to tailor the various jobs for proper execution within the cycles meant for the BAs and SMEs to check out the various enhancements and fixes instituted for a given Monthly release.
- His responsibilities included debugging and correcting the jobs and interfacing with other developers, or teams, to make the necessary fixes for the applications.

- Luis created extensive documentation, defining the CMS and CP cycles, for later developers to easily acclimate themselves with the processes, to supply a leaner learning curve.
- Participated in Daily Stand-ups and other Agile-Related meetings.

IT Programmer II
ForceV Technologies, Inc. for Taylor Communications, Inc.
May 2020 to November 2020
- Provided troubleshooting, debugging, producing fixes, and implementation enhancements for Taylor's Direct Mail campaigns (supporting clients, such as Ascensus).
- Recommended enhancements to existing systems and processes.
- The systems were written in Above and Below-The-Line HLASM and utilized a VSAM DB.
- Designed and wrote numerous CA-VOLLIE VOICE procedures, which were used to maximize efficiency during, development, testing, and ultimately, implementation.

Sr. Mainframe Technical Specialist 4
Dataquest, Inc. for Pennsylvania Dept. of Labor & Industry (L&I)
December 2019 to February 2020
- Came on board to quickly learn, develop, test, and implement several new HLASM programs. Maintained several COBOL programs to support those HLASM programs to support the new regulations (Year-End Processes) being implemented.
- Provided troubleshooting, debugging, writing fixes, and implemented enhancements for L&I's Unemployment Claims and Compensation sub-systems.
- The systems were pre-written in Above and Below-The-Line HLASM, COBOL, CICS/TS, IMS DB/DC, Db2, and VSAM.
- Used SPUFI and QMF to research, debug Db2 tables. Also performed data manipulation of the test Db2 tables.
- Made extensive modifications to the Year-End Processes under very tight deadlines, sparse requirements, documentation, collaboration, and overall guidance. Completed this task just in time, which allowed customer service department to perform testing before going live 1/5/2020.
- Used ServiceNow, to log client requests for modifications/research.
- Performed analysis, documentation, and development of two COBOL programs to capture all error messages (which reported on the SSN in error) produced from the Extract sub-system, to produce a joint error report at the end of the Extract process. The report was designed to benefit the new Claims modernization effort (nicknamed GUS).
- Due to system stability, infrequently issues arose. Typical issues were mostly related to corrupt/incorrect data transmission.

Sr. Systems Programmer
Global Commerce & Industry at Northrop Grumman for the Social Security Administration (SSA)
July 2019 to October 2019
- Provided troubleshooting and implementation of fixes, as needed, for a SSA home-grown Product: Batch Release Processing System (BRPS), within the Automated Operations Branch (AOB), of Division of Mainframe Systems Software (DMSS).
- The system was written in REXX, CLIST, COBOL for MVS, HLASM, ISPF Library Management Facility (LMF), utilizing Panels, Messages, JCL Skeletons (Skels), and Tables.
- Due to the system's stability, it was only occasionally that issues arose. Typically, the issues dealt with file contention, or other file-related issues, which caused the product to abend, requiring knowledge of z/OS Control Blocks and abend debugging. Modernization was not a requirement. Maintaining the status quo was the only requirement.

Sr. Mainframe Developer
SDLC Partners, LP for United Concordia Dental (UCD - a Division of Highmark Health Solutions)
August 2017 to July 2019

- Provided application development services as a member of a truly agile project team. Performed analysis, design, coding, testing, implementing, and supporting systems to support United Concordia Dental (UCD), a subsidiary of HMHS. Adhering to HMHS IT standards and policies.
- Developed and maintained applications that met the service levels, system availability, performance, privacy (according to Sarbanes-Oxley Act and other PII requirements) and quality levels, which were required by HMHS' customers.
- Used SPUFI and QMF to research, debug Db2 tables. Also performed data manipulation of the test Db2 DB tables.
- Performed the analysis and scope of a large-effort project to convert UCD's dependence on HLASM to COBOL for management. Since the effort was not doable by one person in the timeframe UCD desired delivery, Luis suggested that two more senior developers be contracted. Thus, operating within a team of three, we converted many Above-the-Line HLASM programs (over 210) to COBOL, three months short of the initial estimate. Those modules are of a high-use / high-volatility type. By "high volatility", HMHS meant, that they were always in use and impacted various sub-systems in a major fashion. Intense attention to detail had to be exercised, during development and testing, due to the extremely tight installation window and the need for a stable test environment for other teams.
- Used Xpediter for debugging, as well as the modification of numerous JCL streams.
- As required, IMS DB databases and logic, Luis replaced by Db2 databases and logic.

Sr. Mainframe Developer
LiquidHub, Inc. for The Vanguard Group
October 2015 to July 2017

- Luis' role in IESS (Integrated Enterprise Support Systems), was to provide third-level Mainframe support for QA Testers and Developers for a host of Enterprise Applications. The environment was extremely dynamic, fluid, and delightfully challenging.
- Working in an Agile environment at Vanguard, performed the design and development, of a COBOL program and related multi-step job to capture Offshore User IDs and convert them, for insertion into a Db2 table. Luis developed a Native Db2 Stored Procedure, to convert the User IDs dynamically via Open Systems Front-End Java programs (developed by others). Additionally, he also prepared all necessary documentation to migrate the package into QA and eventually, production.
- Created and ran a multitude of Db2 Loads and Unloads to migrate tables from the SAT (System Acceptance Testing) region to the IT (Integrated Testing) region.
- Developed masking processes for PPI and PII data coming from the production environment to the test environment, along with associated jobs.
- Used SPUFI and QMF to research, debug Db2 tables. Also performed data manipulation of the test Db2 tables.
- Enhanced the Grant processes to support Archive and Accelerator Only Db2 tables.
- Wrote and supported many REXX Execs to ease various processes for the IESS team.
- Modified many jobs to support email delivery to our Offshore Partners. Although the change was repetitive, it required great attention to detail, so as not to impact current production processes.
- Provided HLASM development assistance to the PCoE (Production Control Environment) Team, with an Above-The-Line HLAM module used to interface with Lotus Notes, after Vanguard went to Outlook.
- Prepared materials for Peer Reviews of all coding changes.
- During Luis' tenure, he, due to lack of ability on the team, performed the more complex COBOL and HLASM coding changes, starting with the Native Db2 Stored Procedure noted above.

Sr. Mainframe Developer
Xerox State and Local Solutions, Inc.
August 2012 to September 2015

- Designed and developed, production support and control, and job scheduling of a CICS/Db2 interface with xPression from CARES (a Maryland State Healthcare system). The interface, developed to supplant CICS Transaction Gateway (CTG) saved Xerox an initial $67K and subsequent $15K/year in licensing of CTG from IBM. The interface was designed to allow xPression users to sign into the CARES CICS system from xPression, authenticating their RACF ID. In conjunction with the interface, developed highly complex XML generators to provide daily feeds to xPression from CARES. It was a Native Db2 Stored Procedure.
- Designed and developed, production support and control, and job scheduling procedures for CARES.
- Designed and developed of a complex interface between the Child Support Enforcement System (CSES) and the new Health Insurance Exchange (HIX) mandated by the Affordable Care Act (ACA). The design and development came in ahead of schedule and under budget.
- Developed numerous, complex, Ad hoc Queries with Easytrieve, to support District Office Case Managers.
- Provided analysis papers, Time & Cost analysis, and technical design documentation for CMMI Level II compliance.
- Provided support during System Testing, User Acceptance testing and On-Call support (on a rotating basis).

- Provided training and mentorship for junior team members.

Sr. Consultant
CPSI & Devon Consulting at Lockheed Martin for Office of Child Support Enforcement's (OCSE) Federal Parent Locator System (FPLS)
October 2011 to July 2012
- Duties included Application design and development, production, support, control, and job scheduling.
- Development and maintenance of COBOL Db2 Batch software. Conversion and unit testing of COBOL VSAM-based batch modules to COBOL Db2-based.
- Consistently ahead of schedule and under budget with all assigned tasks.
- Developed three new processes in COBOL for MVS/Db2 to replace the existing Federal Case Registry (FCR) related components, which written in COBOL II/VSAM. The development was ahead of schedule and under budget.
- Provided maintenance support for numerous modules, jobs, and procedures.
- Created numerous Change Request Analyses (CRAs) for the Management Information Central Repository System (MICRS) and FPLS teams.
- System tested several changes and moved them to the Validation environment for integration testing by the Validation group (SRA International).
- Additionally, took over the production reporting to management when a full-time employee took an extended vacation overseas.

Sr. Consultant
Technology Consultants, Inc. at Lockheed Martin for SSA
May 2011 to September 2011
- Developed and supported COBOL Db2 Batch and CICS software for the Office of Application and Supplemental Income Systems (OASIS). Conversion and unit testing of HLASM batch modules to COBOL for z/OS. Consistently ahead of schedule and under budget with all assigned tasks.
- Provided maintenance and troubleshooting, debugging, writing fixes, and implemented fixes for numerous modules.
- Performed in-depth analysis for Appeals, Workload Management (WMI) and (SUMS IC) Information subsystems.

Sr. Consultant
AboutWeb LLC, at Northrop Grumman for SSA
April 2010 to January 2011
- Provided User-Centered Design support for the Registration of Most Everyone (ROME) project team within SSA. This included derivation of business processes, analyzing user needs, aiding in requirements definition, designing browser-based interfaces, and designing and conduct usability testing.
- Directly participated in Interaction/Interface design experience, which included User-Centered Methods and User Analysis.
- Facilitated deriving user needs and business requirements during SCRUM sessions to assist the Scrum master, where Luis elicited business goals and user needs, created Personas and Scenarios of Use, and created and refined screen prototypes.
- Designed and conducted formative and summative usability tests in both formal and informal settings. Documented user requirements, screen designs, and design recommendations, and Requirements Definition processes.
- Provided incoming team members with a thorough overview of ROME/RCS, and UCD.

AboutWeb LLC, at Lockheed Martin for SSA
- Supporting the Office of Application and Supplemental Income Systems (OASIS), designed, and developed EXCEL spreadsheets to properly catalog macro usage across six systems, for estimating project scope.
- Performed analysis and decomposition of HLASM macro functionality, which supplied other developers the information needed to substitute the macros from HLASM into other languages as needed.
- Recommended conversion language and method to management.
- Modified COBOL/CICS screens and programs, which enabled end-users (corporate and field offices) to permit persons with disabilities to perform identical functions as persons without disabilities -US Section 508–Accessibility for Persons with Disabilities.
- Supported the Office of Retirement and Survivors Insurance Systems (ORSIS), concurrently, Luis developed and rewrote complex Functional Requirements (FRs) to support the conversion of the Debt Management System (DMS) to conform to Section 508.
- Mentored new team members.
- Went above and beyond delivering a management summary, to SSA, which provided a complete picture of the engagement's deliverables, enabling many departments to save time and resources.

Sr. Consultant
CDI Corporation at Wells Fargo & Co
March 2009 to March 2010
- Developed specifications for complex business requirements and processes (new, enhancements, and maintenance).
- Developed and maintained COBOL/CICS software for a complex full-cycle mortgage processing sub-system.
- Developed and maintained some of the MQ Series modules, which interfaced with our cloud-based client applications.
- Led and participated in data modeling, simulations, peer reviews, and analysis efforts.
- Verified program logic by preparing test data for trial runs, tests and debugging programs. Participated in the overall systems testing.
- Developed and maintained complex and medium complexity Easytrieve data extractions and reports. Learned Easytrieve on his own, utilizing the web and online manuals.
- Supported several weekend-long implementations of the application into production.
- Performed analysis, which facilitated the development of Software Requirement Specifications (SRS) and Software Design Specifications (SDS) by the Technical Lead.
- All the efforts above assisted Wells Fargo with the implementation of new, time-critical, government-mandated, software enhancements. Wells Fargo's Home Loans Division repaid 15B in bailouts (that were not requested) and made an enormous profit in that fiscal year.

Sr. Mainframe Platforms Specialist / Systems Programmer
Group 1 Software - A Pitney-Bowes Company
January 1997 - June 2008
- Defined, developed, documented, evaluated, and supported COBOL for z/OS, HLASM, and C++ programs, REXX and z/OS JCL procedures needed for the migration of software from the LAN development environment to z/OS, VSE, and IMS environments.
- Performed development and maintenance of platform-specific programs and Open Systems products using StarTeam.
- Developed, tested, maintained, and optimized product fulfillment procedures for use by Fulfillment.
- Maintained and upgraded the INTRANET and INTERNET sites with the most current release of Open Systems products.
- Developed and supported a Software Build and Promote Subsystem using COBOL, HLASM, FTP, JCL, Dialog Manager, REXX, and ISPF. The Group 1's - Library Management System (LMS) was based on IBM's proprietary Library Management Facility (LMF) and then (due to the obsolescence of LMF) migrated and rewrote under SCLM. Designed and built a product build system which transferred software from PVCS (later StarTeam) from the LAN via FTP and built complete Mainframe ready products. The process culminated by running installation verification procedures (IVPs) and packaging the software with installation and sample JCL/scripts for fulfillment via the corporate internet site.
- Designed, developed, and conducted a series of mainframe-related classes, where the target audience was in-house associates.
- Maintained Legacy HLASM applications. Provided third level customer support and internal technical support company wide.
- Prior to Group 1 hiring a staff member to exclusively maintain the operating systems (MVS and DOS/VSE).
- Luis updated MVS, with APARs, to VSAM and CICS and using MSHP, updated DOS/VSE components, such as CICS, VSAM and ICCF. At this point Group 1 migrated to the z-Series computers and Luis did not have any experience with them. Luis worked closely with the new systems programmer to help in the configuration and setup of the z-machine (R390).
- Luis was also the Beta tester for all Group 1 products on the new R390.
- Provided operational installation documentation for mainframe-centric products.
- Instrumental in the acquisition, migration, and implementation of Group 1's first R390 computer to facilitate development, fulfillment, and product builds on z/OS and z/VSE.

Sr. Consultant
Software Professionals, Inc. at Electronic Payment Services (EPS), Inc
August 1996 - November 1996
- Performed trend analysis of Remedy problem ticket database.
- Developed macros for use by Remedy and Microsoft Word to produce elegant reports to be used at daily Off-line Problem Management meetings.
- Worked around the clock to ensure that communications were running smoothly.
- Performed root-cause analysis and resolution of production problems involving BI-Synchronous and Asynchronous communications.

- Resolved issues surrounding Sterling Software's Connect Direct product and other communications issues. Determined the need for, contracted and planned a training course for in-house employees for IMPACT Immedia's MessageWay product (a messaging subsystem running in a Pathway environment).
- Developed ENFORM queries and reports against MessageWay's ENSCRIBE database and a metrics collection and analysis subsystem on Tandem, with C++, accessing ENSCRIBE database, which, after analysis, were used to enhance and improved transmissions of the in-house communications facility (MTF).
- Produced a System Architecture VISIO diagram that was utilized at various levels within the organization, which facilitated interactions among EPS staff and management and coordinated the development and implementation of a Mid-West clone of the existing MessageWay application on the east coast.

Sr. Consultant
Keane, Inc.
December 1993 - August 1996
- **At US Department of Labor (DOL):** Analyzed the requirements for Budget modifications to the (Keane's) Federal Success Accounting package. Used COBOL and IDMS in an MVS environment to develop and maintain modules for the Federal Success Accounting package. Also responsible for turn-over to the QA environment.
- **At Social Security Administration (SSA):** Used COBOL, Datacom/DB, and IDMS in an MVS/XA environment to develop Budget modules for the Federal Success Accounting package.
- **At US Customs:** The RAIL system utilized LU6.2 technology and was written in COBOL/2 and CICS, accessing a Datacom database. Used VISIO on a PC LAN to develop structure charts of two extremely large and complex modules. This was done to facilitate decomposition into smaller, independent module for a new RAIL system.
- **At PHH Homequity:** Used CICS, COBOL/2, and Datacom/DB SQL in an MVS environment to develop mainframe to PC interface programs (MRO/ISC). These programs served as database servers for the PC – Client/Server application. Development took place on a Novell Ethernet LAN utilizing STAR topology.

Project Manager / Systems Programmer
Group 1 Software, Inc.
December 1986 - November 1993
- As Project Manager analyzed the business need for, designed, and programmed a state-of-the-art, SAA/CUA compliant front-end for an existing direct mail system. The system was written on an IBM/3081 utilizing COBOL (later converted to COBOL II), HLASM, CICS, and VSAM. Utilized structured analysis/design (OOP) techniques during development.
- Supplied internal consulting services on the use of technology such as, CICS, IMS, Db2 (never implemented here), and VSAM.
- Provided pre- and post-sales support for the product.
- Responsible for the successful migration to CICS 2.1.2. Developed and maintained Test, Quality Assurance, and Production CICS environments.
- As Sr. Systems Programmer reporting directly to the MIS Director, searched out, evaluated, and recommended new technologies that could be used for productivity of development staff, maintenance staff, and product enhancements. This included evaluating hardware and software, operating systems, programming languages, and development tools. Using MSHP, installed and maintained the first DOS/VSE operating system at Group 1.
- Responsible for pre- and post-sales support, as required, for all on-line Group 1 products.
- Evaluated, recommended, and implemented improvements in operational aspects of product development, such as DASD management, CICS and VSAM performance tuning, third-party software installation and CPU utilization.
- Designed and conducted end-user presentations relating to product advantages, functionality, and usage at annual User Conferences.
- Installed, enhanced, and maintained the following three VSE environments, as Group 1 migrated to the newer releases; DOS/VSE, VSE/SP, and VSE/ESA.
- Developed and maintained state-of-the-art installation procedures for Open Systems products. The development of these procedures required coordination company-wide, at various levels.

Team Lead / Associate Vice President (AVP) / Sr. Programmer Analyst / Programmer Analyst
Merrill, Lynch, Pierce, Fenner & Smith, Inc
March 1981 to September 1986
- As Team Lead, reporting to the Systems Manager, led a team of nine (9) IT professionals, in the design, programming, implementation, operations, support, and maintenance of a Government Securities Processing Back-office System.
- Designed and developed Promote Procedures utilizing Dialog Manager and ISPF.
- Trained team members in COBOL-CICS development.
- Designed, programmed, and implemented highly specialized LU6.2 interface (MQ-like) between Merrill Lynch and several clearing banks. Coordinated with bank personnel, on various levels, to develop, test, and maintain the interface. Designed and programmed utilities to facilitate the submission of jobs from CICS to JES internal reader.

- Designed, programmed, and implemented the following CICS sub-systems and transactions; Sub-system's I/O Manager, Financial Desk to Back-Office Computer-to-Computer Link (using LU6.2), Government Trade Entry, Repurchase Agreements, Reverse Repurchase Agreements Bonds Borrowed Agreement subsystem, Swap Agreement.
- When initially hired, supported the Assembler I/O module, which was the core of the system for the Transaction and Account-Ticket VSAM files.
- Wrote and supported many other programs within the system.
  (Latter experiences removed for brevity).

EDUCATION
- University of Maryland, University College, College Park, MD – Course work
- City University of NY (CUNY), New York, NY – Course work
- Albert-Merrill School, New York, NY – IT Certification
- Merrill Lynch Management Institute, Princeton NJ - Corporate training
- On-line Software International (OSI) INC. Fort Lee, NJ - Corporate training
- Tandem/Impact Immedia (In-House Training), Wilmington, DE - Corporate training

CLEARANCES
- Public Trust Level 3. Obtained at SSA (2019).
- Public Trust Level 3. Obtained at SSA (2017).
- Public Trust Level 3. Obtained at OCSE/FPLS (2010).
- Public Trust Level 3. Obtained at SSA (2010).
- Public Trust Level 3. Obtained at SSA and DOL (1994, 1995).
- Confidential. Obtained at US Customs (1995).

Ramesh Kothila

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Experienced **Mainframe Application Programmer Analyst** with **16+ years of IT experience** in software development, enhancement, testing, and maintenance. Proficient in **COBOL, DB2, JCL, CICS, VSAM, IMS DB/DC**, and modern tools like **GitLab, IDZ, ServiceNow, and JIRA**, with expertise in both batch and online systems. Skilled in **Big Data technologies** such as Hadoop, Hive, and HBase, and knowledgeable in **Java application development** with Core Java, Unix, and Linux. Extensive domain knowledge across **Healthcare, Insurance, Finance, Retail, and Logistics**, including experience with **Integrated Eligibility Systems (IES)** and **cloud migration to Azure**. Adept in **DevSecOps practices**, CI/CD pipelines, and providing 24/7 production support, ensuring efficient and reliable software delivery. Proven track record of delivering solutions that enhance business operations and reduce costs.

TECHNICAL SKILLS:

Operating Systems	: IBM Z/OS, OS/390, MVS/ESA/XA, DOS, Amysis , Windows, Unix, HP-UX, Ubuntu.
Languages	: COBOL, JCL, SQL, MQ series, HTML, SQL, JAVA, Python,PL/SQL, Easytrieve
Databases	: DB2, IMS DB, VSAM, Teradata, Oracle, and MySQL.
Big Data Platform	: Cloudera, Hbase, Azure Data Lake (ADL), Azure Blob Storage, Kafka, Pig, Hive, Hbase,
Tools & Utilities	: TSO/ISPF, RACF, SDSF, Panvalet, IDCAMS, FILEAID, Control-m, Trace Master, Dump master, SYNCSORT, Endeavor, Changeman, SPUFI, QMF, DB2 Connect, MQ-Series, FTP, NDM, EDI, MS-Visio, HP-ServiceManager, AbendAid, CA-7, platinum, BMP, Smart Test, IDZ, Gitlab, Dynatrace, Splunk.
OLTP	: CICS, IMS DC.
Other tools	: Test Director, Sharepoint, HP Quality center, Identity Manager, Workload Automation, Clearcase, ClearQuest, Servicenow

PROFESSIONAL EXPERIENCE

HIGHMARK   BCBS, Pennsylvania   **Aug 2016 - Till Date**
Senior Mainframe Developer

HM Health Solutions (HMHS) delivers business solutions to health plan payers so they can run their organizations efficiently in a competitive and ever-changing market. By offering cutting-edge technology and unparalleled industry knowledge, HMHS meets the many operational needs of health plan payers. A wholly owned subsidiary of Highmark Health, HMHS, is partnered with eight health plans serving millions of members.

Responsibilities:

- Working with the team and guiding team in Requirement gathering, Desing, Analysis and development of new components and enhancement of existing components.
- Analyze the business requirements and prepare system requirement documents.
- Worked in **OPIS (other party information system) in Membership, ECS and OSCAR claims.**
- Developing, enhancing, and maintaining applications on mainframe **COBOL, DB2, JCL, CICS** environment.
- Research on impact analysis and identify all the components required as per design document and prepare Impact analysis document.
- Perform coding and build the application in COBOL code and enhance.
- Conducting self- and peer reviews and ensuring adherence of Quality Standards in deliveries.
- Involve in running request jobs that generates the Medicare and Medicaid files to CMS.
- Testing the components to check the functionality of the job and deploying those.
- Provide production support in fixing the jobs to make sure the cycles won't affect, completing the business requirements without delays.
- Utilized the UNIX platform for efficiently managing, transforming, and integrating files into the Mainframe environment, ensuring seamless data processing and system.
- Provide general support to maintain application that meet the system availability, service levels, Performance and Quality levels required by the customer.

Environment: IBM Mainframe, COBOL, JCL, DB2, CICS, BlueDevel, REXX, Endeavor, Control-m, Changeman, Data Manipulation, IMS, Dump Master, Trace master, Easytrieve, SQL, MQ-series, SPUFI, Teradata SQL Studio, HP-Service Manager, SARA, Application Resource center, Agility, Splunk, Dynatrace, Control-m, IDZ, Gitlab.

Sears Holding Corporation – Hoffman Estates, Illinois.   **Nov 2015 – Aug 2016**
Senior Mainframe Developer
Sears holding company is the owner of retail store brands Sears and Kmart, Sears Holding operates 1,672 retail locations in USA, Mexico and Puerto Rico.

ShopYourWay.com - MDE (Member Discovery Engine)
Member Tool that allows the user to dynamically search, explore, and identify opportunities within our total member population. This tool holds billions of data points and thousands of attributes. MDE is designed with quick response time on population sizing and gives flexibility to change logic in customized populations. The sales for each individual member are also displayed in the tool and can be ranked on multiple metrics with export and saving capability.

Responsibilities:
- The primary responsibility is to involve requirement analysis phase. Identify data sources to be moved to Hadoop and process the distribution data for analysis purposes.
- Extensively worked on pig, Hive, and Impala in processing and transforming data.
- Develop Hive scripts for processing data for regular analysis and for Adhoc analysis.
- Do impact analysis of Teradata source to map the required fields and tables required at hive for data processing.
- Creating hive tables, loading with data and writing Hive queries.
- Involve in migrating of DB2 Data into Hadoop.
- Implemented business logic by writing UDFs in hive and using various UDFs from Piggy-banks and other sources.
- Involved in data modeling, source system analysis, data analysis to Extract Transform

and load (ETL) operations.

- Developed workflow in automating the tasks of loading data into HDFS using Oozie workflow and preprocessing with Pig and Hive.

Environment:
Hadoop, Spark, HDFS, DB2, Hive, Pig, Java (jdk1.7), SQL, Cloudera CDH 5.x, MapReduce, Sqoop, Flume, Oozie, Eclipse, Flat Files, Autosys, Hase, Hcatalog.

Union Pacific Railroad, OMAHA, NE   **Oct 2009 – Sep 2015**
Mainframe Developer
Union Pacific Railroad is a class one line haul freight railroad having the largest network in US that operates over 8,500 Locomotives over 31,400 route miles in 23 states of USA.

CHMS, CARS and **Related Car Cycles**
The CHMS, CARS, ELS, SSDX are related to the Railroad car Hire, Accounting, Liability and re-porting systems. Those are designed to provide reliable and timely cost data to be utilized by UPRR management in the decision-making processes related to its transportation service and finance products. The System operations are necessarily complex. Likewise, the needs of SME's for information about the system will vary from the general to very specific for analysis. The scope of the project is to analyze the data and generate reports to make process decisions on car hire and reduce the movement of empty cars.

Responsibilities:
- Prepare Functional specification documents and technical specs.
- Prepare impact analysis documents and list the elements.
- Analyze various programs as per the impact analysis document.
- Develop Application Programs for CARS Applications. I am also involved in preparing Production and Test **JCL** for testing and deploying the production version JCL.
- Modify **COBOL, DB2, CICS, BMP, VSAM, IMS, Telon** programs as per the technical docs.
- Effectively using **Smart Test** for Debugging and testing.
- Working with IMS Commands and system definition including DBD, PSB, ACBGEN and online IMS commands.
- Work on IMS Environment for new Applications / Transactions, IMS Recovery Procedures in Batch mode.
- Involved in **Business management** process.
- Recording the sessions using camtasia for future reference and training.
- Generate various adhoc and critical reports as per the requirement of the business.

Environment:
IBM Z/OS Mainframe, TSO/ISPF/PDF, COBOL, DB2, AS400, CICS, IMS DB/DC, JCL, TELON, REXX PL/SQL, VSAM, IBM MQ-series, SQL, SPUFI, File-Aid, SmartTest and Identity Manager.

BJ's wholesale Club – Boston, MA   April 2008 – Aug 2009
Mainframe Developer

BJ's Wholesale Club is a membership-based warehouse club that sells high-quality, brand-name food and general merchandise at BJ's Member Pricing. Corporate Headquartered in Na-tick, Massachusetts.

Application Development Management (WMS-840):

To manage the development phase of the project, BJ's utilize the Deloitte & Touch Express for the Software development methodology (ESD). This methodology is based on the rational unified process (RUP), The Purpose of this project is to implement Manhattan Warehouse Management system (WMS) products at the Florida Distribution center (DC840) replacing the Cross-dock Management system (CMS) with communication to the home office Mainframe POIMS coding is modified by BJ's.

Responsibilities:
- Provide a Mainframe environment to continue the execution of business-critical computer applications.
- Involve in **business analysis** coordinating and collaborating among the team members according to the business requirements.
- Involved in the meeting with **Business Process Owners**, **SMEs** and developing business process flows for **Application Overview Document**.
- Review and finalize pre-migration requirements and action plan.
- Developing and changing **COBOL, DB2, CICS, IMS** programs as per the Impact Documents in Development region.
- Perform optimization of **SQL queries** to improve throughput and performance.
- Identify Unloading and Loading Test data from Production to Test regions.
- Publishing bi-weekly project status report during the previous two weeks, tasks expected during the following two weeks and any issues affecting the project milestones.
- Using Change man**, Expediter, Syncsort, BMC tools** for effectively testing the source code, Procs and JCL's.
- **TSO/E** and **ISPF** enhancements for large non-extended format sequence Datasets.

Environment:

IBM Mainframe 3090, MVS/ESA, TSO/ISPF/PDF, COBOL, DB2, JCL, SQL, VSAM, expediter, Change man, FILEAID.

PROFESSIONAL SUMMARY:

- Around **16 Years** of IT experience in Software source code Development, Enhancement Support, Testing and Maintenance.
- Having rich domain knowledge in the areas of **Healthcare, Insurance**, **Finance**, **Retail** and **Logistics.**
- Involved in complete SDLC which includes analysis, designing, **coding**, **building**, Review, **Application Integration**, testing, deployment and production support.
- Expertise in **COBOL, DB2, JCL, CICS, VSAM, IMS DB/DC, SQL Microfocus COBOL,** and **MQ- Series**.
- Extensive experience working with **MVS, Z/OS, TSO/ISPF, JVM, ACF** & **RACF.**
- Proficient in **IBM utilities** such as SPUFI, QMF, FTP, SDSF, SORT & Icetool.
- Efficient in using tools like **File-Aid, Smart test, Panvalet, Endevor, File Manager, Expediter, Syncsort, Changeman, REXX, Procedures, Platinum, CA-7, CA-11, Abendaid, Control-m, IDZ.**
- Good experience on BigData technology **Hadoop** with HDFS, **MapReduce**, Yarn, Hive, Pig, HBase, Hcatalog, Impala and Hue.

- Provide **24/7 hrs oncall** Production Support on a rotation basis to support jobs and applications in production.
- Good knowledge of both on-line and Batch Systems in Unysis and AS400 mainframes.
- Utilized SideKick AI regularly to optimize and streamline daily tasks, Leveraged efficiency and accuracy in data processing, analysis, and decision-making.
- Proficiency in Databases like **DB2**, **IMS**, **MySQL**, **Teradata, Datacom, PostgreSQL** and **Oracle.**
- Experience and knowledge in Java application development.
- I worked on Core Java, Junit, Eclipse, Postman, Unix and Linux.
- Proficient in **Unit testing**, **Integration** and **system testing** and **other testing methodologies** with use of tools like Test director, Expeditor, Endeavor and smart test.
- Best practice in task, version management and agile methodology, Application resiliency such as **Gitlab**, **IDZ**, **CI/CD**, **Agile**, **Scrum**, **ServiceNow**, **JIRA**, **splunk**, **Dynatrace**.
- Involving in **DevSecOps practice** that enables frequent, automated, and reliable software releases. It integrates code changes, runs automated tests, and deploys updates efficiently using **Gitlab, IBM UrbanCode Deploy, MicroFocus UFT**.
- Knowledge in Migrating Mainframe Applications into **cloud-based** AZURE environment.
- Good exposer and understanding to Support the **migration** and **maintenance** of the existing system in a **cloud environment** while leveraging existing system.
- Track record for delivering solutions to improve business and reduce operational costs.
- Experience in Integrated Eligibility Systems (IES) that are related to federal and government programs like **Medicare, Medicaid, SNAP, CMS, TANF** with **HIPPA** act.

CERTIFICATIONS:

IBM Certified DB2 DATABASE ASSOCIATE.
BRAINBENCH Master Certification IN IMS 6.0.

Walter D. Sawyer

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Annapolis Maryland 21409
410-353-3555
wsawyer100@comcast.net
US citizen
Secret Clearance

IT Project Management
Senior Business Analyst
Software Analysis & Development
Senior Software Engineer

Experienced **Mainframe Application Programmer Analyst** with 40+ years in developing, maintaining, and optimizing complex mainframe systems using **COBOL, CICS, DB2, and JCL**. Skilled in all phases of the **SDLC**, including system design, programming, testing, and implementation. Proven expertise in **data analysis, problem resolution**, and integrating new functionalities to meet evolving business needs. Dedicated to delivering reliable and efficient IT solutions for mission-critical operations.

Professional Summary

Mr. Sawyer has 40+ years of experience in the Information Technology field that has given him a wide exposure to computer applications including US Army, SSA Government, CMS Government, State Medicaid/Medicare, Secondary Mortgage Market, Banking, Credit Card Processing, Medicare, Car Leasing, and COTS packages supporting various Management Information and Financial Systems. This experience is amplified by his Bachelor of Science Degree from the University of Maryland in Information Systems Management (IFSM).

Mr. Sawyer has supported numerous corporations executing complex IBM mainframe and Client Server applications supporting numerous Internal and External interfaces. He has worked with Relational and Hierarchical databases: DB2, Datacom, IMS, IDMS, and Forte supporting DB2 SQL and SPUFI processing. He has vast experience and knowledge of system analysis, requirements development, design, testing, regression testing, and test cases.

Mr. Sawyer has worked is all phases of the System Development Life Cycle (SDLC) including: managing, designing, analyzing, and programming various COTS systems for large corporations utilizing various System Development Methodologies, ETL, Case Tools and structured programming techniques supporting small and very large complex projects.

Mr. Sawyer can work independently or within a team environment with dedication to accomplish projects that are complete and accurate meeting stakeholder objectives.

Mr. Sawyer' strong attention to detail, reviewing complex data from multiple sources, determining relevance's and important issues and setting priorities makes him a strong asset to any project team. He has prepared accurate and detailed strategic approaches in Visio and PowerPoint for various audiences. Defining many as-is and to-be process models.

Furthermore, Mr. Sawyer has developed and has maintained strong relationships with stakeholder with diverse needs and requirements. He has a proven track record for providing strong oral and written communications as well as a keen technical strength in problem solving, root cause analysis addressing core issues not the symptom offering corrective alternatives.

Core Proficiencies:
Software:
Databases: DB2, IDMS, Datacom, IMS DB, Burroughs DB II, FORTE
File Access: VSAM, UFAM
Languages: COBOL, CICS, SQL, EASYTRIEVE, C, Basic, FORTRAN, PASCAL, CLIST, PROCS, IDMS ADSO, ALC,

	FTP
Change Mgt:	Endevor, Librarian, Panvalet, NETMAN
Utilities:	IDCAMS, FILEAID, TMS, DLQ, SYSD, TSO/ISPF, IBM Utilities, CANDE, SYSD,
	VOLLIE, SPUFI, ABEND-AID, JCL CHECK, Inter Test, SDSF, IOF, FTP, JCL PREP, SQL, SPUFI, SYNCSORT, RACF, ACF2, SharePoint, Rational Requisite Pro, MQSeries, EDI, CA7, Web Focus, XPEDITER, QMF
Microsoft:	WORD, EXCEL, POWERPOINT, OUTLOOK, VISIO, Project
Operating Systems:	IBM z/OS, 360/370/, DOS/VSE, Burroughs, PERIPHONICS PDP-11, WEB
Case Tool:	Project Workbench - IEW/ADW
Methodologies:	Agile, Waterfall, Use Case, As-Is, To-Be, Traceability Matrix, Root Cause Analysis, Use Case

Applications:

Financial / Banking:	DDA, Audio Response, Account Reconciliation Process, Automated Clearing House (ACH), Bulk Filing, Certificate of Deposit, Central Information File (CIF), Club Accounting, Bank Probability, Due to Due from Accounting, EDI, MEDICARE/MEDICADE
Banking Packages:	National City Bank's DDA & CIF, MSA's General Ledger, ANACOMP CIS, CULLINET CIF, COTS, HOGAN Deposit Systems, SYSTEMATIC Time Deposits, Marshall & Ilsely Deposits.
Healthcare:	Medicaid, Medicare, SMS ORDERNET
Other Applications:	CMS, SSA, Pentagon – Army G1 Applications
Other Software:	Accounts Payable, General Ledger, Car Leasing, ACH, Connect Enterprise FTP, FileAid, SAS, FOCUS

EXPERIENCE

Senior Systems Engineer – Mainframe Analyst/Developer 01-2016 – Present
The Ventura Group – Ashburn, VA 20147
Secret Clearance supporting G1 - Pentagon

Senior Systems Engineer – Mainframe Analyst/Developer working as a subject matter expert supporting US ARMY applications: MFORCE, PMAD/UAD, TOPLOAD, PERSACS, PERTAADS, MTOE, TOE, ON-Hand, WIAS, POSCEDIT, NOF, Validation Table Processing and other related applications. I support COBOL, CICS, DB2 and various daily and monthly batch application schedules, addressing ABENDs and data analysis including updating programs and JCL supporting old and new functionally and testing. Also, I performed DB2 DBA functions of building tables and maintenance. The supported environment is: IBM Mainframe, CISC, DB2, SQL, COBOL, NDM, FTP, JCL, SPUFI, CLIST, SAS, FOCUS M-Control, and FTPS. I provide the technical and system analysis resolving processing issues and technical approach supporting new business rules leading to a resigned and or correction of the related problem. I prepare technical specifications supporting the resolution of production issues as well as new functionally.

This support requires identifying and documenting existing processing (As-Is) and the redesigned (To-Be) approach to supporting new business rules and changes.

I support these systems providing programming in: COBOL, CICS, DB2 SQL/SPUFI and numerous batch processing jobs utilizing PDS's, GDG's, SYNCSORT, FILEAID and MControl scheduler. Also, I support the FTP/NDM of numerous file transfers to external sites as well as downloading & uploading files.

Senior Technical Business Analyst   (Contractor)   Mainframe Analyst/Developer 2015
Computer Science Corporation / State of Md. DHMH – Baltimore Md

Served as a Senior Business Analyst supporting the Maryland Department of Health and Mental Hygiene's Medicaid system. I provided critical evaluations and recommendations supporting the ICD-10 remediation project providing detail recommendations, requirements, specifications and implementation options.

Worked closely with a 10-member Information Technology Project team as well as with the DHMH staff. My activities included: Interviewing DHMH staff members, Preparing Functional and System requirements for all MMIS online modifications, GAP Analysis, batch modifications, Created the Work Breakdown Structure (WBS), Screen Mock-Ups, Functional Requirements Definition (FRD), System Requirements Specification (SRS), Requirements Traceability Matrices (RTM), End-To-End Testing, Test Plans, Test Cases, process workflows diagrams and defining conversion strategies.

Mentored two Business Analysts and four Quality Assurance Analysts developing functional specifications, test cases and test plans. Lead and participated in many JAD sessions defining and resolving the project scope and direction. Also, I worked with the PM assigning tasks and a major contributor in the creation of the following strategic documents for DoIT – State of Maryland Information Technology: Functional Requirements Document, System Test Plan and the System Design Document. All document followed the State's methodology templates. Worked with HIPPA 837, 835, CMS-1500, UB-04 CPT, HCPCS, ICD9, ICD10 formats.

Senior Business Analyst (Contractor)   2011
Northrop Grumman / Social Security Administration – Baltimore Md

Served as a Senior Business Analyst supporting the Office of Applications Supplemental Security Income Systems (OASSIS) analyzing the Quick Disability Determination (QDD) and Compassionate Allowances (CAL) Initiatives. The claims are maintained on a DB2 database where report data is extracted utilizing Web Focus creating Management Information (MI) PDF reports. These PDF reports are transferred to their Executive Management Information System (EMIS) intranet site for viewing. Weekly, monthly and Fiscal Year reports are maintained. The QDD initiative uses predictive modeling to identify cases where there is high degree of likelihood the applicant is disabled and that medical evidence is readily available. The CAL initiative uses the predictive model to identify applicants who are clearly disabled by the very nature of their disease or condition. Detailed Functional Requirement (DFR) documents are maintained defining the Business Rules, Functional Requirements as well as report formats and specifications. Rational RequisitePro is utilized to document business requirements. In addition, I worked on a project team assessing Management Risks. To achieve some of the project definitions, Reverse-Engineering analysis had to be performed on existing processing and programs to resolve.

Senior Systems Analyst (Contractor) Mainframe Analyst/Developer   2010
Starry Associates, Inc. / Centers for Medicare & Medicaid Services – Baltimore Md

Served as a Senior Information Technology (IT) Systems / Business Analyst / programmer supporting the Division of Accounting Systems providing expert support, leadership, business and technical analysis, impact analysis, project estimates, testing, test scripts and modifications to GL, AP, Accounts Receivable, Financial Statements, and Letter of Credit Systems. This large complex Cobol COTS Cobol IDMS System is over 500 modules, online / real-time updating, numerous report sub-systems and reports, OLQ procedures and NDM file transfers using Connect Enterprise. He has analyzed and implemented numerous enhancements and changes to these systems as well as provided detailed system and program analysis and documentation working with both internal and external customers. Numerous ETL projects were developed. In this environment with minimum direction, he analyzed and modified numerous IDMS Cobol programs, created functional specifications, unit, system and acceptance test plans as well as final validation testing. Furthermore, he created user and technical documentation and Visio diagrams analyzing the COBOL programs, PROCS and job information.

Senior Systems Analyst/Project Leader (Contractor) Mainframe Analyst/Developer   2005
PHH Vehicle Management Services – Hunt Valley Md

Served as an SME, Business Analyst / Systems analyst, Project leader, programmer and principal advisor to PHH management with primary responsibility for providing expert leadership and guidance on the design, implementation and operation of the BOSS and Service Card Systems as well as interfacing to their Billing System, DBS/AP, Financial Systems

and other Car Leasing Systems. Managed 3-7 IT professionals FT and contractors on various projects. Provided 24/7 production support. Provided technical leadership and management supporting small and major enhancements requiring high level & detail impact and design documents, scope of effort estimates, justifications, and other standard project management documents. Ensured modifications had adequate controls, meet internal and external standards with minimal operational impacts. Worked closely with the user and QA team creating test plans, test cases and test data to facilitate unit, system, user and acceptance testing. Worked on many assignments performing match merging of client data, eliminating duplicates, creating reports and access keys for subsequent report processing and mailings. Performed and coordinated research on data center hardware and software supporting the application architecture, designs, and execution to improve performance within the data center enterprise. Interfaced with the Data Center to ensured policies and procedures were followed ensuring overall architecture integration, design consistency, and compliance to standards.

During this time, he analyzed, modified and coded numerous COBOL programs in a TSO/ISPF, PROC, ACF2, CA7, CA Datacom, TMS, NETMAN, IDEAL environment. He also analyzed and implemented various modifications as well as supporting the conversion of Cobol-to-Cobol II and Y2K. In addition, he supported and implemented numerous NDM file transfers using Connect Enterprise. He worked in this environment with minimum support and developed strong communication with both internal and external customers.

Project Lead / Senior Programmer Analyst   **Mainframe Analyst/Developer**   **1997**
Johns Hopkins Hospital – Baltimore Md

Managing three, we developed a set of DB2 Cobol programs to monitor the SMS ORDERNET real-time interface activity. The primary scope was to determine the lack of activity and notify on-call personnel of a problem. Utilizing JHMCIS System Development procedures, I created functional specifications for the project that were reviewed and approved by management. Upon completion of the functional specifications, detailed program specifications were created, coded and implemented for the project.

Project Lead for the implementation of the Pharmacy RxOBOT System.
The RxOBOT System is a LAN System developed by Automated HealthCare that dispenses patient medications based on bar codes. Besides the actual RxOBOT installation, analysis of the Pharmacy System had to be performed to provide a daily feed of pharmacy medications from CICS and provide an interface from SMS ORDERNET of patient admissions, transfers and discharges (ADT). The ADT interface to the RxOBOT was implemented under TCP/IP protocol. Also prepared the specifications as well as the project schedule working closely with the Pharmacy Department for testing, training, and implementation plans.

Education

BS Degree University of Maryland (UMBC)   **1985 Information Systems Management (IFSM)**
AA Degree Anne Arundel Community College   **1980 Information Technology**
Certificate Degree Anne Arundel Community College   **1977 Information Technology**

TRAINING:

Identifying and Safeguarding Personally Identifiable Information
Cyber Awareness Challenge Training 2019