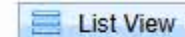




The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency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

Header 1

 List View

General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 2020855

Procurement Type: Statewide MA (Open End)

Vendor ID: VS0000009980 

Legal Name: MGT IMPACT SOLUTIONS LLC

Alias/DBA:

Total Bid: \$3,827,200.00

Response Date: 09/22/2026 

Response Time: 16:52

Responded By User ID: MGTofAmerica 

First Name: Malony

Last Name: Allen G.

Email: rcvrfp@mgt.us

Phone: 8883020899

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: OOT2700000006

Published Date: 9/16/26

Close Date: 9/23/26

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No 2 -Temporary Technical Staffing Services

Total of Header Attachments: 1

Total of All Attachments: 1



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

State of West Virginia
Solicitation Response

Proc Folder: 2020855		
Solicitation Description: Addendum No 2 -Temporary Technical Staffing Services		
Proc Type: Statewide MA (Open End)		
Solicitation Closes	Solicitation Response	Version
2026-09-23 13:30	SR 0231 ESR09222600000002866	1

VENDOR
VS0000009980 MGT IMPACT SOLUTIONS LLC

Solicitation Number:	CRFQ 0231 OOT2700000006		
Total Bid:	3827200	Response Date:	2026-09-22
		Response Time:	16:52:18
Comments:			

FOR INFORMATION CONTACT THE BUYER Toby L Welch (304) 558-8802 toby.l.welch@wv.gov		
Vendor Signature X	FEIN#	DATE

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Senior Web Application Analyst	2080.0000	HOUR	140.000000	291200.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Senior Web Application Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	CRM Application Analyst	2080.0000	HOUR	120.000000	249600.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

CRM Application Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Senior SQL Server Database Administrator	2080.0000	HOUR	160.000000	332800.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Senior SQL Server Database Administrator

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Business Analyst	2080.0000	HOUR	120.000000	249600.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Business Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Learning Management System & eLearning Development Specialis	2080.0000	HOUR	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: No bid

Extended Description:

Learning Management System & eLearning Development Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Cloud Financial Operations Specialist	2080.0000	HOUR	150.000000	312000.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Financial Operations Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Cloud Architect	2080.0000	HOUR	180.000000	374400.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Architect

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Cloud Security Professional	2080.0000	HOUR	160.000000	332800.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Security Professional

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Cloud Platform Engineer	2080.0000	HOUR	170.000000	353600.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Platform Engineer
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Cloud Network Engineer	2080.0000	HOUR	180.000000	374400.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Network Engineer
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Cloud Systems Management Engineer	2080.0000	HOUR	170.000000	353600.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Systems Management Engineer
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.0000	HOUR	150.000000	312000.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Center of Excellence (CCOE) Implementation Specialist
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Mainframe Systems Programmer	2080.0000	HOUR	140.000000	291200.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Mainframe Systems Programmer
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Temporary Technical Staffing Services

PROPOSAL

SEPTEMBER 23, 2026

CRFQ 0231 OOT2700000006

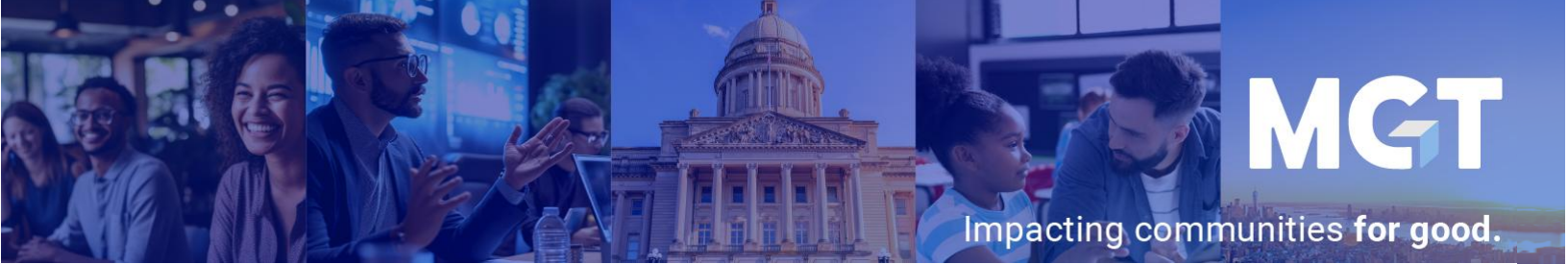
West Virginia Office of Technology, WV

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MGT

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Cover Letter

September 23, 2026

Toby L. Welch, Buyer
West Virginia Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Re: CRFQ 0231 OOT2700000006 – Temporary Technical Staffing Services

Dear Mr. Welch:

MGT Impact Solutions, LLC (MGT) is pleased to submit our response to **CRFQ 0231 OOT2700000006, Temporary Technical Staffing Services**, issued by the West Virginia Department of Administration, Purchasing Division, on behalf of the **West Virginia Office of Technology (WVOT)**. We understand that WVOT requires reliable access to specialized technical professionals to supplement existing resources, support mission-critical systems and enterprise applications, advance technology initiatives, and address specialized skill needs across legacy Mainframe, Client-Server, Cloud, and modern Web Application environments. The engagement also calls for technical personnel to provide professional mentorship, technical training, and structured shadowing that support knowledge transfer and the long-term sustainability of the State's IT environment.

MGT provides a structured IT staffing model that connects public sector organizations with qualified technical professionals through targeted sourcing, rigorous screening, qualification validation, candidate coordination, onboarding support, and ongoing assignment management. Our experience includes specialized staffing for **BART**, where MGT provided Network Architects, Engineers, and Datacenter specialists supporting critical infrastructure migration and implementation; the **Village of Tinley Park**, where MGT filled specialized IT positions within four to six weeks to help address staffing gaps and resume delayed technology projects; and the **City of Tucson**, where MGT provided interim CISO and IT Portfolio Manager resources to strengthen cybersecurity and technology governance.

MGT is proposing staffing support for 12 of the 13 WVOT classifications. Consistent with the clarification provided in Addendum No. 2 permitting vendors to respond to selected classifications, MGT is not submitting pricing for Classification 5, Learning Management System & eLearning Development Specialist. MGT is proposing the following classifications:

1. Senior Web Application Analyst
2. CRM Application Analyst
3. Senior SQL Server Database Administrator
4. Business Analyst
6. Cloud Financial Operations Specialist

COVER LETTER

7. Cloud Architect
8. Cloud Security Professional
9. Cloud Platform Engineer
10. Cloud Network Engineer
11. Cloud Systems Management Engineer
12. Cloud Center of Excellence (CCOE) Implementation Specialist
13. Mainframe Systems Programmer

Our approach is designed to support WVOT's need for qualified resources while maintaining clear qualification evidence, responsive service, cost transparency, and continuity. Each candidate presented under the resulting contract will be evaluated against the applicable classification requirements so that WVOT receives personnel whose technical experience and qualifications directly align with the requested assignment.



DEFINED BY IMPACT.

Making a profound impact on society is at the heart of who we are and what we do. WVOT should be proud to make a difference in the lives of the citizens in your community, and we are proud to work with you toward this goal. Our team empowers organizations through innovations in people, processes, and technology to lift and strengthen your solutions.

MGT appreciates the opportunity to support the West Virginia Office of Technology and its participating agencies. We are committed to providing qualified technical professionals who can strengthen operational capacity, support technology initiatives, and contribute to reliable and sustainable public sector services. We acknowledge receipt of **Addendum No. 1** and **Addendum No. 2** and confirm that all applicable revisions and clarifications have been incorporated into this response. The signed Addendum Acknowledgement Form is included with the Pricing Forms section of this proposal.

Should you have questions on any aspect of this proposal, please contact **Sanchit Talwar** at **888.302.0899** or **stalwar@mgt.us**.

Regards,

A handwritten signature in blue ink, appearing to read "Lawrence Cowan".

Lawrence Cowan, Chief Operating Officer for Revenue Operations
Authorized to bind the firm

MGT
Qualifications and
Relevant
Experience



MGT Impact Solutions, LLC (MGT) provides professional IT staffing and workforce support to public sector, higher education, and commercial organizations requiring specialized technology expertise. MGT has more than five years of experience providing similar IT staffing services and has supported clients with temporary, interim, project-based, and longer-term technical resources across application development, enterprise systems, data, infrastructure, cloud, cybersecurity, network engineering, systems administration, business analysis, and technology leadership.

For WVOT, this experience is particularly relevant because the State requires access to specialized professionals who can support a mixed technology environment spanning modern web applications, databases, cloud platforms, security, networks, systems operations, business analysis, and mainframe environments.

MGT's placement history demonstrates the ability to recruit and deploy professionals across a broad range of technical disciplines. Recent and ongoing staffing records include network engineers, cybersecurity specialists, data engineers, systems administrators, business analysts, infrastructure engineers, SharePoint administrators, data architects, and technology leaders supporting public sector and enterprise environments.

This breadth is directly relevant to WVOT's need for specialized technical capacity that can supplement internal staff, support project delivery, maintain operational continuity, and respond to evolving technology requirements.

IT Staffing Performance & Placement History

State	Client	Position Title	Year
California	Bay Area Rapid Transit	Sr. Network Engineer / Network Architect	2025–Ongoing
Illinois	Village of Tinley Park	Network Security Engineer / Data Analyst	2025–Ongoing
Florida	Florida Department of Education	Senior Project Manager – IT	2020–Ongoing
Washington	Microsoft	Data Architect	2023–Ongoing
Texas	Capital One	Network Engineer	2024–Ongoing
Maryland	Marriott International	Data Engineer	2023–Ongoing
Arizona	Nestlé	Network Security Engineer	2024–Ongoing
Washington, DC	Veterans Affairs	Cybersecurity Specialist	2020–Ongoing
California	AT&T	Network Engineer	2022–Ongoing
Minnesota	Optum/UHG	Network Security Engineer	2021–Ongoing

State	Client	Position Title	Year
Illinois	Champaign County	Senior Systems Administrator	2023
Ohio	City of Cleveland	Azure Infrastructure Engineer	2023
Ohio	City of Cleveland	Microsoft SharePoint Administrator	2023
Illinois	Arlington Heights	Enterprise System Analyst	2021
Virginia	Virginia Department of General Services	Technical Team Lead	2021

This representative history demonstrates MGT's ability to support both public sector and complex enterprise technology environments, giving WVOT access to multiple sourcing pathways for specialized and difficult-to-fill technical needs. MGT's experience spans systems administration, cybersecurity, infrastructure, network engineering, data, and related IT disciplines that are particularly relevant to WVOT's proposed classifications.

Relevant Projects and Placement Experience

City of Tucson: Advancing Cybersecurity and IT Governance Through Interim Staffing



As Arizona's second-largest city, Tucson is investing in technology infrastructure and governance to better serve its over 547,000 residents. In 2022, it formed a cybersecurity team but lacked a strategic leader to guide its efforts. They also identified the need for a centralized technology portfolio management system and portfolio manager to better align its IT investments with strategic goals across planning, budgeting, and operations.

- **The Solutions:** In support of these efforts, MGT helped fill two critical leadership roles: Chief Information Security Officer (CISO), who assessed risks across seven key areas and created a three-year roadmap, and IT Portfolio Manager, who helped design and implement a Strategic Technology Portfolio Management methodology.
- **MGT Impact:** The Interim leadership staff led to a stronger incident response plan, expanded cyber insurance, citywide training efforts, and critical partnerships that enhanced coordination and significantly improved its cybersecurity posture. This work is empowering the city leadership to make data-driven decisions and strategically prioritize limited technology resources.

The San Francisco Bay Area Rapid Transit District (BART): Achieving Success Through Strategic IT Staffing



BART is a heavy-rail public transit system that connects the San Francisco Peninsula with communities in the East Bay and South Bay. Serving over 400,000 daily riders across 50 stations, they needed immediate IT staffing support to execute high-stakes infrastructure projects.

- **The Solution:** By partnering with MGT, BART was able to deploy highly skilled professionals to fulfill critical roles including Network Architects, Engineers, and

Datacenter specialists. They played a key role in migration, configuring, implementing, and testing critical systems.

- **MGT Impact:** The Interim IT Staff support ensured BART's migration stayed on track and maintained operational continuity, enabling the transit agency to advance its modernization efforts without disruption. MGT was also trusted to provide additional Interim Network resources to support their Operational Technology team.

Village of Tinley Park: Powerful IT Staffing Solutions in Action



The Village of Tinley Park, a Chicago suburb with over 56,000 residents, faced IT project delays due to slow hiring processes and difficulty filling specialized roles. Their HR team struggled to fill long-standing, open IT positions and it was impacting and delaying several IT projects.

- **The Solution:** Through MGT's Human Capital Staffing solutions, the Village of Tinley Park was able to engage with IT professionals who could start as an interim and convert fulltime eventually with them, meeting their need to hire these individuals for their long-term goals. We were able to staff IT professionals within 4-6 weeks and get them on the ground with the IT director.
- **MGT Impact:** This solution allowed the village to resume IT projects on schedule and ensured long-term staffing stability for future needs.

Additional Experience

The table below highlights select IT leadership and technical placements completed by MGT across public sector organizations:

Information Technology (IT)

State	Title	Population	Year
Arizona	Chief Information Security Officer (CISO)	547,000	2022
	IT Portfolio Manager	547,000	2022
Illinois	Information Technology Project Consultant	Multi	2023
Illinois	Information Technology Project Manager	40,531	2023
Illinois	Senior Systems Administrator (Professional Outreach)	206,542	2023
Illinois	Systems Administrator (2) (Professional Outreach)	206,542	2023
Michigan	Network IT Manager (Virtual)	73,125	2023
North Carolina	Infrastructure Asset and Data Manager (Professional Outreach)	210,000	2023
Ohio	Azure Infrastructure Engineer (Limited)	381,009	2023
Ohio	Cybersecurity Architect Manager	381,009	2023
Ohio	Microsoft SharePoint Administrator (Limited)	381,009	2023
Florida	Director of Information Technology	1,900,000	2022
Illinois	Information Technology Consultant	22,923	2022

MGT QUALIFICATIONS AND RELEVANT EXPERIENCE

State	Title	Population	Year
Illinois	Information Technology Director (Professional Outreach)	52,244	2022
Illinois	Information Technology Manager (Virtual)	75,500	2022
Michigan	Chief Information Officer	1,251,000	2022
Ohio	Chief Technology & Innovation Officer (Limited)	381,009	2022
Wisconsin	Information Technology Director (Professional Outreach)	63,588	2022
Florida	Director of IT	Multi	2021
Illinois	Enterprise System Analyst (Virtual)	75,500	2021
Illinois	IT Consultant	30,001	2021
Michigan	Director of Information Systems (Professional Outreach)	73,125	2021
Ohio	IT Applications Project Manager (Limited)	381,009	2021
Ohio	IT Program Manager Financial Systems (Limited)	381,009	2021
Ohio	IT Project Manager for Wireless Networks (Limited)	381,009	2021
Texas	Chief Information Officer	885,000	2021
Virginia	Technical Team Lead	Multi	2021

Proven Public sector Staffing Capability

MGT's broader public sector technology staffing experience includes placements such as Senior Systems Administrators, Azure Infrastructure Engineers, Cybersecurity Architect Managers, Microsoft SharePoint Administrators, Enterprise System Analysts, IT Project Managers, Network Engineers, and technology leadership professionals.

MGT also meets the vendor qualification requirements established in Section 3 of the CRFQ. In accordance with Section 3.2, MGT will provide supporting documentation demonstrating staffing of at least six individuals within the applicable WVOT classifications during the preceding five years, including information demonstrating alignment with the specifically named classification, the entity to which each professional was supplied, and the applicable entity contact information.



Project Approach & Timeline



Project Understanding

The West Virginia Office of Technology (WVOT) supports a diverse portfolio of mission-critical systems and enterprise applications used across State agencies, spanning legacy Mainframe, Client-Server, Cloud, and modern Web Application environments. Maintaining this mixed technology ecosystem while advancing project milestones requires access to specialized technical expertise that is not always available within the State's existing FTE workforce. Through this open-end staffing contract, WVOT is seeking the flexibility to supplement internal capacity with qualified professionals who can contribute quickly, support operational continuity, and strengthen the State's long-term technology capabilities.

Key priorities and risks shaping this engagement include:

- Access to scarce and specialized technical talent. WVOT needs professionals with highly specific experience across application development, CRM, SQL Server, cloud architecture and operations, cybersecurity, networking, systems management, business analysis, CCOE implementation, and mainframe technologies.
- Protection of mission-critical operations. Staffing gaps or delays in obtaining qualified resources can affect system maintenance, project delivery, modernization initiatives, and the services State agencies depend on.
- Strict qualification alignment. Each classification carries detailed minimum experience, technology, and, where applicable, education requirements, making disciplined screening and clear candidate documentation essential.
- Responsive support under an open-end model. Staffing needs may arise throughout the contract and may vary by assignment duration and hours; consistent responsiveness and fulfillment are therefore important to maintaining contract performance.
- Statewide service readiness. Although most services are anticipated in the metro-Charleston area, end-user agencies may be located anywhere in West Virginia, requiring staffing resources that can support the practical location needs of each assignment.
- Knowledge retention and workforce sustainability. WVOT expects contracted personnel not only to perform technical work, but also to provide professional mentorship, technical training, and structured shadowing for State analysts so critical knowledge remains within the organization.
- Cost transparency and administrative discipline. Hourly rates must be all-inclusive, covering applicable taxes, insurance, overhead, fringe, and travel, reinforcing the State's need for predictable and straightforward staffing costs.

The importance of this contract extends beyond filling temporary vacancies. WVOT is creating a flexible mechanism to preserve system reliability, sustain project momentum, access advanced technical capabilities, and transfer specialized knowledge to State personnel across a complex, statewide technology environment. The success of the engagement will depend on consistently matching each staffing request with professionals whose qualifications can be clearly demonstrated and who can operate effectively within the technical, security, and organizational expectations of the requesting Agency.

MGT Impact Solutions, LLC (MGT) understands these operational realities and brings a structured IT staffing approach centered on requirement alignment, targeted sourcing, rigorous qualification screening, candidate documentation, interview coordination, onboarding, assignment support, and knowledge transfer. MGT's experience providing specialized IT

professionals to public sector and mission-critical organizations—including network, cybersecurity, systems, infrastructure, data, and technology leadership resources—aligns well with WVOT’s need for responsive access to qualified technical talent while maintaining continuity, accountability, and long-term capability.

Implementation Tasks

MGT recognizes that this engagement is not a one-time project with a fixed timeline, but an ongoing, on-demand staffing contract designed to support WVOT’s evolving operational and technology needs throughout the life of the agreement. Successful performance will depend on MGT’s ability to respond consistently to staffing requests, identify professionals who satisfy the applicable classification requirements, support efficient candidate evaluation and onboarding, and maintain continuity across assignments.

Rather than applying a linear project schedule, MGT’s approach is structured around a **continuous staffing delivery model**. As WVOT or a participating Agency identifies a staffing need, MGT will activate a repeatable process encompassing requirement alignment, targeted candidate sourcing, qualification and screening, candidate presentation, interview coordination, selection and onboarding, ongoing assignment management, and knowledge transfer. Individual assignments may vary in duration and hours based on the applicable delivery order.

MGT’s implementation framework balances **responsiveness, qualification rigor, and continuity of service**. Our approach emphasizes proactive development of specialized talent pipelines, detailed validation against WVOT’s mandatory classification requirements, clear candidate documentation, responsive coordination with the requesting Agency, and ongoing support throughout each assignment.

The following tasks outline MGT’s structured yet flexible approach to delivering technical staffing services, from initial requirement validation through candidate sourcing, screening, selection, onboarding, ongoing assignment support, and knowledge transfer. **While presented sequentially for clarity, these activities are executed as a repeatable cycle for each staffing request throughout the contract term.**

TASK 1.0: AGENCY REQUIREMENT CONFIRMATION & NEEDS ANALYSIS

Activities

Each staffing request begins with a structured discovery process to ensure full alignment with WVOT’s technical, operational, and delivery requirements.

- 1.1 MGT will confirm the applicable WVOT classification and assignment-specific context while using the mandatory minimum qualifications established in the CRFQ as the qualification baseline. MGT will work with WVOT and/or the requesting Agency to confirm:
 - The applicable WVOT classification and the corresponding mandatory qualification requirements established by the CRFQ.
 - Required assignment-specific technical experience and responsibilities.
 - Key job responsibilities and expected technical contributions.
 - Work location and onsite requirements.
 - Anticipated assignment duration and hours identified in the applicable delivery order.

- Reporting relationships and Agency points of contact.
 - Applicable onboarding, security, system-access, and operational requirements.
- 1.2 MGT will review the applicable delivery order, classification requirements, and relevant Agency-provided information to understand the requested resource's role within the broader technology environment.
- 1.3 MGT will confirm communication protocols, interview expectations, anticipated start requirements, and other assignment-specific procedures so recruiting and candidate qualification activities remain aligned with Agency expectations. This early alignment allows MGT to translate each staffing request into a focused, classification-specific recruiting and qualification strategy.

TASK 2.0: TARGETED CANDIDATE SOURCING & OUTREACH

Activities

- 2.1 MGT will conduct a targeted, multi-channel search to identify candidates whose qualifications align with the applicable WVOT classification. Our established sourcing approach includes:
- **Online Social Networks:** Using professional recruiting platforms such as LinkedIn Recruiter to identify active and passive candidates by specialty, experience, and location.
 - **Internet Mining:** Applying targeted search techniques and technical search strings to identify professionals with specialized skills.
 - **Web Posting:** Posting opportunities on appropriate job boards and specialized recruiting sites when broader outreach is beneficial.
 - **Professional Networking:** Leveraging technical communities, industry relationships, referrals, and professional networks to access additional candidate pools.
 - **Established Candidate Pipelines:** Engaging previously identified and evaluated technology professionals whose skills may align with the requested classification.

These sourcing practices are consistent with MGT's established IT staff augmentation methodology used for other public sector clients.

- 2.2 MGT will tailor each search to the specific technical discipline requested. Cloud searches, for example, will differentiate among architecture, security, platform engineering, networking, systems management, financial operations, and CCOE requirements. Application development, CRM, database administration, business analysis, and mainframe searches will likewise be aligned to their respective WVOT qualification thresholds.
- 2.3 MGT will maintain and continually develop targeted technical talent pipelines to support responsive fulfillment of WVOT and participating Agency staffing needs.
- 2.4 Candidate outreach will communicate the nature of the assignment, required qualifications, work-location expectations, and public sector service environment so candidates can make an informed assessment of the opportunity.

TASK 3.0: SCREENING & QUALIFYING CANDIDATES / INITIAL RÉSUMÉ REVIEW

Activities

MGT will qualify candidates through structured résumé review, requirement validation, and preliminary screening to gain a clear understanding of each candidate's technical background, accomplishments, availability, and fit for the assignment.

MGT's established IT staffing methodology uses a structured qualification process incorporating pre-qualification, skills assessment, résumé validation, reference review, and additional technical or behavioral evaluation when appropriate.

3.1 MGT's candidate qualification process includes four key phases:

- **Pre-Qualification:** Candidates are screened for work authorization, availability, work-location readiness, assignment interest, general experience, and candidate compensation expectations consistent with MGT's approved contract pricing.
- **Skills Assessment:** MGT evaluates the candidate's experience against the specific technologies, responsibilities, and minimum years of experience required for the applicable WVOT classification.
- **Reference and Résumé Validation:** Relevant employment and project history are reviewed to verify experience represented by the candidate and identify any material discrepancies requiring clarification.
- **Technical or Behavioral Evaluation, as Appropriate:** Candidates may receive additional evaluation by experienced recruiters, technical personnel, or other qualified reviewers based on the nature of the role.

3.2 MGT will evaluate candidates against the specific mandatory qualification thresholds established for the applicable WVOT classification, rather than relying solely on job-title similarity.

3.3 Where education forms part of the applicable qualification path, MGT will obtain and provide the required supporting degree verification in accordance with the CRFQ. Only candidates demonstrating appropriate alignment with the applicable WVOT requirements will advance for presentation.

TASK 4.0: LIVE, TWO-WAY SCREENING INTERVIEWS

Activities

Building upon the qualification review completed in Task 3, MGT will conduct live screening interviews with shortlisted candidates to validate technical experience, clarify résumé information, and evaluate assignment readiness.

4.1 Interviews will focus on:

- Relevant technical expertise and experience.
- Application of required technologies in prior environments.

- Analytical and problem-solving capabilities.
 - Communication skills.
 - Experience working collaboratively with technical and nontechnical stakeholders.
 - Documentation and knowledge-sharing capabilities.
 - Availability and assignment readiness.
- 4.2 Candidates will receive an overview of the assignment, public sector environment, work expectations, location requirements, and other relevant considerations so both MGT and the candidate can assess mutual fit.
- 4.3 MGT will document relevant screening findings consistently to support candidate presentation and Agency evaluation.

TASK 5.0: AGENCY-FACING CANDIDATE PRESENTATION & INTERVIEW COORDINATION

Activities

- 5.1 MGT will present qualified candidates to WVOT or the requesting Agency with documentation aligned to the applicable classification requirements.

The representative candidate résumé included in Appendix A identifies the applicable WVOT classification and demonstrates MGT's approach to documenting candidate qualifications against the corresponding CRFQ requirements. This same qualification-based approach will be applied to candidates submitted to WVOT throughout the contract.

Candidate information will therefore include, as applicable:

- Current résumé.
- Completed qualification documentation.
- Evidence supporting the applicable classification requirements.
- Degree verification where required.
- Availability and work-location readiness.
- Other candidate information required by the State or requesting Agency.

MGT will use the exact WVOT classification label when presenting each candidate, enabling the Agency to evaluate candidate evidence directly against the corresponding requirements.

- 5.2 MGT will coordinate candidate interviews, serve as the liaison between the candidate and requesting Agency throughout the scheduling process, and maintain clear communication through the evaluation stage.
- 5.3 MGT will capture Agency feedback following candidate review and use that feedback to refine subsequent sourcing and qualification activity when needed.

TASK 6.0: FINAL SELECTION & PRE-ASSIGNMENT SCREENING

Activities

- 6.1 Following Agency selection, MGT will coordinate applicable pre-assignment screening and employment-verification activities in accordance with State requirements, Agency requirements, applicable law, and the nature of the assignment.

The State reserves the right to restrict access to sensitive or critical information or facilities based on applicable background-screening considerations. MGT will coordinate candidate readiness accordingly where such requirements apply.

- 6.2 MGT will confirm:

- Final candidate selection.
- Applicable WVOT classification.
- Availability and anticipated start date.
- Approved contract rate.
- Work location.
- Assignment duration and anticipated hours.
- Required onboarding activities.
- Applicable security, access, or Agency-specific prerequisites.

- 6.3 MGT will maintain communication with the selected candidate throughout the pre-assignment process to support an orderly transition into the engagement.

TASK 7.0: ONBOARDING & ONGOING ASSIGNMENT MANAGEMENT

Activities

- 7.1 MGT will coordinate applicable employment and assignment documentation and work with WVOT or the requesting Agency to support the selected professional's onboarding.

- 7.2 Prior to assignment start, MGT will confirm that the professional understands:

- Assigned responsibilities.
- Reporting relationships.
- Work schedule and location.
- Applicable Agency policies and procedures.
- Security and system-access requirements communicated by the Agency.
- Performance expectations.
- Applicable knowledge-transfer responsibilities.

- 7.3 Throughout the engagement, MGT will maintain communication with both the assigned professional and the requesting Agency to support performance, resolve concerns, and maintain assignment continuity.

MGT's established IT staffing methodology includes ongoing assignment management, client and employee communication, performance follow-up, issue resolution, and replacement support when needed.

- 7.4 If resource attrition, availability changes, or performance concerns arise, MGT will promptly coordinate with WVOT or the requesting Agency, activate replacement sourcing, and present appropriately qualified replacement candidates to support continuity of service.

This approach aligns with the CRFQ requirement that successful vendors provide staffing as requested and remain responsive to Agency staffing needs throughout the contract.

TASK 8.0: KNOWLEDGE TRANSFER, MENTORSHIP & TECHNICAL TRAINING

Activities

WVOT requires contracted personnel to provide **professional mentorship, technical training, and structured shadowing opportunities for State analysts** to strengthen the long-term support and sustainability of the State's IT infrastructure.

- 8.1 During candidate screening, MGT will evaluate relevant experience in areas such as:

- Mentoring technical colleagues.
- Providing technical training.
- Developing technical and operational documentation.
- Explaining systems, configurations, and technical decisions.
- Conducting knowledge handoffs.
- Supporting structured peer learning and shadowing.

- 8.2 At assignment initiation, MGT will support alignment between the selected professional and the requesting Agency regarding applicable knowledge-transfer expectations.

- 8.3 Depending on the assignment, knowledge-transfer activities may include:

- Technical walkthroughs and demonstrations.
- Process and configuration documentation.
- Structured shadowing.
- Peer mentoring.
- Technical training.
- Operational handoffs.
- Documentation of key processes, configurations, and technical decisions.

- 8.4 MGT will reinforce applicable knowledge-transfer expectations through ongoing assignment management so that contracted professionals contribute not only immediate technical capacity but also greater continuity and sustainability for WVOT and participating State agencies.

Project Timeline

Exhibit 1 illustrates MGT's anticipated staffing cycle for an individual WVOT or participating Agency staffing request. Activities may overlap, and actual timing will vary based on the applicable technical classification, candidate availability, Agency interview and selection activities, pre-assignment requirements, and the applicable Delivery Order. Following placement,

PROJECT APPROACH & TIMELINE

assignment management and knowledge-transfer activities will continue throughout the duration of the assignment.

Exhibit 1. Proposed Schedule

WORK PLAN TASKS	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
1.0 Agency Requirement Confirmation & Needs Analysis								
2.0 Targeted Candidate Sourcing & Outreach								
3.0 Screening & Qualifying Candidates / Initial Résumé Review								
4.0 Live, Two-Way Screening Interviews								
5.0 Agency-Facing Candidate Presentation & Interview Coordination								
6.0 Final Selection & Pre-Assignment Screening								
7.0 Onboarding & Ongoing Assignment Management								
8.0 Knowledge Transfer, Mentorship & Technical Training								



References



MGT Impact Solutions, LLC (MGT) has supported public sector organizations with specialized IT staffing and professional services across network infrastructure, cybersecurity, data, systems administration, application support, and other technology functions. The following references reflect engagements most relevant to WVOT's need for responsive, qualification-driven technical staffing.

Bay Area Rapid Transit (BART), California IT Consulting and Staffing Services

Contact: Rob McQueen, Manager of Cybersecurity
Phone: 510.287.4701
Email: rob.mcqueen@bart.gov

MGT provides IT consulting and staffing support to BART for specialized technology needs. Staffing support has included **Network Architects, Network Engineers, Senior Network Architect support, and Datacenter specialists** supporting critical infrastructure initiatives, including migration, configuration, implementation, and testing activities.

Village of Tinley Park, Illinois IT Staffing Services

Contact: Angela Arrigo, PHR, SHRM-CP, Human Resources Director
Phone: 708.444.5091
Email: aarrigo@tinleypark.org
Address: 16250 S. Oak Park Avenue, Tinley Park, IL 60477

MGT has provided IT staffing and professional services to the Village of Tinley Park, including sourcing, screening, onboarding, and management of qualified IT professionals supporting operational and project-based requirements. Recent placements include **Data Analyst, Network Security Administrator, and Onsite Desktop Technician** roles.

City of Phoenix, Arizona IT Staff Services and Project-Based Professional Services

Contact: Stacy Linch, Deputy City Auditor
Phone: 480.650.7647
Email: Stacy.linch@phoenix.gov
Address: 251 W. Washington Street, 6th Floor, Phoenix, AZ 85003

The City of Phoenix selected MGT to provide **IT Staff Services and Project-Based Professional Services on an as-needed/if-needed basis.**

A woman with dark, curly hair is speaking into a handheld microphone. She is wearing a light blue top and a small earring. A man in a blue suit and red tie stands next to her, looking towards the camera. In the background, other people are visible, including a young boy in a blue shirt. The scene appears to be a community event or a public gathering.

Pricing Forms

PRICING FORM

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder: 2020855 Doc Description: Addendum No 1 -Temporary Technical Staffing Services Proc Type: Statewide MA (Open End)		Reason for Modification: Addendum No 1 is issued to modify the bid opening date
Date Issued	Solicitation Closes	Solicitation No
2026-09-14	2026-09-23 13:30	CRFQ 0231 OOT2700000006
		Version
		2

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

VENDOR Vendor Customer Code: Vendor Name : MGT Impact Solutions, LLC Address : 4320 W. Kennedy Blvd., Suite 200 Street : City : Tampa State : Florda Country : USA Zip : 33609 Principal Contact : Sanchit Talwar Vendor Contact Phone: 888-302-0899 Extension:

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

Vendor Signature X 	FEIN# 81-0890071	DATE 9/22/26
---	-------------------------	---------------------

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

Date Printed: Sep 14, 2026

Page: 1

FORM ID: WV-PRC-CRFQ-002 2020/05

SOLICITATION NUMBER: CRFQ OOT2700000006

Addendum Number: 1

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

Applicable Addendum Category:

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

Description of Modification to Solicitation:

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 9/15/26 to 9/23/26.

—no other changes—

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

Terms and Conditions:

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

Revised 6/8/2012

PRICING FORM

ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: CRFQ OOT27*006

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)

☒ Addendum No. 1	☐ Addendum No. 6
☒ Addendum No. 2	☐ Addendum No. 7
☐ 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 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.

MGT Impact Solutions, LLC

Company

Authorized Signature

9/22/26

Date

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

PRICING FORM

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder: 2020855 Doc Description: Addendum No 2 -Temporary Technical Staffing Services Proc Type: Statewide MA (Open End)			Reason for Modification: Addendum No 2 is issued to publish vendor questions with the agency's responses.
Date Issued	Solicitation Closes	Solicitation No	Version
2026-09-16	2026-09-23 13:30	CRFQ 0231 OOT2700000006	3

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

VENDOR Vendor Customer Code: Vendor Name : MGT Impact Solutions, LLC Address : 4320 W. Kennedy Blvd., Suite 200 Street : City : Tampa State : Florida Country : USA Zip : 33609 Principal Contact : Sanchit Talwar Vendor Contact Phone: 888-302-0899 Extension:
--

FOR INFORMATION CONTACT THE BUYER Toby L. Welch (304) 558-8802 toby.l.welch@wv.gov
Vendor Signature X  FEIN# 81-0890071 DATE 9/22/26

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

Date Printed: Sep 16, 2026

Page: 1

FORM ID: WV-PRC-CRFQ-002 2020/05

PRICING FORM

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder: 2020855 Doc Description: Temporary Technical Staffing Services		Reason for Modification:
Proc Type: Statewide MA (Open End)		
Date Issued 2026-08-27	Solicitation Closes 2026-09-15 13:30	Solicitation No CRFQ 0231 OOT2700000006
Version 1		

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

VENDOR Vendor Customer Code: Vendor Name : MGT Impact Solutions, LLC Address : 4320 W. Kennedy Blvd., Suite 200 Street : City : Tampa State : FL Country : USA Zip : 33609 Principal Contact : Sanchit Talwar Vendor Contact Phone: 888-302-0899 Extension: N/A

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

Vendor Signature X 	FEIN# 81-0890071	DATE 9/11/26
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All offers subject to all terms and conditions contained in this solicitation

Date Printed: Aug 27, 2026

Page: 1

FORM ID: WV-PRC-CRFQ-002 2020/05

PRICING FORM

ADDITIONAL INFORMATION
Addendum No 2 is issued for the following reasons:
1) To publish a copy of Vendor questions with the Agency's responses.
--no other changes--

INVOICE TO		SHIP TO			
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			
Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Web Application Analyst	2080.00000	HR	\$140/HR	\$2,91,200

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Senior Web Application Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO			
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			
Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	CRM Application Analyst	2080.00000	HR	\$120/HR	\$2,49,600

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
CRM Application Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Date Printed: Sep 16, 2026

Page: 2

FORM ID: WV-PRC-CRFQ-002 2020/05

PRICING FORM

INVOICE TO				SHIP TO			
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US				WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Senior SQL Server Database Administrator	2080.00000	HR	\$160/HR	\$3,32,800

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Senior SQL Server Database Administrator

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO				SHIP TO			
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US				WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Business Analyst	2080.00000	HR	\$120/HR	\$2,49,600

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Business Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

PRICING FORM

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DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US				WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Learning Management System & eLearning Development Specialis	2080.00000	HOURL	No Bid	No Bid

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Learning Management System & eLearning Development Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO				SHIP TO			
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US				WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Cloud Financial Operations Specialist	2080.00000	HOURL	\$150/HR	\$3,12,000

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Financial Operations Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

PRICING FORM

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Cloud Architect	2080.00000	HR	\$180/HR	\$3,74,400

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Architect

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

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DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US				WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Cloud Security Professional	2080.00000	HR	\$160/HR	\$3,32,800

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Security Professional

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

PRICING FORM

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Cloud Platform Engineer	2080.00000	HR	\$170/HR	\$3,53,600

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Platform Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Cloud Network Engineer	2080.00000	HR	\$180/HR	\$3,74,400

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Network Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Cloud Systems Management Engineer	2080.00000	HR	\$170/HR	\$3,53,600

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Systems Management Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.00000	HR	\$150/HR	\$3,12,000

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Center of Excellence (CCOE) Implementation Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Mainframe Systems Programmer	2080.00000	HR	\$140/HR	\$2,91,200

Comm Code	Manufacturer	Specification	Model #
81110000			

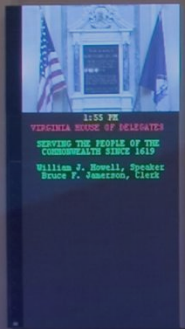
Extended Description:

Mainframe Systems Programmer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2026-09-04



Appendix.

Sample Resumes

The following profiles are provided for reference purposes only to illustrate the caliber and range of technical professionals within MGT's recruiting and talent network relevant to the WVOT classifications included in this response. These individuals are presented as representative samples and are not being submitted as committed or designated resources for a specific WVOT assignment.

Under the resulting open-end contract, MGT will provide qualified resources on an as-needed basis in response to specific Agency staffing requests and Delivery Orders. At that time, MGT will present available candidates who meet the applicable WVOT classification requirements, together with the required current résumé, qualification documentation, and degree verification, where applicable. Candidate availability will be confirmed at the time of each staffing request.

1. MGT Proposed Candidate for Senior Web Application Analyst Role

Application Developer/ Analyst

PROFESSIONAL SUMMARY

Senior Application Developer/ Analyst with experience designing, developing, and implementing enterprise web applications, database-driven solutions, and content management platforms for federal agencies, state governments, higher education, and commercial organizations. Expertise in full software development life cycle (SDLC), application architecture, custom application development, REST API integration, Drupal, PHP, JavaScript, React.js, SQL, and cloud-based web technologies. Proven ability to lead cross-functional teams, modernize enterprise applications, optimize application performance, integrate third-party systems, and deliver scalable, secure, and high-performance business solutions using Agile development methodologies

TECHNICAL SKILLS

Application Development

- Enterprise Application Development
- Full Software Development Life Cycle (SDLC)
- Application Architecture
- Web Application Development
- Database-Driven Applications
- Object-Oriented Programming (OOP)
- Custom Application Development
- Application Modernization
- Software Design Patterns
- System Integration
- REST API Integration

Programming Languages

- PHP
- JavaScript
- React.js
- Java
- Python
- C#
- C++
- ASP
- Perl
- HTML
- CSS
- XML
- Linux Shell Scripting

Content Management Systems

- Drupal (Versions 3–11)
- WordPress
- Custom Drupal Module Development
- Theme Development
- CMS Architecture

Databases

- MySQL
- PostgreSQL
- Microsoft SQL Server
- Oracle
- MongoDB
- Database Administration
- Database Design
- Data Modeling

Cloud, DevOps & Development Tools

- Git
- CI/CD
- Composer
- NPM
- SVN
- Agile
- Kanban
- Apache Web Server
- Linux
- Windows IIS

Integration Technologies

- REST APIs
- Third-Party Application Integration
- Brightcove
- Sparkroom
- Liveball
- UPS WorldShip Integration
- API Development

Professional Skills

- Solution Architecture
- Technical Leadership
- Project Management
- Team Leadership
- Client Relationship Management
- Requirements Analysis
- Performance Optimization
- Cross-functional Collaboration
- Software Documentation
- Troubleshooting

EDUCATION

Franklin & Marshall College – Lancaster, Pennsylvania bachelor's degree in psychology
University of Queensland – Brisbane, Australia International Study Program

Fusion Technology, LLC/WVU Pharmacy NET Web Application Developer /Analyst

August 2019–Present

- Using ASP.NET, HTML, C#, and JavaScript to develop current sites and web-based solutions.
- Creating and maintaining prototype and production-level object-oriented applications throughout the software development lifecycle, including design, modeling, coding, testing, and documentation.
- Developing and testing various projects for the WVU Pharmacy program on the .NET framework.
- Working in an Agile team of .NET developers utilizing the Jira platform.
- Database design and implementation with SQL server and management studio.
- Training of on-coming developers to set up local test environments for remote work purposes to increase productivity and ease of access of the environments Version controlling using AWS beanstalk instances.

Systems Specialist

May2015 – Present

- Keeping up to date on all necessary annual training, leadership training, AFATDS computer system operation.
- Training, testing, and evaluating platoon members on the AFATDS System.
- Conducting battery briefs and training on SHARP, EO, and Ammunition Amnesty programs.
- Presenting monthly training briefs to NCOIC.

- Responsible for the initialization and troubleshooting of profiler MET system.
- Responsible for the troubleshooting and correction of the AFATDS system software Frederick County Parks and Recreation Center – Winchester, VA Center Supervisor.
- Oversaw the administrative, operational, financial, and logistical areas of facility.
- Solved conflicts with children's parents/guardian's.
- Ensured the facility was cleaned in a timely manner March 2015-October 2015.
- Organized weekly events held within three different facilities.

2. MGT Proposed Candidate for CRM Application Analyst Role

CRM Application Specialist

PROFESSIONAL SUMMARY

Senior technology and application program manager with extensive experience leading global enterprise client-server, web, and SaaS initiatives. Proven ability to prioritize ROI to deliver complex initiatives within financial and resource constraints. Expertise in building and leading cross border development, driving enterprise integrations, and delivering large operational systems. Known for hands-on leadership, rapid prototyping, AI augmentation, and translating business strategy into executable technology solutions

TECHNICAL SKILLS

- AI
- CRM
- ATS
- PSA
- Call Center
- Billing
- Reconciliation
- SaaS
- Benefits Administration
- Finance Systems
- ECM
- Self-Service Customer Service Platforms

EDUCATION

M.S., Information and Telecommunication Systems Management – Capitol College
B.S., Mechanical Engineering – University of Delawar

Certifications

- PMP, PMI-ACP – Project Management Institute
- Google AI Professional Certificate
- Applied Agentic AI for Organizational Transformation- MIT Professional Education (Expected completion June 2026)

PROFESSIONAL EXPERIENCE

Egon Zehnder , Remote

September 2010 – February 2026

CRM Application Manager, Global Operations

- Led global development teams across the U.S. and India supporting enterprise-wide, multilingual, and multicurrency systems.
- Insourced a global enterprise system from external consultants, reducing annual costs by \$1M+ through a blended onshore/offshore model.
- Managed global ServiceNow workflows supporting enterprise application deployments; implemented AI-driven analytics to automate production support and prioritize feedback loops for agile sprint planning.
- Led a cross-functional team conducting AI-powered application and website testing, improving test coverage and accelerating release cycles.
- Integrated ServiceNow with Azure DevOps to automate backlog task creation and enhance collaboration between internal and external agile development teams.

Dow Jones (Factiva) - New Jersey
Manager of CRM

October 2004 – July 2010

- Managed 12 core applications supporting Factiva and Corporate Dow Jones. Directed vendors, and onshore/offshore FTEs; improved outsourcing efficiency and staffing effectiveness.
- Led initiatives that reduced downtime, improved revenue support, lowered operational costs, and reduced manual effort.
- Successfully delivered CRM, ECM, web hosting, collaboration platforms, and workflow redesign solutions on-time and within budget.

Metropolitan Life – New Jersey
Application Development Project Manager

August 1999 – October 2004

- Managed 25 benefit administration applications serving large enterprise clients. Provided comprehensive budgeting, forecasting, and financial reporting.

Booz Allen Hamilton - Maryland & New Jersey
Senior Software Developer / Senior Consultant

July 1992 – August 1999

- Technical lead for Army-wide configuration management and command-and-control systems. Held Secret DOD and DOJ clearance.

3. MGT Proposed Candidate for Senior SQL Server Database Administrator Role

Senior Database Administrator

PROFESSIONAL SUMMARY

Azure-certified Senior Database Administrator with 10+ years of experience architecting, optimizing, and securing enterprise-scale data platforms across Fortune 500 and global environments. Specialized in cloud modernization, compliance-driven database design, and high-availability architectures leveraging Azure SQL Managed Instances, Data Factory, SQL Server, and Oracle. Proven track record delivering secure, audit-ready solutions aligned with HIPAA, SOX, and GDPR standards while reducing downtime and accelerating large-scale, multi-terabyte migrations. Adept at performance tuning, automation, and DevOps-driven workflows using T-SQL, PowerShell, and Python to streamline operations and improve system efficiency. Recognized for leading cross-functional teams, mentoring talent, and aligning data strategy with business objectives to deliver scalable, cost-effective, and innovative database solutions.

TECHNICAL SKILLS

- ITSM & Cross-Functional Collaboration
- Data Engineering & Transformation
- Cloud Modernization & Migration
- Cloud Data Architecture
- Enterprise Database Administration
- Performance Tuning & Optimization
- DevOps & Automation
- Reporting & Analytics
- Compliance & Risk-Aware Architect
- Database Modernization & Optimization
- ETL/ELT Pipeline Development
- Monitoring & Observability
- Security & Compliance Frameworks
- Stakeholder Engagement & Technical Leadership
- High Availability & Disaster Recovery

EDUCATION

University of Phoenix, Master of Science in Computer Information, Phoenix
South University, Bachelor of Science in Computer Science, Data Science, Savannah
Bachelor of Science in Business Administration, Beaver

Certifications

- Microsoft Certified: Azure Database Administrator Associate Jan 2025
- Microsoft Certified: Azure Data Fundamentals Jan 2025
- CompTIA Security+ (SY0-701) 2025

PROFESSIONAL EXPERIENCE

Azure SQL Data & Configuration Administrator,
Mariner Finance ,Baltimore, MD

Apr 2025 – Present

- Designed and orchestrated dynamic ingestion pipelines to process SRXML, XML, JSON, and SQL formats into Azure Synapse and ServiceNow databases, optimizing performance and scalability.
- Administered core Azure services including Data Factory, Data Lake, and SQL databases to support high-throughput transformation workflows.
- Architected scalable Azure data workflows integrating Data Factory, Data Lake, and SQL MI, enabling 24/7 ingestion with zero SLA violations.
- Modernized legacy Oracle and Remedy systems by creating Azure-based data solutions tailored for enterprise ITSM environments.

- Engineered automated CI/CD frameworks using Azure DevOps for version-controlled deployment of integration logic/data pipelines.
- Implemented CI/CD automation using Azure DevOps, reducing deployment cycle times by 40% and ensuring rollback compliance.
- Collaborated with cross-functional teams to map complex Remedy TSR data structures to ServiceNow CMDB schemas, enhancing data alignment and service accuracy.
- Drove data integrity efforts through Python-based ETL and SQL-based audits, ensuring 99.99% accuracy post-migration.
- Pivoted encryption, access controls, and masking techniques to safeguard sensitive data across Azure resources.
- Authored detailed documentation and SOPs to standardize data migration procedures and support onboarding initiatives.
- Headed validation efforts using Glide scripts and SQL-based audits to uphold data fidelity throughout transition lifecycle.

**Database Administrator (DBA) & Data Engineer,
Department of General Sciences, Columbia, Lubbock**

Dec 2022 – Jan 2025

- Formulated end-to-end strategies to enhance performance, scalability, and security within cloud-native architectures.
- Built high-availability solutions leveraging Always-On and Windows Failover Clustering to maintain critical service uptime.
- Reinforced compliance with HIPAA and GDPR through advanced encryption techniques and access governance frameworks. Architected compliance-aligned infrastructure meeting HIPAA and GDPR, using RBAC, TDE, and audit automation.
- Boosted team capabilities through hands-on technical training, improving operational readiness and reducing migration errors.
- Led migration of 20TB DB2 workloads to Azure SQL MI, maintaining 100% data integrity across audit cycles.
- Created intelligent monitoring systems with Azure Monitor and Log Analytics to accelerate incident detection and response by 35%.
- Influenced enterprise cloud strategy by delivering in-depth performance assessments that secured \$3.1M in infrastructure investment.
- Minimized downtime by refining ETL workflows using Azure Data Factory and SSMA for DB2, improving migration efficiency by 30%.
- Enhanced SQL query execution speeds by 40% and cut cloud expenditures by 20% through workload tuning and resource optimization.
- Directed large-scale database modernization initiatives, including migration of over 20TB from DB2 mainframe systems to Azure SQL Managed Instance, maintaining full data integrity and operational continuity.

**Consulting through Exelon Chicago
Database Administrator**

May 2022 – Aug 2022

- Achieved RTO of 15 minutes through DR policy updates and geo-redundant backup tuning.
- Accelerated ETL pipelines by 25% through automation with Azure Data Factory, enabling faster data readiness.
- Strengthened business continuity by enhancing disaster recovery protocols, achieving a 15-minute recovery objective.
- Devised cross-cluster synchronization mechanisms to mitigate data drift, cutting post-migration inconsistencies by 35%.
- Introduced query anomaly detection systems that eliminated key performance chokepoints, resulting in 30% gain in efficiency.
- Constructed predictive workload models to refine capacity planning and resource allocation, enhancing forecasting precision by 40%.

- Redesigned stored procedures and execution plans, achieving 60% boost in transaction throughput while reducing compute overhead.

TCGPLAYER an eBay company, Chicago
Database Administrator

Aug 2021 — Apr 2022

- Managed high-availability database infrastructures supporting large-scale e-commerce operations, driving improvements in reliability, speed, and cost-efficiency.
- Implemented Always-On Availability Groups to maintain continuous access to mission-critical systems.
- Strengthened platform security through TDE, role-based access controls, and audit logging aligned with regulatory standards.
- Built real-time Power BI dashboards to visualize operational trends and financial KPIs for leadership.
- Leveraged advanced monitoring tools like SQL Profiler, Query Store, Redgate, and Foglight to proactively detect issues and guide performance tuning.
- Developed over 30 ETL pipelines via ADF, accelerating data delivery by 25%.
- Optimized performance by redesigning indexing strategies and refactoring stored procedures, reducing resource usage by 32%.
- Directed migration to Azure SQL Managed Instances, cutting infrastructure costs by 28% while improving query performance by 36%.
- Automated routine administrative functions using PowerShell and T-SQL, cutting manual effort by 40% and driving operational agility.
- Built and maintained over 30 ETL pipelines using Azure Data Factory, reducing integration times by 25% and accelerating data delivery.

Management Science Associates, Pittsburgh
DBA

Jan 2021 — Jul 2021

- Designed and maintained high-availability database ecosystems across Oracle RAC and SQL Server platforms, focusing on performance, uptime, and disaster resilience.
- Deployed Oracle Data Guard and advanced replication strategies to fortify data protection and business continuity.
- Diagnosed and resolved complex performance issues using advanced profiling and diagnostics across both Oracle and SQL Server environments.
- Collaborated with global teams to drive continuous improvement initiatives across data engineering operations.
- Enabled real-time analytics via transformation pipelines across hybrid environments.
- Enhanced ETL efficiency by integrating Azure Data Factory, achieving a 15% improvement in data throughput.
- Automated enterprise-wide reporting through SSRS, delivering actionable insights with interactive dashboards.
- Developed and deployed automated transformation pipelines to support real-time analytics across diverse systems.
- Guided successful SQL Server migrations to Microsoft Azure, improving elasticity and reducing infrastructure overhead.
- Led enterprise data warehouse efforts, incorporating scalable architectures and tuning methodologies to boost processing speeds.

4. MGT Proposed Candidate for Business Analyst Role

Business Analyst

PROFESSIONAL SUMMARY

Senior Business Analyst with 10+ years of experience delivering large-scale digital transformation initiatives across banking, insurance, healthcare, and e-commerce domains. Proven expertise in digital banking platforms, payment systems (ACH, SWIFT, RTGS), and regulatory compliance (AML, KYC, SOX). Skilled in translating complex business requirements into scalable technology solutions, leading Agile delivery, and driving ERP (Workday, Financials), Salesforce CRM, SaaS and SAP S/4HANA transformations and cloud-based data solutions. Adept at stakeholder management, data-driven decision-making, and process optimization to enhance customer experience, operational efficiency, and enterprise performance.

TECHNICAL SKILL

Business Analysis	Requirements Gathering, BRD, FRD, PRD, User Stories, Acceptance Criteria, RTM, GAP Analysis, Impact Analysis, Process Modeling (As-Is/To-Be), JAD Sessions
Agile & Methodologies	Agile (Scrum, Kanban), SDLC, Sprint Planning, Backlog Grooming, Daily Stand-ups, Domain Digital Banking, ACH, SWIFT, RTGS, Wire Transfers, Treasury & Trust Systems, AML, KYC, SOX, RCSA, Policy Administration, Claims, Underwriting, Billing, ETX, FACETS, NASCO, Medicaid/Medicare, HIPAA, ANSI X12
Data & Analytics	Data Mapping, Lineage, Governance, Modeling, Warehousing, ETL Pipelines, SQL,
API & Integration	REST APIs, gRPC, FHIR, HL7, JSON, XML, API Testing (Postman, Swagger, SOAP UI)
Cloud & DevOps	AWS, Microsoft Azure, CI/CD, Git, Azure DevOps
ERP & CRM Systems	Workday, ERP Financials, Salesforce CRM (Customer 360, Case Management, Lead Lifecycle)
BI & Reporting Tools	Power BI, Tableau, MicroStrategy, KPI Dashboards, Data Visualization
Testing & QA	UAT, SIT, Regression Testing, Test Case Design, Defect Tracking, Validation Strategies
Automation & Tools	UiPath (RPA), Process Automation, Workflow Optimization
Modeling & Documentation	UML Diagrams, Use Cases, Activity Diagrams, Context Diagrams, MS Visio, Confluence
Tools & Platforms	Jira, Azure DevOps, ServiceNow (SNOW), Postman, Swagger, Git
Programming / Query Languages	Java, Python, R, SQL
Compliance & Standards	HIPAA, CMS Guidelines, ONC Standards, PCI-DSS

EDUCATION

Bachelor's Degree in ECE, JNTUH - INDIA

Certifications

- Certified Business Analysis Professional (CBAP) – IIBA
- PMI Professional in Business Analysis (PMI-PBA) – PMI
- Project Manager Professional (PMP Certified)

PROFESSIONAL SUMMARY

Chevron Corp

July 2024 – Present

Senior Business Analyst (Digital Banking)

- Led end-to-end business analysis and product ownership initiatives for retail and commercial digital banking platforms, driving modernization of online banking, mobile banking, treasury, and payment services supporting 40K+ users.
- Gathered and translated complex business requirements into BRDs, FRDs, PRDs, user stories, and acceptance criteria for payment systems involving ACH, SWIFT/Wire Transfers, RTGS, trust accounts, treasury services, and internal book transfers.
- Partnered with Product Owners, Risk, Compliance, Operations, and Engineering teams to design and deliver digital capabilities including customer onboarding, account servicing, transaction monitoring, and omnichannel banking experiences.
- Managed Agile delivery processes using JIRA and Azure DevOps by leading sprint planning, backlog grooming, stand-ups, reviews, and retrospectives while ensuring end-to-end traceability across the SDLC.
- Designed process flows, UML diagrams, data mappings, and integration specifications using Visio and Confluence for core banking platforms, REST/gRPC APIs, Salesforce CRM, ERP Financials, and third-party banking applications.
- Led Salesforce Customer 360 and CRM transformation initiatives integrating case management, lead lifecycle, customer servicing, and banking systems to provide enhanced customer insights and operational efficiency.
- Drove integration of digital banking platforms with Workday, ERP Financials, and enterprise finance systems, enabling real-time reconciliation, financial reporting, payroll alignment, and procurement process optimization.
- Worked on AI-powered OCR and NLP automation initiatives for digital banking operations using AWS Textract and Azure Cognitive Services.
- Implemented AI-driven fraud detection and financial monitoring solutions leveraging behavioral analytics, anomaly detection, and transaction pattern analysis to identify suspicious activities.
- Worked closely with QA and DevOps teams to define UAT strategies, perform API validation using Postman, support CI/CD deployments, and ensure high-quality releases meeting SOX, AML, KYC, and regulatory compliance requirements.
- Served as SME for enterprise initiatives including acquisitions, product migrations, RCSAs, regulatory remediation programs; designed workflows in Actimize Risk & Case Management (RCM) for alert disposition, fraud monitoring, audit readiness.
- Leveraged Power BI, JIRA, Confluence, AI-driven analytics, and KPI dashboards to monitor delivery metrics, customer engagement, fraud detection trends, operational risks, and process optimization opportunities across digital banking platforms.

MetLife

Jan 2022 – June 2024

Senior Business Analyst

- Led enterprise business analysis initiatives for Life Insurance, Disability Income, Long-Term Care, and Annuity transformation programs, delivering scalable solutions that enhanced policyholder experience, operational efficiency, and shareholder value.

- Partnered with business leaders, product owners, and engineering teams to gather and translate business requirements into BRDs, FRDs, user stories, and functional specifications for policy administration, underwriting, claims, and billing platforms.
- Analyzed and integrated Insurance SaaS platforms with enterprise data ecosystems, enabling cloud-based modernization of policy lifecycle management, customer servicing, and regulatory reporting capabilities.
- Worked with business stakeholders to gather and document requirements for Guidewire Policy Center, Claim Center, and Billing Center supporting Property & Casualty (P&C) insurance operations.
- Led data mapping, lineage, governance, and reconciliation activities across insurance systems, ensuring compliance with enterprise standards, audit controls, and regulatory requirements while improving the quality and consistency of data.
- Collaborated with Investment Management Technology (ETX), Finance, and Risk teams to deliver analytics solutions supporting portfolio management, asset allocation, capital planning, actuarial modeling, FP&A, and investment risk reporting.
- Worked with data architects and engineers to design data models, ETL pipelines, and enterprise data warehouse solutions supporting actuarial analysis, claims analytics, financial reporting, and enterprise risk management (ERM) initiatives.
- Managed Agile delivery processes including backlog grooming, sprint planning, user story definition, and stakeholder communication, ensuring alignment with business priorities, compliance timelines, and digital transformation objectives.
- Conducted impact assessments and gap analyses for legacy modernization initiatives, supporting migration to AWS and Microsoft Azure cloud platforms and enabling secure SaaS, ERP, and enterprise system integrations through DevOps and CI/CD.
- Led integrations between insurance platforms, SAP S/4HANA Finance, Workday Financials, and HCM modules, ensuring accurate premium accounting, general ledger reconciliation, workforce planning, cost allocation, and financial reporting.
- Developed KPI dashboards and executive reporting solutions using Tableau, MicroStrategy, Aptio, leveraging advanced analytics, data storytelling, automation, and scenario modeling to improve product performance, claims ratios, profitability, strategic decision-making.
- Supported UAT, defect triage, and stakeholder sign-offs for Guidewire policy, claims, and billing functionality.
- Worked closely with underwriting, claims, and actuarial teams to improve operational efficiency and customer experience across P&C insurance processes.

Ascension health, St Louis, MO
Business Analyst

Jan 2019 – Dec 2021

- Led Agile business analysis initiatives for Medicaid and Medicare platforms by managing Epics, Features, and User Stories in JIRA and Azure DevOps, supporting enhancements across claims, provider, and member management systems.
- Conducted requirements elicitation, stakeholder interviews, JAD sessions, GAP analysis, and developed BRDs, FRDs, RTMs, and functional specifications aligned with CMS Interoperability, Patient Access Rule, and enterprise healthcare objectives.
- Designed, validated, and documented FHIR R4 APIs including Patient, Coverage, Claim, Explanation of Benefit, and Practitioner resources, ensuring compliance with CMS, ONC, and enterprise interoperability initiatives.
- Developed HL7 v2.x to FHIR R4 data mapping specifications, Source-to-Target Mappings (STM), ICDs, and data dictionaries, transforming ADT, ORU, and DFT messages into JSON/XML FHIR bundles for seamless EHR/EMR integration.
- Performed API validation and interoperability testing using Postman, Swagger, SOAP UI, and automated/manual test cases for FHIR, C-CDA, and ANSI X12 transactions, improving data accuracy and reducing claims denials.

- Executed advanced SQL-based data validation across FACETS/NASCO claims systems, member eligibility platforms, and provider repositories to ensure adjudication integrity, benefit configuration accuracy, COB processing, and payment validation.
- Supported CMS encounter submissions and regulatory reporting initiatives by ensuring compliance with HIPAA 5010, ANSI X12 (837P/837I/835), and healthcare data governance standards.
- Led requirements and impact analysis for SAP S/4HANA and ERP modernization programs while enabling API-driven claims lookup, provider/member integrations, and real-time claims validation services across digital healthcare platforms.
- Developed KPI dashboards and analytical reporting using Power BI, Tableau, and SQL to monitor claims rejection trends, encounter acceptance rates, provider performance metrics, and enterprise compliance indicators.
- Collaborated with Clinical, Digital Operations, and DevOps teams on UAT, SIT, regression testing, CI/CD deployments using Azure DevOps and Git, production support through ServiceNow (SNOW).
- Leveraged UiPath RPA to automate claims lookup, eligibility verification, and structured/unstructured data transformation into HL7/FHIR-compliant formats supporting CTMS, EDC, RBQM, and eTMF integrations.

Procter & Gamble (P&G), India
Business Analyst

Jan 2016 – June 2018

- Led business analysis initiatives for large-scale e-commerce automation programs, optimizing order management, inventory synchronization, fulfillment processes, and omnichannel retail operations to improve efficiency and customer satisfaction.
- Elicited and documented functional and non-functional requirements for digital commerce platforms, including checkout, payment gateways, customer journey enhancements, promotions, and personalized shopping experiences.
- Conducted detailed analysis of customer behavior, conversion funnels, cart abandonment trends, and purchasing patterns, delivering actionable insights that improved user engagement, conversion rates, and revenue growth.
- Collaborated with Product, Engineering, Marketing, Supply Chain, and Operations teams to design scalable solutions for order processing, returns management, customer notifications, and end-to-end retail workflow automation.
- Developed As-Is/To-Be process models, BPMN diagrams, and workflow automation strategies to streamline retail operations, eliminate process bottlenecks, and enhance order-to-cash lifecycle efficiency.
- Performed advanced SQL-based data validation and reconciliation activities, ensuring data integrity across e-commerce platforms, CRM, ERP, SaaS applications, and backend merchandising systems.
- Partnered with technical teams and third-party vendors to implement API integrations with payment processors, logistics providers, inventory systems, while defining API specifications, data exchange formats, and SLA requirements.
- Facilitated Agile ceremonies including Sprint Planning, Backlog Grooming, Daily Standups, and JAD sessions, translating business requirements into user stories with acceptance criteria while managing change requests and release documentation through JIRA and Confluence.
- Developed KPI dashboards and executive reporting solutions to track order cycle time, fulfillment accuracy, conversion rates, inventory performance, customer retention, and overall business outcomes while supporting UAT, defect management, and production readiness activities.
- Identified opportunities for Robotic Process Automation (RPA) in order validation, invoice generation, refund processing, and customer servicing; established data governance, SOX controls, PCI-DSS compliance, security standards, SOPs, training materials, and integration documentation to support scalable digital transformation initiatives.

6. MGT Proposed Candidate for Cloud Financial Operations Specialist Role

Customer /Financial Operations Specialist

PROFESSIONAL SUMMARY

My objective is to become a proactive and dynamic leader who not only leads by example, by also through coaching methods that allow everyone on my team to succeed. My objective is also to become an irreplaceable member of a successful team that provides the highest quality service to our client and fellow employees.

TECHNICAL SKILLS

- Computer Repair
- Networking
- Office Applications
- Inventory Control
- Supervision
- Operational Support
- VOIP Support
- Legal Research
- Customer Service
- Technical Support

EDUCATION

WVU - Morgantown, WV 1999 to 2002

High School Diploma Preston High School - Kingwood, WV 1996 to 1999

PROFESSIONAL EXPERIENCE

Gabriel Brothers and Rugged Service - Morgantown, WV **Customer/ Financial Service Operations Specialist**

October 2012 to Present

- Assist customers with all inquires and maintenance needs in concerns to the companies' rewards programs.
- Establish and train all new and current associates in all new and established operational procedures.
- Handle all escalated customer situations when applicable.
- Create, maintain and distribute all reports and reporting methods in concerns to customer service metrics.
- Assign work tasks as necessary.

United Talent - Morgantown, WV **Administrative Assistant**

July 2012 to October 2012

- Schedule, confirm, reschedule and cancel meetings for my litigation group.
- Process time entry for myself, other team members, and associates.
- Research files, for reports, and additional information.
- Create Notice of Deposition documents as well as Review in association Documents.
- Process mail receipt including shipping and receiving via UPS, FedEx, and presort.
- Receive, process, submit and file evidence.

Carey Staffing/ First Energy Corporation Fairmont, WV **Customer Service Representative**

February 2012 to July 2012

- Answer all customer inquiries concerning electric bills and services.
- Process New Service, Account Updates, Billing and Regulatory inquires received via email, fax, phone and web forms.

- Assist customer with power outage reports and resolutions.
- Assist customers with setting up payment agreements on past due balances and arrears.

Cintas Document Management - Morgantown, WV January 2011 to January 2012
Senior Service Representative II

- Visit all assigned customer locations and retrieve all documents to be destroyed.
- Follow all HIPPA, NAID, and customer protection protocols when collecting and destroying sensitive customer information.
- Operate and maintain customer records using paper records, handheld PC as well as office PC.
- Safely operate vehicle to transport customer containers to and from customer locations.

Valley Health Care System - Morgantown, WV January 2010 to January 2011
Eligibility Specialist

- Gather, Maintain and Modify financial health care information for new and existing clients.
- Meet with all new clients to determine what types of medical coverage they have, offer suggestions on Charity funds, as well and verify and enter all demographical information.
- Pre-check each patient's medical and information before they are seen for each visit.
- Contact clients to pre-register for services and upcoming appointments.

Purewater Technology - Morgantown, WV- July 2009 to January 2010
Office Manager/Appointment Setter

- Establish and modify existing new sales opportunity appointment for sales staff.
- Key Holder responsibilities including record keeping, modification and management.
- Coordination of Office duties including shipping via UPS, FedEx, and USPS.

Teletech - Morgantown, WV- April 2005 to July 2009
Service Delivery Supervisor II

- Review prospective employee resumes for skills necessary for my employer.
- Interview and evaluate prospective employees and determine their level of industry skill.
- Test and interview current employees concerning promotion or career paths within my company along with helping all current employees with any benefit related questions or issues.
- Responsible for developing all associates in on the job training to be production ready associates by the time their production schedule begins.
- Delivery and supervise the delivery of all training performed in the On the Job training department.
- Ensure that all HR established policies and procedures are followed in concordance with the Code of Conduct set forth by my employer.
- Supervise develop and coach 31 AAL (Associate Assistance Line) associates to properly handle extremely difficult customer escalated situations.
- Maintain Time keeping, Payroll, Disciplinary and employment records for a team of up to 45 associates at any given time

Bulldog Wireless - Morgantown, WV May 2004 to April 2005
Sales Manager

- Drive sales performance for eight full time employees in a retail wireless store
- Maintain order and audit for a 5000 piece inventory of cellular phones and accessories.
- Delivery disciplinary and corrective action, along with auditing time cards and employee schedules.

7. MGT Proposed Candidate for Cloud Architect Role

Cloud Architect

PROFESSIONAL SUMMARY

Results driven individual with over 20 years of multifaceted technical career leading strategic large transformation and enterprise architecture initiatives. Trusted technical advisor across diverse client roles, with proven ability to align business and technology strategies, driving successful solutions. Proven history of leading complex multi-million-dollar projects successfully with experience in system design, development, client management and execution of software projects. Expertise in providing solutions on Cloud Architecture, Cloud Integration, API Management, Microservices Architecture (MSA), Service Oriented Architecture (SOA), Business Process Management (BPM), Managed File Transfer (MFT) and Blockchain. Led large enterprise transformation program involving modernization and migration of applications to AWS Cloud and Oracle Cloud

TECHNICAL SKILLS

Cloud Platforms	AWS, OCI (Oracle Cloud Infrastructure)
Integration Platforms	Oracle Integration Cloud (OIC/ICS), Boomi AtomSphere, IBM DataPower, IBM Sterling File Gateway, FBDI, ODI, Oracle SOA Suite 10g/11g, Oracle Applications Integration Architecture (AIA), Oracle Fusion Distributed Order Orchestration (DOO), WL JMS, Tibco BW/EMS
API Management	IBM API Connect (APIC), OCI API Gateway
BPM Platforms	Oracle BPM 11g, Savvion Business Manager (SBM) 6.5, BPM Studio 6.8
Web Technology	Open API 2.0, REST, JSON, XML, XSLT, SOAP, WSDL, OAGIS 9.6
Tools	Azure DevOps, JIRA, GitLab, Jenkins, VBCS, Terraform

EDUCATION

M. Tech (Intelligent Systems) from Indian Institute of Information Technology, Allahabad
B. Tech (Computer Science & Engineering) from UNSIET, VBS Purvanchal University

CERTIFICATIONS

- OCP Application Integration 2023 (OIC)
- OCI 2025 Generative AI Professional
- Oracle Cloud Infrastructure Foundation
- AWS Solution Architect – Associate
- iPaaS Professional Architect (Dell Boomi)
- Savvion Business Manager (BPM)
- Oracle SOA Suite11g implementation

Specialist (1Z0-478)

- Oracle Unified BPM 11g implementation

Specialist (1Z0-560)

- Tibco BW

AWARDS & RECOGNITIONS

- Boeing's Running Shoe Award for being dependable leader of SOA/MFTS for BDSI Project.
- TCS' On the Spot Award for saving \$1.5M+ /year license for Boeing - Acquisition Migration Project
- TCS' On the Spot Award for designing OAGIS framework.
- TCS' Special Initiative Award for establishing Microservices Centre of Excellence (CoE)
- TCS' Star Team Award for setting up SOA CoE for Boeing and ensuring SOA Governance
- Wipro's Above & Beyond Award for building Mobile Number Portability Solution.

PROFESSIONAL EXPERIENCE

Stratus, Chantilly, VA

Sep 2023 – Present

Cloud Architect/ Strategic Account

- Leading one of Oracle's largest Utilities Customer, a strategic project for its Utility organization.
- Developed Integration Approach & Strategy for Customer's On-Premises Customer Care & Billing (Oracle CCB) application migration to Customer Cloud Services (Oracle CCS); identification of integration patterns and dispositions recommendation.
- Designed and implemented Asynchronous Event-based Architecture for Outbound (from SaaS) integration using Oracle Integration Cloud, Object Storage, BI reports, ORDS, Oracle APEX and Oracle ATP (PL/SQL)
- Ensuring security of Cloud Integration following Zero Trust Architecture.

Knowledge Systems

Jun 2014 – Sep 2023

Senior Cloud Architect Client: The Boeing Co.

- Led large Cloud Transformation program 'AMaaS Modernization' to modernize Boeing's Application landscape through tech debt removal, microservices adoption, containerization, and evangelizing cloud first approach. Primary responsibilities o Modernization strategy & roadmap, design, and planning.
- Establishing enterprise architecture strategy, guidelines, process transformation, tools standardization and providing direction on cross cutting architectural concerns across business.
- Ensuring audit conformance & compliance, cost evaluation, performance & scalability, security risk assessment of the proposed architecture.
- Collaboration with multiple technical, cross-functional teams and application architects to design & deliver solutions utilizing various AWS Services - EBS, EC2, RDS, S3, ACM, ASM, etc.
- Oversaw DevSecOps pipeline setup catering to multi-cloud.

The Boeing Co.

Jun 2014 – Aug 2021

Integration Architect/Senior Developer

- Worked on different projects on various SOA/API/ MFTS technologies in different roles
- SOA Integration Architect/Senior Developer
- Acquisition Migration: Design and development for migration of 100+ Oracle BPEL Services to Oracle OIC/ICS.
- BDSI/BDUK SAP Migration: Design, development & delivery of more than 200+ interfaces to integrate SAP with SaaS applications (HCM, Blackline etc.), on-prem applications and external partners. Implemented integration using Oracle OIC, IBM APIC and Sterling File Gateway, Object Storage and Oracle ATP(PL/SQL) for loading FBDI's, HDL, BIPs, ESS to Oracle SaaS
- OAGIS Framework: Design and development of OAGIS Framework providing single composite service to consuming applications, decoupling underlying operation (verb) based services.
- Enterprise Common Catalog: Ideated and designed Enterprise Common Catalog as a single portal to be used by all the developers to search for API/services developed across Boeing. It provides a holistic view of all APIs/Services/Topics etc. available on different systems across Boeing such as IBM APIC, Helix, Catalyst, Kafka Topics, etc. SOA Centre of Excellence: Led SOA CoE responsible

for establishing SOA Governance ensuring enterprise standards, design patterns, security & development best practices guidelines are adopted across enterprise.

- Developer o B2B Integrations: Customer engagement, requirement gathering and development of connection using IBM Sterling File Gateway to securely & reliably exchange files between Business Systems, with internal/external suppliers, customers, service partners ensuring compliance and regulatory needs such as DFARS, etc.

Capgemini India Pvt Ltd
Senior Consultant,

Mar 2013 – Jun 2014

- Designed and led the development of a solution on end-to-end integration of order flow from Order Capture System (ATG) to Fulfillment System (Oracle EBS) and Store system (SIS-APEX) using Oracle Fusion DDO.

8. MGT Proposed Candidate for Cloud Security Professional Role

Cloud Security Professional

PROFESSIONAL SUMMARY

A competent, skilled, technical, and results-driven cybersecurity leader with over 20 years of experience, and a strong record of achievement in Cloud, Network, and Systems Security, Incident Response, Digital Forensics, and Project Management expertise to ensure streamlined operations, customer satisfaction, significantly increased security, proficiency and profitability. Adept at leveraging deep technical understanding of modern cloud and containerized security threats, alongside threat hunting, incident response, and security architecture to safeguard complex systems and data collaborative problem-solver with a strong track record of influencing technical and non-technical stakeholders, including C-level executives, to enhance security posture, streamline processes, and define new security.

CERTIFICATIONS

- BA Degree
- Power BI Data Analysis Associate – Microsoft Certified
- Azure Data Fundamentals - Microsoft Certified
- Azure Fundamentals – Microsoft Certified
- Solution Architect Associate – AWS Certified

PROFESSIONAL EXPERIENCE

CrowdStrike Services, Mathias, WV

12/15 – 10/17 | 10/20 – 06/24

Technical Lead – Cloud IR

- Pioneered the firm's Cloud Security service line, leading a 6-person team to architect and launch 5 core offerings including Cloud Incident Response (IR) Methodology, Compromise Assessments, SaaS Security assessment, and Cloud focused Purple Team exercises.
- Lead in delivering high-profile AWS, Azure, GCP, and M365 Incident Response services involving nation-state adversaries, e-Crime groups, 0-day vulnerabilities, and ransomware.
- Oversee and perform Cloud Security Assessments to assist clients in identifying critical security gaps in their AWS, Azure, GCP, and O365 environments and improve their cloud security posture by aligning security governance and design with the cloud service providers best practices.
- Lead Cloud Red Team Blue Team engagements to evaluate security controls, incident escalation procedures, and remediation practices, and train client on Incident Response best practices.
- Guide clients in the creation of optimized cloud solutions that deliver enterprise-grade security, compliance, and responsiveness to the latest cloud-based threats and attacks.

Senior Consultant – Mandiant, Mathias, WV

- Conducts Incident Response containment and remediation engagements for clients.
- Designs and assist clients with cloud and on-premises network architecture enhancements and configuration modifications to defend against identified threats and attacker techniques.
- Performs technical security configuration and architecture assessments of a client's cloud platforms - such as Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform (GCP).
- Performs technical security configuration reviews for common cloud-based SaaS platforms, including Microsoft Office 365 (O365).
- Performs technical security configuration reviews on container technologies, such as Docker, Kubernetes, and OpenShift.
- Assists with defining and developing appropriate governance for a cloud strategy.

- Provisions and automates cloud services and CI/CD pipeline security enhancements.
- Recommends and documents specific countermeasures and mitigating controls that target cloud infrastructure and services, network security, Active Directory infrastructure (On-prem and Azure Active Directory), host configuration(s), system hardening best practices, and relevant third-party integrations.
- Provides project management and governance for large-scale remediation engagements, consisting of multiple workstreams and resource assignments.
- Creates and documents detailed remediation guides and tracking documents, for clients to leverage to prepare for and execute a coordinated remediation event.
- Develops comprehensive and accurate reports and presentations for both technical and executive audiences.
- Effectively communicates remediation strategies and workstreams to client stakeholders including technical staff, executive leadership, and legal counsel.

Cloud Senior Security Engineer / Architect – Zappos Inc., Las Vegas, NV

- Designs, configures, monitors, and deploys security solutions for AWS, GCP, Azure, and on-premises environments.
- Created design strategy for AWS redundant Network connectivity from all remote sites to AWS East and West Regions.
- Created Security Best Practice design for Internal AWS VPC's and then helped migrate Data Centers to AWS over a 1-year period.
- Conducts advanced threat hunting activities to identify threat actor groups and their techniques, tools and processes.
- Leads "hunt missions" using threat intelligence, analysis of anomalous log data and results of brainstorming sessions to detect and eradicate threat actors on Zappos/Amazon networks.
- Provided expert analytic investigative support of large scale and complex security incidents.
- Leads and manages incident response within the pertinent domain to mitigate immediate and potential threats.
- Uses mitigation, preparedness, response and recovery approaches, as needed, to maximize security operations and ensure timely mitigation and remediation efforts are completed.
- Executes forensic collection using appropriate strategies and within the priorities established through the collection management process.
- Migrated multiple projects from on-premises to Cloud Service Providers; ensured over 1K accounts are properly secured and adheres to Amazon's security best practices.

Enterprise Security Architect – Boyd Gaming Corporation, Las Vegas, NV

- Responsible for the design and development of innovative network and security architectures for protecting data deployed in Cloud service providers and on-premises networks.
- Provided architectural vision, strategy, and principles in the development, maintenance and enforcement of corporate information security standards, procedures and guidelines for IT systems across all platforms and infrastructures.
- Led vulnerability identification including system level reviews, vulnerability scans, and penetration tests on infrastructure and applications.
- Advise and lead security efforts with cross-functional teams to drive the closure of identified vulnerabilities.
- Reviewed the organizations information security architecture and platforms to identify integration issues and opportunities to enhance Information Security practices.
- Led security investigations including the identification, containment, and remediation of compromised systems.
- Ensured and assisted with the proper deployment and management of solutions that support information security including malware detection, intrusion detection and prevention systems, firewalls, and other security solutions uninterrupted access to critical data and reporting functionalities.

9. MGT Proposed Candidate for Cloud Platform Engineer Role

Cloud Platform Engineer

PROFESSIONAL SUMMARY

Experienced Information Technology professional with more than 8 years of working with clients to address their information technology needs. Recognized for expanding productive relationships with management, stakeholders, external partners, and team members. Eager team player and adept agile practitioner, able to quickly integrate multiple projects with an immediate positive impact. Dedicated and results-driven Certified Microsoft Professional with a proven track record of developing and implementing efficient and user-friendly applications to streamline business processes for government clients. Adept at creating customized solutions that enhance organizational workflows and compliance adherence. Skilled at developing and implementing SharePoint applications, Office 365, Power Apps, Power Automate, SharePoint Designer, and InfoPath Designer.

TECHNICAL SKILLS

Application Knowledge:	Office365 (SharePoint Online, Power Apps, Power Automate MS Teams), SharePoint 2010/2013/2016/ 2019, SharePoint Designer 2010/2013, InfoPath Designer 2010/2013
Scripting Languages:	HTML, CSS, and JavaScript, Microsoft (Word, Excel, and PowerPoint)
CloudPlatforms:	AWS(EC2,Route53, EKS,RDS,Fargate, IAM,andmore), GCP(CloudRun,BigQuery, CloudSQL, GKE, IAM, and more)
Operating Systems:	Linux (RedHat, Ubuntu, NixOS), Unix (HP-UX, Solaris, AIX)
Scripting:	Bash, Python, Ruby
Databases:	PostgreSQL, MySQL, Oracle
Tools:	Terraform, Ansible, Chef, Grafana, CloudQuery, Nagios, Istio, Service QMesh, Minio
Virtualization/Containerization:	Docker/Podman, LXD/Incus, vSphere, Kubernetes

EDUCATION

Bachelor of Science in Accounting, B.Sc., Strayer University

Certifications

- MC: Microsoft Certified Power Platform Developer Associate
- MCSA: Microsoft Certified Solutions Associate-Office365
- MS: Microsoft Specialist-Programming in HTML5 with JavaScript and CSS3
- MCPS: Microsoft Certified Professional

PROFESSIONAL EXPERIENCE

Hero Digital /Huge Inc, REMOTE, West Virginia
Cloud Platform Developer

Dec 2017 to Present

- Experience in Microsoft Power Platform with the development, integration, and support of PowerApps, and Power Automate.
- Experience in Implementing Role Based Security in PowerApps that helps users access different types of records.
- Create Multiple Expand and Collapse rows in PowerApps Gallery using PowerApps Nested Gallery(Gallery in a Gallery) to represent the data more effectively and compactly.
- Skilled in business automation using Power Automate and SharePoint Designer 2013 workflows.
- Extensive experience in designing electronic forms using InfoPath Designer.
- Experience in creating Tables, Custom columns, and views in a Dataverse.
- Research and evaluate new SharePoint technologies and features.
- Gathered requirements and created content types, lists, and libraries.
- Design and configure complex approval workflows in SharePoint Designer.
- Conditional formatting of lists in SharePoint 2013 using Client-Side Scripts.
- Created various web parts including List View Web Part, Script Editor Web Part, and Content Editor Web parts.
- Experienced in designing and maintaining the unique look and feel of sites using Out of The Box and CSS.
- Provided Technical Support to users and gave training as needed.

PROJECT HIGHLIGHTS

- Power Platform Developer - Form 450, Financial Disclosure Form Technologies used: Power Apps, Power Automate
- Engineered a tailored version of the OGE Form 450, meeting stringent ethical documentation requirements for government employees.
- Innovated email notification and dynamic visual cues to facilitate multi-level review and approval processes, enhancing transparency and compliance.
- Developed a timesaving "Save as Draft" feature, PDF creation capability, and submission copying functionality, optimizing annual filing procedures.
- Power Platform Developer - Morning News Roundup Technologies used: Power Apps, Power Automate.
- Spearheaded the development of the Roundup App, enabling the storage and curation of relevant local and national news articles for departmental awareness.
- Implemented a sophisticated Advanced Search feature and an organization-wide email capability, fostering communication and knowledge-sharing among team members.
- Designed and deployed a customized gallery with advanced functionalities, emphasizing user friendly navigation and information retrieval. SharePoint Developer - Software Request Technologies used: InfoPath Designer, SharePoint Designer.
- Engineered an InfoPath form for software requests, enabling seamless submission and supervision processes.
- Implemented features for supervisors to concur, view, and monitor software requests fostering efficient decision-making and resource allocation.

10. MGT Proposed Candidate for Cloud Network Engineer Role

Senior Network Engineer

PROFESSIONAL SUMMARY

- Seasoned Senior Network Engineer with around 12 years of extensive experience in designing, implementing and managing secure, high-performance enterprise and multi-cloud network infrastructures. Skilled in advanced security solutions, network automation, SD-WAN deployments, virtualization and compliance. Demonstrated ability to lead cross-functional teams and deliver robust, reliable network solutions enhancing business continuity and operational efficiency.
- Extensive experience in architecting, managing and securing complex enterprise networks across multi-cloud platforms including AWS VPC, Azure VNet, GCP VPC, AWS Transit Gateway, Azure Virtual WAN, AWS Direct Connect, Azure ExpressRoute and GCP Identity-Aware Proxy (IAP).
- Expert in deploying advanced security solutions utilizing Cisco Firepower Threat Defense (FTD), Cisco FMC, Palo Alto Firewalls (PAN-OS, Panorama), Check Point gateways, Fortinet FortiGate, Cisco ASA and Zscaler.
- Skilled in implementing robust SD-WAN solutions with Cisco SD-WAN (Viptela), VMware SD-WAN (VeloCloud), Silver Peak Unity EdgeConnect and Riverbed SteelHead, significantly enhancing WAN efficiency and reliability.
- Proficient in network automation and configuration management using Ansible, Terraform, Puppet, Cisco DNA Automation and Shell scripting, dramatically improving operational efficiency.
- Strong capabilities in network monitoring and diagnostics with tools such as SolarWinds NPM, Nagios XI, PRTG, Cisco Prime Infrastructure, Wireshark, AWS CloudWatch, Azure Network Watcher and AWS VPC Flow Logs.
- Adept in configuring and supporting secure remote access and VPN solutions including Cisco AnyConnect, Pulse Secure VPN and Fortinet FortiClient.
- Experienced in network virtualization and segmentation with VMware NSX, Cisco ACI, Cisco ISE and Aruba ClearPass, ensuring secure and compliant network environments.
- Deep knowledge of high-performance networking hardware, including Cisco Nexus/Catalyst switches, Juniper MX/EX series and Arista EOS.
- Proficient in managing wireless networks using Cisco Wireless LAN Controllers (WLC), Aruba ClearPass and Meraki dashboards, ensuring secure enterprise mobility.
- Extensive experience in disaster recovery planning utilizing Veeam Backup & Replication, Zerto and VMware Site Recovery Manager (SRM) to ensure business continuity.
- Skilled in compliance and auditing processes for regulatory frameworks (PCI-DSS, SOX, ISO 27001), leveraging tools such as ManageEngine NCM, SolarWinds NCM, Qualys VMDR and Tufin SecureTrack.
- Specialized in security event monitoring and SIEM integration with Splunk Enterprise Security, IBM QRadar, LogRhythm NextGen SIEM, Cisco ISE and Aruba ClearPass Policy Manager.
- Experienced in managing incident response and service management using ServiceNow ITSM, Remedy and Jira Service Management, reducing response times and enhancing service reliability.
- Proficient in supporting Agile methodologies including Scrum and SAFe Agile and contributing to CI/CD processes using Git, Cypress and automated testing tools.
- Demonstrated ability to collaborate effectively across teams, leading critical network projects, driving issue resolution and consistently enhancing overall network performance and reliability.

EDUCATION

Gitam University Hyderabad, TG, India. B.Tech in Computer Science

Certifications

- Microsoft Certified: Azure Network Engineer Associate.
- AWS Certified Advanced Networking – Specialty.
- CCNA – Cisco Certified Network Associate.

PROFESSIONAL EXPERIENCE

GlobalLogic Santa Clara, (Remote) Sr. Network Engineer

Dec 2022–Present

- Architected and maintained secure, highly available network infrastructures across on-prem data centers and multi-cloud environments (AWS, Azure, GCP).
- Deployed and managed Cisco Firepower Threat Defense (FTD) and FMC, enforcing perimeter security policies and advanced intrusion prevention across enterprise networks.
- Integrated Cisco ISE with Active Directory and Azure AD to implement role-based access control and dynamic network segmentation across cloud and on-prem environments.
- Engineered and supported secure IPSec and SSL VPN connections using Cisco ASA, enabling encrypted communication between 100+ branch offices and remote teams.
- Configured and maintained Palo Alto Firewalls using Panorama, applying App-ID and User-ID policies to protect critical applications with granular control.
- Designed and deployed cloud-native networks using AWS VPCs, Azure VNets, and GCP VPCs, enabling isolated environments for high-sensitivity workloads.
- Established multi-cloud routing using AWS Transit Gateway and Azure Virtual WAN, facilitating resilient and secure interconnectivity between cloud regions and hybrid platforms.
- Configured dynamic routing protocols (BGP, OSPF) for data center and cloud edge routers, ensuring reliable path selection and fast convergence during failover scenarios.
- Deployed Aruba ClearPass for secure endpoint onboarding and dynamic policy enforcement in branch networks, integrated with cloud authentication systems.
- Automated firewall provisioning and change workflows using Terraform, reducing manual configuration time by 60% and improving deployment consistency.
- Created reusable Ansible playbooks to standardize device configurations across Cisco and Palo Alto environments, minimizing drift and accelerating rollouts.
- Analyzed hybrid network traffic using Wireshark and AWS CloudWatch, identifying latency bottlenecks and improving visibility across cloud-hosted environments.
- Monitored traffic flows and performance using Azure Network Watcher and AWS VPC Flow Logs, supporting proactive diagnostics and threat investigation.
- Centralized event and log analysis via Splunk, correlating multi-cloud and on-prem activity for real-time security monitoring and incident response.
- Managed Cisco Nexus switching infrastructure in Tier-3 data centers, ensuring high-performance throughput and uninterrupted access to critical systems.
- Provisioned dedicated connections using Azure ExpressRoute and AWS Direct Connect, improving cloud access latency by 20% for latency-sensitive workloads.
- Implemented GCP Identity-Aware Proxy (IAP) to secure internal tools with context-based authentication for remote users and third-party vendors.
- Led root cause analysis (RCA) for major network incidents, driving resolution strategies that improved SLA adherence and reduced mean-time-to-resolution by 35%.
- Audited and optimized firewall rule sets using Tufin SecureTrack, reducing legacy rule bloat by 45% and improving compliance alignment.
- Delivered detailed documentation and network diagrams to support PCI-DSS, SOX, and ISO 27001 audits, contributing to successful compliance certification with zero critical findings.

UnitedHealth Group Inc, MN
Sr. Network Engineer

Sep 2020 - Dec 2022

- Architected, deployed and maintained scalable, robust network infrastructures utilizing Cisco DNA Center, Cisco Catalyst/Nexus switches and Juniper EX series, ensuring continuous clinical operations.
- Designed and implemented comprehensive network security frameworks employing Palo Alto firewalls (PAN-OS), Cisco ASA/Firepower appliances and Check Point gateways, maintaining compliance with healthcare regulations (HIPAA, HITECH).
- Deployed and managed secure, high-performance wireless networks using Cisco Wireless LAN Controllers (WLC), Aruba ClearPass solutions and Meraki dashboards to support clinical mobility and healthcare IoT devices.
- Performed proactive network monitoring and performance optimization with tools such as SolarWinds Network
- Performance Monitor (NPM), PRTG and Nagios XI to minimize downtime and maintain service availability.
- Automated and streamlined network configuration management using Ansible, Cisco DNA Automation and Puppet to ensure accuracy, efficiency and compliance with policies.
- Implemented and managed secure remote connectivity and telehealth infrastructure using Cisco AnyConnect, Pulse Secure VPN and Fortinet FortiClient, enabling secure clinical remote access and telemedicine.
- Administered load balancing and optimized application delivery utilizing F5 BIG-IP (LTM, GTM) and Citrix NetScaler ADC to ensure reliable healthcare application performance.
- Conducted comprehensive network audits and compliance assessments through ManageEngine Network Configuration Manager, SolarWinds NCM and Qualys VMDR to meet healthcare regulatory requirements.
- Supported and optimized VoIP and real-time clinical collaboration systems including Cisco Unified Communications Manager (CUCM), Avaya Aura and Microsoft Teams for efficient communications.
- Integrated and managed hybrid cloud networking environments with solutions like AWS Direct Connect, Azure ExpressRoute and Cisco Cloud OnRamp to ensure seamless connectivity and interoperability.
- Applied advanced network troubleshooting and protocol analysis techniques using Wireshark, Cisco Prime Infrastructure and NetFlow Analyzer to quickly resolve complex network issues.
- Managed endpoint security and IoT device access controls via Cisco Identity Services Engine (ISE) and Aruba ClearPass Policy Manager, protecting clinical devices and patient data.
- Led disaster recovery and business continuity planning, utilizing Veeam Backup & Replication, Zerto and VMware Site Recovery Manager (SRM) to ensure healthcare data resilience and operational continuity.
- Deployed and managed WAN optimization and SD-WAN solutions, including Cisco Viptela, VMware SD-WAN (VeloCloud) and Silver Peak Unity EdgeConnect, enhancing network reliability and performance across healthcare locations.
- Administered DNS, DHCP and IP Address Management (IPAM) solutions with Infoblox DDI and BlueCat Networks, ensuring efficient IP resource allocation and network stability.
- Managed incident response and coordinated effectively using ServiceNow ITSM, Remedy and JIRA Service Management tools, quickly addressing and resolving healthcare network incidents.
- Implemented advanced network virtualization and segmentation technologies with VMware NSX and Cisco ACI to strengthen security and compliance within healthcare IT environments.
- Integrated network security monitoring infrastructure with SIEM platforms such as Splunk Enterprise Security, IBM QRadar and LogRhythm NextGen SIEM, facilitating rapid threat detection and response.
- Collaborated closely with clinical and IT application teams to provide robust network support for critical systems including Electronic Health Records (Epic Systems, Cerner Millennium), PACS

imaging systems (McKesson Radiology) and telemedicine platforms, enhancing patient care quality and clinical efficiency.

BOK Financial Corp, OK
Sr. Network Engineer

May 2017 - Aug 2020

- Architected and maintained high-availability network infrastructures utilizing Cisco Nexus switches, Juniper MX Series routers and Arista EOS, ensuring seamless financial transactions and trading activities.
- Designed and implemented robust security frameworks using Cisco ASA/Firepower, Palo Alto Networks (PAN-OS) and Fortinet FortiGate firewalls, safeguarding sensitive financial data and transactions.
- Managed secure and scalable WAN connectivity employing Cisco SD-WAN (Viptela), Silver Peak Unity EdgeConnect and VMware SD-WAN (VeloCloud) to ensure stable and efficient financial branch operations.
- Deployed advanced load balancing and application delivery solutions using F5 BIG-IP (LTM, GTM) and Citrix NetScaler ADC, optimizing performance for trading platforms and online banking services.
- Administered network monitoring and management systems such as SolarWinds NPM, Nagios XI and PRTG, proactively identifying and resolving network performance bottlenecks.
- Implemented secure VPN and remote access solutions including Cisco AnyConnect, Pulse Secure VPN and Zscaler, enabling secure remote financial transactions and communications.
- Optimized and supported VoIP and unified communication platforms with Cisco Unified Communications Manager (CUCM), Avaya Aura and Microsoft Teams, ensuring reliable real-time communication for trading and financial operations.
- Performed routine audits and compliance checks using ManageEngine Network Configuration Manager (NCM), SolarWinds NCM and Qualys VMDR, aligning infrastructure with regulatory requirements such as SOX and PCI DSS.
- Integrated and maintained cloud networking solutions leveraging AWS Direct Connect, Azure ExpressRoute and Cisco Cloud OnRamp, supporting hybrid financial application deployments.
- Automated network configuration and management using Ansible, Terraform and Cisco DNA Automation, significantly enhancing operational efficiency and accuracy.
- Conducted detailed network troubleshooting and protocol analysis with Wireshark, Cisco Prime Infrastructure and NetFlow Analyzer, swiftly resolving network incidents impacting financial transactions.
- Managed DNS, DHCP and IP address management (IPAM) using Infoblox DDI and BlueCat Networks, maintaining network stability for large-scale financial services environments.
- Implemented advanced network segmentation and micro-segmentation strategies with VMware NSX and Cisco ACI, reinforcing security posture and regulatory compliance.
- Configured and maintained high-performance wireless networks using Cisco Wireless LAN Controllers (WLC), Aruba ClearPass and Meraki, facilitating secure financial device connectivity.
- Developed and executed disaster recovery and business continuity plans employing Veeam Backup & Replication, Zerto and VMware Site Recovery Manager (SRM) to guarantee uninterrupted financial services during outages.
- Managed endpoint security and access control via Cisco Identity Services Engine (ISE) and Aruba ClearPass Policy Manager, securing access to financial networks and data.
- Integrated network infrastructure with SIEM and security analytics platforms including Splunk Enterprise Security, IBM QRadar and LogRhythm NextGen SIEM, enhancing threat visibility and rapid response capabilities.
- Coordinated incident response activities utilizing tools such as ServiceNow ITSM, Remedy and Jira Service Management, ensuring rapid remediation of network disruptions in financial services operations.

- Collaborated cross-functionally with financial IT application teams to deliver critical network support for banking applications, high-frequency trading systems and digital payment platforms, thereby enhancing financial service reliability and client satisfaction.

Berkley Insurance, Greenwich, CT
Network Engineer

Dec 2014 - Apr 2017

- Designed and maintained resilient network infrastructures leveraging Cisco Catalyst switches, Juniper EX series and Arista EOS, ensuring continuous availability of insurance application services.
- Implemented secure network environments using Cisco ASA/Firepower appliances, Palo Alto firewalls (PAN-OS) and Fortinet FortiGate, safeguarding sensitive policyholder data.
- Managed and optimized WAN connectivity with Cisco SD-WAN (Viptela), Silver Peak Unity EdgeConnect and Riverbed SteelHead, enhancing inter-branch communications and insurance service delivery.
- Deployed advanced load balancing solutions utilizing F5 BIG-IP (LTM, GTM) and Citrix NetScaler ADC, ensuring reliable performance for online quoting systems and customer portals.
- Conducted continuous network monitoring and troubleshooting with tools including SolarWinds Network Performance Monitor (NPM), PRTG and Nagios XI, minimizing downtime and performance issues.
- Provided secure remote access solutions using Cisco AnyConnect, Pulse Secure VPN and Zscaler, enabling secure telecommuting and remote insurance claims processing.
- Administered and supported unified communications and VoIP systems with Cisco Unified Communications Manager (CUCM), Avaya IP Office and Microsoft Teams, facilitating efficient internal and external communication.
- Performed network compliance audits utilizing ManageEngine Network Configuration Manager (NCM), SolarWinds NCM and Qualys VMDR, ensuring adherence to insurance industry regulations.
- Automated network infrastructure configuration and deployments through Ansible, Puppet and Terraform, increasing operational accuracy and efficiency.
- Integrated and managed cloud networking solutions including AWS Direct Connect, Azure ExpressRoute and Cisco Cloud OnRamp, supporting hybrid environments for insurance applications.
- Administered DNS, DHCP and IP Address Management (IPAM) solutions using Infoblox DDI and BlueCat Networks, optimizing network stability for insurance systems.
- Enhanced network security and segmentation using Cisco Identity Services Engine (ISE) and VMware NSX, ensuring robust protection of policyholder information.
- Coordinated incident management and response using ServiceNow ITSM, Remedy and JIRA Service Management, swiftly addressing network-related disruptions affecting insurance services.
- Facilitated comprehensive disaster recovery and business continuity planning leveraging Veeam Backup & Replication, Zerto and VMware Site Recovery Manager (SRM) to maintain uninterrupted insurance operations.
- Collaborated closely with application and security teams to provide reliable network support for key insurance systems such as policy administration platforms, claims processing systems and customer relationship management (CRM) applications, improving overall customer experience and operational efficiency.

Evolent Health Inc, VA
Network Engineer

Jan 2013 - Nov 2014

- Assisted in writing and optimizing SQL queries on Sybase for data extraction, reporting and validation in financial systems.
- Contributed to basic Ansible playbooks to support automated server setup and configuration under team guidance.
- Developed and maintained Shell scripts for automating simple tasks like log monitoring, file handling and service checks.

- Built and executed Cypress test cases to validate UI elements and workflows in online banking platforms.
- Integrated Cypress tests into CI pipelines, ensuring faster feedback and fewer UI bugs during releases.
- Participated in SAFe Agile and Scrum ceremonies, gaining exposure to enterprise delivery workflows and team collaboration.
- Supported the development of version-controlled scripts and test cases using Git for clean, trackable code contributions.
- Learned performance tuning techniques by analyzing Sybase query plans and supporting indexing under senior supervision.
- Documented scripts, queries and test procedures to improve project maintainability and cross-team understanding.
- Collaborated with QA and DevOps teams to test and validate infrastructure automation using Ansible and Shell scripting.
- Assisted in resolving test failures and deployment issues by analyzing logs and automation scripts.
- Delivered sprint tasks in Agile environments, including small feature enhancements, bug fixes and automation support.

11. MGT Proposed Candidate for Cloud Systems Management Engineer Role

Senior Cloud Systems Engineer

PROFESSIONAL SUMMARY

- MS Azure and AWS Cloud engineer with a focus on high security Delivered talks at CircleCityCon 2019 and HackADay Remoticon 2020.
- Excels in C/C++, Python, Perl, Javascript, Linux BASH, Windows Powershell, Kubernetes.
- Configuration management tools: Ansible, Puppet, Salt, CFEngine.
- Federally cleared at a Medium Public Trust.
- Over 15 years of experience administrating Windows, Linux, Solaris/SunOS, and AIX.

TECHNICAL SKILLS

Cloud Platforms:	AWS(EC2,Route53, EKS,RDS,Fargate, IAM,andmore), GCP(CloudRun,BigQuery, CloudSQL, GKE, IAM, and more)
Operating Systems:	Linux (RedHat, Ubuntu, NixOS), Unix (HP-UX, Solaris, AIX)
Scripting	Bash, Python, Ruby
Databases	PostgreSQL, MySQL, Oracle
Tools:	Terraform, Ansible, Chef, Grafana, CloudQuery, Nagios, Istio, Service QMesh, Minio
Virtualization/Containerization:	Docker/Podman, LXD/Incus, vSphere, Kubernetes

CERTIFICATIONS

- US Navy Electronics Technician Communications School, 1997
- Cisco Certified Network Associate (CCNA, Expired)
- Hewlett-Packard MC/ServiceGuard (H45)
- Secret Clearance (Inactive, Eligible for Reactivation)

PROFESSIONAL EXPERIENCE

CACI, Chantilly (2018 - Current) Systems Engineer

- Architected, implemented, and maintained AWS architecture to FedRAMP Medium standards.
- Instrumental in security hardening on-prem infrastructure at all levels.
- Monitored multiple sources of vulnerability and bug reports to determine scope and criticality with respect to our infrastructure.
- Served as a liaison between all internal groups and interfaced with external customers, while keeping high data integrity and privacy at all times.
- Also maintained high (internal and external) customer focus.

TCS /Microsoft, Reston, USA (2016 - 2018) Network Engineer

- Core maintainer of GlobalNOC's SVN repository and infrastructure backup solution.
- Systems engineer responsible for over 600 machines in 30+ educational installations.
- Maintains security and usability of said machines in accordance to contractual obligations and best Security principles.

- Researches new tools and practices to further institutional knowledge regarding world-class network operations.

Indiana University**(2014 - 2016)****Client Services Emerging Technology**

- Implemented O365 university-wide with Azure services
- Deep understanding of IU network topology including Shibboleth and CAS
- Take an active part in planning, task analysis, program implementation and reporting
- Investigate consumer technologies associated with the Internet of Things and education
- Create documentation describing products and analysis
- Support staff in designing tools for learning, and discovery

Comsys International Monetary Fund, Washington, USA**(2012 - 2014)****Support Center Consultant**

- Supported faculty, staff, and students including IT Pros and VIPs.
- Supported systems include SIS, Onestart, Oncourse, Quarry, Big Red II, and many more.
- Member of the Linux team in the IU call center – Supports all Ubuntu/Debian/Suse/RedHat distros

12. MGT Proposed Candidate for Cloud Center of Excellence (CCOE) Implementation Specialist Role

Cloud Implementation Specialist

PROFESSIONAL SUMMARY

Senior Technology Delivery professional with extensive experience working with Fortune 500 companies. Passionate leader with high energy and a focus towards client services and strategically driving business value through technology. Proven ability in hands-on approach to leading IT infrastructure and migration, application development and support, IT transition/ transformation, and driving strategic initiatives and projects that align with organizational and operational goals. High EQ leader with ability to build high performing teams, drive service delivery consistency, quality, efficiency while reducing cost

TECHNICAL SKILLS

- Business Development
- Portfolio Management
- Account Management
- Financial Management
- Vendor Management
- Contract Management
- Service Levels & KPI
- Service Delivery Management
- Project and Program Management
- Data Center and Cloud Operations
- Capacity & Resource Management
- Service Management / ServiceNow
- P&L Management
- Application and Infrastructure Operations
- Service Oriented Architecture & EAI
- Client Relationship Management
- Business Continuity & Disaster Recovery
- Interviewing & Performance Appraisals
- Risk and Compliance Management

Certifications

- WebMethods | AWS Cloud | ITIL 4 Foundation | Lean Six Sigma Black Belt | Azure Cloud

PROFESSIONAL EXPERIENCE

Accenture, USA and India

**Health and Public Services Federal Projects OH, VA, FL April
Infrastructure and Implementation Lead(OnPrem and Cloud)**

**June 2003 – September 2020
2015 – September 2020**

- Provided Technology Operations and delivery leadership for complex Application, Security, Data Center and cloud operations for State and Federal Projects (Medic Aid), through a managed services teams in Applications, Cloud Infrastructure, OnPrem Data Center Infrastructure, network, service management and Security space covering 5 different technology domains. Single point of contact for Business Development, Escalations, Projects, Revenue (P&L), Audit. Led technology roadmap and architecture discussions with client leadership. Managed Application and Hybrid cloud day to day IT operations with global shared services factory team 24x7.
- Leads Client relationships, strategic requirement gatherings and tactical technology discussions with client C-level execs, VPs and Directors.
- Led the automation/optimization initiative across all of my engagements which helped reducing the daily incidents count by 60%. My engagements alone contributed 40% of targeted H&PS portfolio savings which has been highly recognized at a Organization level.
- Managed upsell of \$6million, tracked finances and drove Infrastructure optimization by \$1.5million.

- Led Infrastructure transformation from a capital asset data center model to cloud (AWS and Oracle Cloud) as part of journey to cloud migrations for two different Health and public sector federal clients.
- Migrated existing Medicaid Enterprise Applications and underlying infrastructure to AWS Gov cloud and Oracle Gov Cloud with zero downtime and 99.99% uptime, resulting in reduced costs.
- Led teams being a strong team builder by implementation of processes, programs and incentive plans that targeted motivation, retention and performance to increase team productivity, quality, operational efficiencies and excellence.
- Drove proactive operations readiness initiative across client projects focusing on Infrastructure, Application, Security, Business Process teams, ensuring zero outage to business-critical applications.
- Built Business Continuity Plan / Disaster Recovery approach and successfully tested for all client engagements in the last 6 years.
- Played key role in Change Approval board and governed changes across technologies.
- Led client engagements in application development, application maintenance and Infrastructure maintenance in 5 different industry domains.
- Achieved 100% Service Level Agreements (SLA) on all client engagements.

Baxter Pharmaceuticals, Comcast, and Cincinnati Bell, USA, August 2008 – May 2015

Service Delivery & Operations Lead – Service Oriented Architecture / Middleware Applications EAI

- Applications servers and Middleware products support service management for 3 different leading clients in Pharma and Telecommunication. Ensured delivery optimization to deliver cost saving to client while maintaining delivery quality and SLA guarantee. Managed 24x7 technology service delivery provided by Global Shared Operation teams shared delivery model across the US, India, Mexico
- Led teams comprised of Application Server and Middleware Admins (WebLogic, WebSphere, Oracle Suite products, WebMethods, MQ Series, MuleSoft, Liferay Portals, TCAT, Apache, GoldenGate), Database Admin teams, Windows and Linux Operating System Admins and Network Admin teams.
- Stabilized day to day operations with zero business impacting outages or escalations.
- Led global shared services teams of 10 different domain technologies in managing on-premises and cloud infrastructures, achieving 100% SLA targets.
- Drove Change Approval Board and improvements in change management.

Johnson & Johnson Vision Care and NewPage, USA, November 2005 – July 2008

Technical Project Manager – Service Oriented Architecture / EAI Development Lead

- Provided Technology leadership to develop and maintain Enterprise Integration solutions with SAP systems using WebMethods, MQ Series, Weblogic and WebSphere.
- Gathered technical requirements interacting with client Business Analysts.
- Managed 25 Technical Support Engineers to facilitate Global Support Operations running 24x7. Directed daily operations, including KPI/SLA compliance, communications, coaching and development of team leads, Escalation Engineers and Product Support Engineers.
- Architected and prepared design document interfaces for integrating applications with ERP systems.
- Led a team of Development Engineers in building the application integrations.

Johnson & Johnson Vision Care and Northeast Utilities, India, June 2003 – October 2005

Technical Project Lead – Application Development Lead - EAI

- Provided Technology architectural experience in designing and developing Enterprise Integration solutions with SAP systems using WebMethods suite of products.

13. MGT Proposed Candidate for Mainframe Systems Programmer Role

Mainframe Systems Programmer

TECHNICAL SKILLS

Management

- Led programming teams and projects, responsible for both large software releases and day-to-day work. Prioritized and assigned both daily and long-term project work to peers and subordinates. Mentored and trained junior team members.
- Managed Little Caesar's Pizza as a second job from 2002–2004. Responsible for nightly paperwork, accounting, scheduling, night deposit, cleanliness, staff, and customer service.
- Led division Marines in Kansas City as senior sergeant and Non-Commissioned Officer in Charge (2002–2005)
- Served as Fire Team Leader at MCB Quantico, responsible for the leadership, training, supervision and well-being of 2-10 junior Marines at any given time (1999–2000)

Systems, Software, and Languages

- Worked on both zOS IBM and MVS Systems
- Wrote programs in COBOL, JCL, and Easytrieve programming languages (expert level)
- Coded in Visual Basic, SQL, Java, C++, C#, Perl, Lua, Ruby, and HTML programming languages (intermediate level)
- Software List: CICS, ISPF, TSO, JES2, Mainframe, IDCAMS, RACF, VSAM, File-Aid, Startool, Xpediter, Intertest, MS Office Suite, FTP, BlueJ, MS Visual Studio

Programming, Analysis, and Software Development

- Planned, developed, coded, and tested COBOL, Easytrieve, and other software applications for multiple systems
- Provided ad-hoc programming support to end-users of multiple systems
- Wrote and maintained production level Job Control Language
- Monitored and provided on-call support for nightly batch production jobs
- Wrote new system documentation / specifications and wrote unit-testing scripts for use in testing and debugging
- Analyzed program requirement specifications for clarity and accuracy

Performed research on and took corrective action on production applications in the event of program errors

EDUCATION

Marshall University – Huntington, WV (expected December 2015) B.S. of Computer Science B.S. of History | Math Minor | GPA: 3.58 / 4.0

Graham University – Kansas City, MO, March 2005 Associates of Computer Science GPA: 3.7 / 4.0

PROFESSIONAL EXPERIENCE

Systems Programmer Analyst III, Workforce WV, Charleston, WV (2010 – 2014)

Programmer / EDI Specialist, JP Morgan Ret. Plan Services, Kansas City, MO (2008 – Contract)

Systems Programmer Analyst, McJunkin Redman Corporation, Charleston, WV (2006 – 2008)

Software Developer, DST Systems, Kansas City, MO (2005 – 2006)

Programmer Analyst, United States Marine Corps, Kansas City, MO (2002 – 2005)

MGT
