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Header 4

List View

General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 2020855

Procurement Type: Statewide MA (Open End)

Vendor ID: VS0000053947

Legal Name: Virtelligence Inc

Alias/DBA: Virtelligence Inc

Total Bid: \$2,704,000.00

Response Date: 09/23/2026

Response Time: 10:55

Responded By User ID: mgrey

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Last Name: Grey

Email: mgrey@virtelligence.com

Phone: 9525486610

SO Doc Code: CRFQ

SO Dept: 0231

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Solicitation Description: Addendum No 2 -Temporary Technical Staffing Services

Total of Header Attachments: 4

Total of All Attachments: 4



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 ESR09232600000003067	1

VENDOR
VS0000053947 Virtelligence Inc

Solicitation Number: CRFQ 0231 OOT2700000006
Total Bid: 2704000
Response Date: 2026-09-23
Response Time: 10:55:37
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	90.000000	187200.00

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	80.000000	166400.00

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	85.000000	176800.00

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	85.000000	176800.00

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	80.000000	166400.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

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	100.000000	208000.00

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	150.000000	312000.00

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	120.000000	249600.00

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	100.000000	208000.00

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	100.000000	208000.00

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	90.000000	187200.00

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	120.000000	249600.00

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	100.000000	208000.00

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.

Solicitation No. CRFQ 0231 OOT2700000006

In Response to

**Temporary Technical Staffing Services
West Virginia Office of Technology (WVOT)**

Prepared for: Toby L. Welch, Buyer
WV Department of Administration, Purchasing Division
Bid Opening: September 15, 2026, 1:30 P.M.

SUBMITTED BY

VIRTELLIGENCE INC.

7505 Metro Boulevard, Suite 510, Edina, MN 55439

Phone: 952-548-6610 | Fax: 952-548-6620 | www.virtelligence.com

Authorized Representative: Michael Grey, Director

mgrey@virtelligence.com | 952-548-6610

CONFIDENTIAL — PREPARED FOR CITY OF DALLAS RFI EVALUATION PURPOSES ONLY

September 23, 2026

Toby L. Welch, Buyer

West Virginia Department of Administration, Purchasing Division

2019 Washington Street East

Charleston, WV 25305

RE: CRFQ OOT2700000006 — Temporary Technical Staffing Services for the West Virginia Office of Technology (WVOT)

Dear Mr. Welch:

On behalf of Virtelligence Inc., I am pleased to submit our response to CRFQ OOT2700000006 for Temporary Technical Staffing Services on behalf of the West Virginia Office of Technology. Virtelligence has provided specialized IT consulting and staff augmentation services continuously since 1998, and for more than a decade has maintained an active staffing relationship with West Virginia University Medicine, giving our firm direct, hands-on familiarity with West Virginia's technical environment, its state and institutional stakeholders, and the standards of accountability expected of vendors serving this **State**.

Virtelligence is a privately held staffing and consulting firm headquartered in Edina, Minnesota, with a twenty-seven-year record of sourcing, vetting, and deploying technical professionals into complex, mission-critical environments spanning healthcare systems, state and local government, and commercial enterprise. We understand that WVOT's need under this contract is not simply to fill seats, but to embed capable, accountable professionals who can mentor State analysts, transfer knowledge, and sustain systems that West Virginia's agencies depend on every day.

We have reviewed the Solicitation, the General Terms and Conditions, and the mandatory position classification requirements in their entirety. Our response includes our Pricing Page, Designated Contact and Certification forms, and supporting documentation of our qualifications under Specifications Section 3. **Virtelligence acknowledges receipt of all addenda and amendments issued for this Solicitation, and all rates quoted are valid for 180 days from the bid opening date.** We respectfully note one area, described in Section 4 of this proposal, where we are working to align our historical placement records precisely to the classification titles specified in Section 1 of the Solicitation, and we welcome the opportunity to provide any additional clarification the Purchasing Division may require.

Virtelligence is committed to being a responsive, transparent, and technically capable partner to WVOT throughout the life of this contract. We appreciate your consideration of our response and are available at your convenience to answer any questions.

Respectfully submitted,

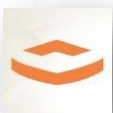
Submitted By
Michael Grey

Michael Grey, Director Phone: 952-548-6610

Email: mgrey@virtelligence.com

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1. EXECUTIVE SUMMARY

Virtelligence Inc. has spent nearly three decades building a single core competency: finding the right technical person, for the right assignment, at the right time, and standing behind that placement for as long as the client needs them. Founded in 1998 and headquartered in Edina, Minnesota, Virtelligence has grown from a regional IT consultancy into a firm trusted by state governments, county governments, academic medical centers, and Fortune-tier commercial clients across the United States and Canada — without ever losing the responsiveness of a smaller, founder-led organization.

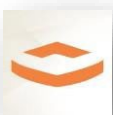
What we bring to the West Virginia Office of Technology under this contract is not a generic staffing bench, but a delivery model built specifically around long-duration, mission-critical technical environments. Our longest-standing engagement — with West Virginia University Medicine, running continuously since 2011 — is itself a proof point: it demonstrates that Virtelligence can sustain a staffing relationship inside a West Virginia institution for well over a decade, across multiple waves of technology change, without interruption in service or client confidence.

WVOT's environment, as described in this Solicitation, spans legacy mainframe systems, client-server applications, cloud platforms, and modern web applications — and requires contracted personnel who can do more than execute tickets; they must mentor State analysts, transfer knowledge, and leave the State's internal team stronger than they found it. This is precisely the model Virtelligence has run for healthcare systems and public-sector agencies for over two decades: our engagement managers do not simply place a resume and disappear. They stay engaged for the life of the assignment, tracking performance, managing credentialing and compliance, and serving as a single accountable point of contact for the client.

That model is supported by documented performance. The five engagements presented in Section 5 represent 50 FTEs provided across public-sector and healthcare clients, including two contracts with the City and County of San Francisco Department of Public Health: a \$9.3 million maximum-value staff augmentation contract and a current five-year contract awarded through a competitive RFP under which Virtelligence was selected as one of the four highest-ranking contractors. In each engagement, the client directs and prioritizes the work, assignments are authorized individually, and Virtelligence supplies and manages qualified personnel on an hourly basis, the same request-by-request structure WVOT is establishing through this CRFQ.

Under this contract, WVOT will receive fully burdened hourly rates for all thirteen classifications in the Solicitation, from Senior Web Application Analyst and Senior SQL Server Database Administrator through the cloud engineering classifications and Mainframe Systems Programmer. Section 9 presents a qualified candidate for each classification, and every future candidate will be screened against the classification's minimum experience, tool, degree, and certification requirements before being presented to the Agency. Each placement then moves through Virtelligence's six-stage staffing model, described in Section 3: intake and requirements definition, sourcing and vetting, credentialing and compliance, deployment and performance management, knowledge transfer and mentorship, and continuous improvement and reporting.

Virtelligence is prepared to begin responding to WVOT staffing requests immediately upon award. Michael Grey, Director, will serve as Contract Administrator and single point of contact, accountable to WVOT for fill quality, responsiveness, and compliance with the terms of this Contract throughout its term.



2. VIRTELLIGENCE CAPABILITIES

2.1 Company Overview

Virtelligence Inc., established in 1998 and headquartered in Edina, Minnesota, is a privately held IT consulting and staffing firm serving healthcare organizations and public-sector agencies across the United States and Canada. Virtelligence is owned by President Akhtar Chaudhri and operates under Federal EIN 41-1993430, DUNS 136800062, and SAM.gov UEI LFLT81JV9Z3. With over twenty-seven years of continuous operation, Virtelligence has built its reputation on deep industry expertise, a results-driven delivery model, and long-term client partnerships built on flexibility, scalability, and quality.

2.2 Core Scope of Services

Virtelligence's service portfolio spans the full lifecycle of technology delivery, giving WVOT access to a partner capable of supporting far more than a single point solution:

2.2.1 Solution Advisory & Implementation Services

- Full lifecycle system implementation support
- Strategic IT roadmap development
- Business process reengineering and optimization
- System selection and vendor evaluation
- Gap analysis and needs assessment

2.2.2 Temporary IT Staffing & Staff Augmentation

- Rapid deployment of qualified IT consultants across technical domains
- Short- and long-term contract staffing
- Contract-to-hire and direct placement services
- Recruitment process outsourcing (RPO) and talent pipeline management

2.2.3 Legacy Systems Support & Application Management

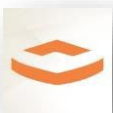
- Legacy system maintenance and transition services
- Application performance monitoring and stabilization
- Data archival, decommissioning, and support

2.2.4 Project Management & PMO Services

- Project and program management leadership
- PMO establishment, maturity assessments, and governance
- Risk management and stakeholder engagement

2.2.5 Technical & Data Services

- Systems integration and interface development



- Data conversion and migration planning
- Business intelligence (BI) and reporting solutions
- Data warehousing and analytics development

2.2.6 End-User Training & Go-Live Support

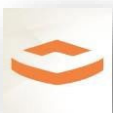
- Customized training programs and eLearning modules
- Go-live planning, activation, and at-the-elbow support
- End-user adoption and change management

2.2.7 Post-Implementation Support Services

- Solution stabilization, optimization, and upgrades
- Ongoing application support and enhancements
- Maintenance of continuous improvement cycles

2.3 Value Proposition

- Industry Expertise — Over two decades of healthcare and public-sector IT experience, including a fourteen-year continuous engagement inside a West Virginia institution.
- Proven Delivery Model — An agile, client-centric engagement approach with quality assurance built into every phase, from intake through offboarding.
- Dedicated Talent — A vetted bench of technical professionals with domain-specific knowledge, supported by a credentialing and onboarding process built for regulated environments.
- Client Commitment — A track record of long-tenured relationships (multiple client engagements exceeding five, ten, and even fifteen years) built on outcomes rather than turnover.



3. STAFFING MODEL

Virtelligence's staffing model is built around a single principle: the engagement manager, not the recruiter, owns the outcome. Every client relationship — including the multi-year engagements described in Section 5 — is run by a dedicated Healthcare IT Staffing Engagement Manager who manages the assignment end-to-end, rather than handing a placed consultant off after the initial fill.

3.1 Intake & Requirements Definition

When an Agency identifies a need under this contract, Virtelligence's engagement team works directly with Agency stakeholders to translate the request into the exact classification, skill set, and duration required — mirroring the discipline Virtelligence has applied for over a decade partnering with WVU Medicine's IT leadership on Epic Implementation, Inpatient EMR, Ambulatory EMR, Ancillary Systems, Revenue/Access, and Reporting initiatives.

3.2 Sourcing & Vetting

Virtelligence maintains an internal recruiting and credentialing function that sources candidates against the specific technical and experience thresholds required — not a generic staffing pool. Candidates are screened for the named classification's minimum years of experience, tool proficiency, and (where applicable) degree and certification requirements before being presented to the client.

3.3 Credentialing & Compliance

Consistent with the environments Virtelligence has long supported — including regulated healthcare systems with strict credentialing obligations — every candidate presented for placement moves through a compliance and credentialing process before start date, so the Agency receives a candidate who is ready to be productive from day one, not one who requires weeks of internal vetting.

3.4 Deployment & Performance Management

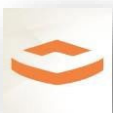
Once placed, consultants remain under the active management of a Virtelligence engagement manager who conducts regular status check-ins with both the consultant and the client, monitors performance against expectations, and resolves issues before they affect delivery.

3.5 Knowledge Transfer & Mentorship

This Solicitation specifically requires contracted personnel to provide mentorship, technical training, and structured shadowing to State analysts. This is a natural extension of how Virtelligence already operates: our consultants are selected not only for their ability to execute technical work, but for their ability to document, train, and transfer that knowledge back to the client's permanent staff — the same approach used throughout our Epic implementation and legacy-systems engagements, where sustaining the client's internal capability was always as important as the initial delivery.

3.6 Continuous Improvement & Reporting

Virtelligence engagement managers track fill rates, time-to-fill, and client satisfaction as standing metrics,



and use that data to continuously refine sourcing pipelines. Under this contract, Virtelligence would apply the same discipline to reporting staffing status, utilization, and performance to WVOT as requested.



4. VENDOR QUALIFICATIONS DOCUMENTATION

Response to Solicitation Specifications, Section 3 (Qualifications).

4.1 Minimum Five (5) Years in Business

Virtelligence Inc. was established March 18, 1998, and has continuously provided information technology consulting and staffing services for over 27 years. Virtelligence is a privately held corporation headquartered at 7505 Metro Boulevard, Suite 510, Edina, MN 55439, under the ownership of President Akhtar Chaudhri.

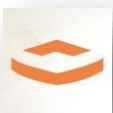
Supporting Corporate Information:

- Federal EIN: 41-1993430
- DUNS Number: 136800062
- SAM.gov UEI: LFLT81JV9Z3
- NAICS Codes: 561320, 541511, 541519, 561311, 541690
- WV Vendor Certificate No.: WS02636

4.2 Staffing History (Minimum Six Individuals, Past Five Years)

The following documented client engagements demonstrate Virtelligence's IT staff augmentation capability over the past five years. Full narrative detail on each of these engagements appears in Section 5, Relevant Experience & Client References.

1. West Virginia University Hospitals, Inc. (WVU Medicine) — Charles Barkey, Vice President of Information Technology, (304) 598-4295, Charles.Barkey@wvumedicine.org — Epic IT staff augmentation, 2 Consultants to date, October 2011–Present.
2. City and County of San Francisco – San Francisco Department of Public Health (Contract ID 10000031047) — Contact Name and Title: Natasha Lalani / EHR Program Director, Address: ZSFG, 1001 Potrero Ave, Bldg. 40, 2nd floor, San Francisco, CA 94110, Phone Number: 628-206-1142, Email: natasha.lalani@sfdph.org. — IT staff augmentation, 29 Consultants to date, December 2017–Present.
3. Reid Hospital & Healthcare Services (Reid Health) — Muhammad Siddiqui, Chief Information Officer / Vice President, (765) 983-3000, muhammad.siddiqui@reidhealth.org — IT staff augmentation, 13 consultants to date, July 2023–Present.
4. Children's Hospital Medical Center of Akron d/b/a Akron Children's Hospital — **Tracy McClure MBA, BSN, RN** Senior Director, Epic Applications Information Services Department, One Perkins Square Akron, Ohio, 44308 Phone: 330-543-5241, IT staff augmentation and ServiceNow application support, 6 consultants to date, May 2023–Present.



5. RELEVANT EXPERIENCE & CLIENT REFERENCES

The following five engagements represent Virtelligence's most substantive IT staff augmentation relationships, spanning a West Virginia academic health system, a major municipal public health department, and regional and pediatric health systems. Each profile identifies the contract, period of performance, value, and staffing level, and describes the work Virtelligence personnel performed and its relevance to the requirements of this Solicitation.

5.1 West Virginia University Hospitals (WVU Medicine)

West Virginia University Hospitals, Inc. (WVU Medicine) — Charles Barkey, Vice President of Information Technology, (304) 598-4295, Charles.Barkey@wvumedicine.org — Epic IT staff augmentation, 2 Consultants to date, October 2011–Present.

Engagement overview. West Virginia University Hospitals is Virtelligence's longest continuously running engagement and its most relevant West Virginia past performance. Since October 19, 2011, Virtelligence has provided IT staff augmentation services under a long-term, task-based Master Services Agreement, supplying 2 consultants to date. Each assignment is authorized through its own Statement of Work. Virtelligence personnel work alongside WVU's internal IT teams as an extension of the client workforce.

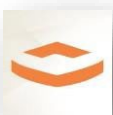
Application analysis and integration (aligned to Senior Web Application Analyst and CRM Application Analyst). Virtelligence systems analysts and applications development analysts have performed application analysis, configuration, and optimization; application development and support; and interface and integration activities across WVU's enterprise clinical, ancillary, revenue, and patient access applications. They also provide troubleshooting, incident resolution, and production support.

Database administration and reporting (aligned to Senior SQL Server Database Administrator). Data architects, database analysts, database administrators, and data warehouse analysts have supported database and data-management activities, data warehousing, reporting, and analytics for WVU's enterprise systems.

Business analysis and project delivery (aligned to Business Analyst). Business analysts and project managers have performed requirements analysis, project coordination and management, and quality assurance and testing.

Training, knowledge transfer, and technical support. Technical trainers and technical product support staff have produced documentation, delivered training, and transferred knowledge to WVU personnel, while network engineers, network analysts, and security analysts have supported infrastructure and security functions.

Relevance to WVOT. Virtelligence has sustained this West Virginia staffing relationship for well over a decade under an SOW-per-assignment model that mirrors this open-end CRFQ.



5.2 City and County of San Francisco – Department of Public Health (EHR Phase 3)

City and County of San Francisco – San Francisco Department of Public Health (Contract ID 10000031047) — Contact Name and Title: Natasha Lalani / EHR Program Director, Address: ZSFG, 1001 Potrero Ave, Bldg. 40, 2nd floor, San Francisco, CA 94110, Phone Number: 628-206-1142, Email: natasha.lalani@sfdph.org. — IT staff augmentation, 8 Consultants to date, December 2018–2020.

Engagement overview. Virtelligence was selected as one of the four highest-ranking contractors under RFP SFGOV000007921 and holds a five-year, task-based contract providing IT staff augmentation for Phase 3 of SFDPH's enterprise Electronic Health Record (EHR) implementation. Virtelligence has provided 8 consultants to date, supplying specialized professionals on an as-needed basis to expand SFDPH's internal capacity across enterprise applications, systems integration, data and analytics, infrastructure, end-user support, quality assurance, security, training, production support, and project delivery.

Application analysis and integration (aligned to Senior Web Application Analyst and CRM Application Analyst). Integration engineers and analysts support HL7 services, interface-engine activities, API integration, enterprise master patient index (EMPI) integration, Lyniate Rhapsody, and interface testing. Application analysts configure, enhance, and troubleshoot ambulatory, inpatient, ancillary, patient access, and revenue-cycle applications, along with patient and provider portals and care-coordination tools.

Database administration, reporting, and analytics (aligned to Senior SQL Server Database Administrator).

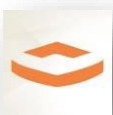
Data and reporting resources deliver SQL-based reporting and Power BI analytics, maintain enterprise analytics data models, build operational reports and dashboards, and support database activities, data integration, and reporting requirements.

Business analysis and project delivery (aligned to Business Analyst). Business analysts work with clinical, operational, and technical stakeholders to document current- and future-state requirements, translate business needs into technical requirements, and assess workflow impacts. Project managers and application project leads manage schedules, work plans, risks and issues, dependencies, and implementation planning.

Security, infrastructure, and quality assurance. Security personnel manage application security, role-based access, and technical access controls. Technical field resources support networks, workstations, endpoint and device management, and IT engineering. Quality assurance staff perform test planning and execution, validation, defect resolution, production readiness, configuration and change control, and upgrade support.

Training and knowledge transfer (aligned to Learning Management System & eLearning Development Specialist). Technical trainers and writers develop end-user training, documentation, procedures, and job aids, and transfer operational knowledge to SFDPH personnel.

Relevance to WVOT. This is a current, competitively awarded public-sector contract in which a government agency draws specialized IT staff task by task, the same model WVOT is establishing under this CRFQ.



5.3 Reid Hospital & Healthcare Services (Reid Health)

Contact: Muhammad Siddiqui, Chief Information Officer / Vice President | (765) 983-3000 | muhammad.siddiqui@reidhealth.org

Entity: Reid Hospital & Healthcare Services (Reid Health) | 1100 Reid Parkway, Richmond, IN 47374

Contract: Master Services Agreement (no master contract number assigned); individual assignments authorized through Statements of Work | Role: Prime Contractor (direct to client)

Engagement Period: July 31, 2023 – Present | Contract Value: Approximately \$2.8 million contracted | Staff Provided: 13 consultants to date

Engagement overview. Virtelligence provides IT staff augmentation services to Reid Health under a long-term, task-based Master Services Agreement executed directly between Reid Hospital & Healthcare Services and Virtelligence Inc., with no intervening prime contractor. Since July 31, 2023, Virtelligence has provided 13 consultants across enterprise applications, infrastructure, networks, cybersecurity, end-user support, data, quality assurance, and project delivery. Scaling to 13 consultants in roughly three years demonstrates Virtelligence's ability to fill a high volume of concurrent requests for a single client.

Contract and delivery model. Reid Health assigns and prioritizes projects and assignments, and Virtelligence supplies consultants on a time-and-materials basis at hourly rates. Reid retains the right to request replacement of any supplied consultant. Each Statement of Work defines the applicable services, work product, compensation, schedule, and specifications.

Application analysis and integration (aligned to Senior Web Application Analyst and CRM Application Analyst). Applications architects, applications development analysts, systems analysts, and enterprise application integration engineers perform enterprise application configuration, maintenance, and optimization; integration and interface support; configuration and release support; and incident investigation and root-cause analysis.

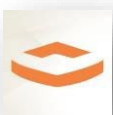
Database administration and reporting (aligned to Senior SQL Server Database Administrator). Data architects, database analysts, database administrators, and data warehouse analysts provide data and database support, reporting, and analytics.

Business analysis and project delivery (aligned to Business Analyst). Business analysts, IT business consultants, and business process consultants gather requirements and analyze processes, while program, project, and resource managers handle planning, coordination, and resource alignment.

Security and infrastructure. Network architects, engineers, and administrators, systems administrators, and security, data security, network security, and system security specialists support infrastructure, networking, cybersecurity, and access-related activities.

Training and knowledge transfer (aligned to Learning Management System & eLearning Development Specialist). Technical trainers, documentation specialists, and technical product support staff deliver training, technical documentation, end-user support, and knowledge transfer to Reid Health personnel.

Relevance to WVOT. Reid Health's arrangement closely matches this CRFQ: the client directs and prioritizes the work, Virtelligence supplies and manages qualified personnel at hourly rates, and the client may request replacement of any consultant.



5.4 Akron Children's Hospital

Children's Hospital Medical Center of Akron d/b/a Akron Children's Hospital — **Tracy McClure MBA, BSN, RN** Senior Director, Epic Applications Information Services Department, One Perkins Square Akron, Ohio, 44308 Phone: 330-543-5241, IT staff augmentation and ServiceNow application support, 6 consultants to date, May 2023–Present.

Engagement overview. Virtelligence provides IT staff augmentation services to Akron Children's Hospital under a long-term, task-based Master Services Agreement and has deployed 6 consultants to date. The MSA expressly contemplates temporary personnel whose hours are approved by Akron Children's, and the client may request replacement of any Virtelligence consultant. Consultants work on a time-and-materials basis on client-assigned projects under the direction of the Client Project Manager.

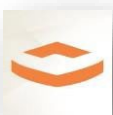
Application development and integration (aligned to Senior Web Application Analyst and CRM Application Analyst). Certified Virtelligence resources develop, configure, and support Akron Children's ServiceNow IT Service Management (ITSM) and IT Operations Management (ITOM) modules. Documented competencies include scoped applications, Flow Designer workflow automation, scripting, APIs, platform architecture, integrations, and domain separation. Staffing roles include ServiceNow Developer, ServiceNow Engineer Consultant, and ServiceNow Architect. This platform development, scripting, and API integration work is transferable to enterprise web and customer-relationship applications.

Configuration, asset, and operations management. Resources maintain the Configuration Management Database (CMDB), configuration items and relationships, IT Asset Management (ITAM), and Software Asset Management (SAMPro). The SOW requires incident and request resolution, minor enhancements and module tuning, break/fix support and configuration updates, ticket-based development and administration, and system monitoring and performance tuning. A ServiceNow Incident Manager supports ITIL-aligned incident, root-cause, and major-incident processes.

Business analysis and process improvement (aligned to Business Analyst). Resources participate in stakeholder workshops, evaluate processes, translate needs into platform requirements, redesign workflows, and deliver configuration enhancements that result from workshop outcomes.

Quality assurance, documentation, and knowledge transfer. Resources validate system changes, verify configuration updates, troubleshoot defects, and support production readiness. The SOW expressly requires collaboration with internal teams to ensure knowledge transfer, documentation, and sustainable support.

Relevance to WVOT. This contractual requirement that consultants leave the client's internal team able to sustain the platform independently is the same outcome this Solicitation seeks through mentorship, shadowing, and knowledge transfer to State analysts.



5.5 City and County of San Francisco – Department of Public Health (EHR Initiative)

City and County of San Francisco – San Francisco Department of Public Health (Contract ID 10000031047) — Contact Name and Title: Natasha Lalani / EHR Program Director, Address: ZSFG, 1001 Potrero Ave, Bldg. 40, 2nd floor, San Francisco, CA 94110, Phone Number: 628-206-1142, Email: natasha.lalani@sfdph.org. — IT staff augmentation, 21 Consultants to date, December 2023–Present.

Engagement overview. Selected through RFQ No. 38-2016, Virtelligence served as the prime contractor providing IT staff augmentation to SFDPH Information Technology in support of the department's enterprise Electronic Health Record (EHR) initiative. Virtelligence supplied 21 consultants on an as-needed, task-based basis under a contract.

Application analysis and integration (aligned to Senior Web Application Analyst and CRM Application Analyst). Virtelligence resources supported inpatient and ambulatory clinical applications, patient and provider portals, behavioral health, hospital and professional billing, claims, scheduling, registration and ADT, health information management, and specialty modules for radiology, cardiology, oncology, surgery, anesthesia, labor and delivery, pharmacy, laboratory, population health, and managed care. Integration personnel supported HL7 interfaces and interface testing, clinical-system and physiological-monitoring interfaces, and non-EHR systems including Cerner/Siemens applications, eClinicalWorks, and Hyland OnBase.

Database administration and reporting (aligned to Senior SQL Server Database Administrator). Database and data-management resources supported the InterSystems Caché database environment, enterprise analytics, business intelligence and reporting, and data conversion.

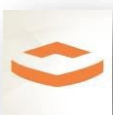
Business analysis and project delivery (aligned to Business Analyst). Resources performed requirements gathering and systems analysis, and project resources supported technical, application, interface, data-conversion, testing, and readiness workstreams, including schedule tracking, stakeholder communication, issue escalation, and operational transition.

Infrastructure, security, and support. Personnel supported system administration, Active Directory, security-related functions, release and upgrade support, ticket and incident management, root-cause analysis, and desktop and service desk operations.

Training and knowledge transfer (aligned to Learning Management System & eLearning Development Specialist). Resources delivered user training, training readiness, technical documentation, and knowledge transfer to SFDPH staff.

Relevance to WVOT. This engagement demonstrates Virtelligence's capacity to staff a large public-sector program, 21 consultants under a single municipal contract, across a multi-vendor environment in which established and newly implemented systems had to be supported concurrently.

Additional references are available upon request.



6. COST SUMMARY

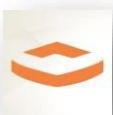
Consistent with the technical and staffing model approach described in Sections 2 and 3 of this proposal, Virtelligence's pricing below reflects fully loaded hourly rates — inclusive of all applicable taxes, insurance, overhead, fringe, and travel costs — for each classification Virtelligence is proposing to staff under this contract.

Vendor: Virtelligence Inc.

Position Classification	Fully Burdened Hourly Rate
Senior Web Application Analyst	\$90.00
CRM Application Analyst	\$80.00
Senior SQL Server Database Administrator	\$85.00
Business Analyst	\$85.00
Learning Management System & eLearning Development Specialist	\$80.00
Cloud Financial Operations Specialist	\$100.00
Cloud Architect	\$150.00
Cloud Security Professional	\$120.00
Cloud Platform Engineer	\$100.00
Cloud Network Engineer	\$100.00
Cloud Systems Management Engineer	\$90.00
Cloud Center of Excellence (CCOE) Implementation Specialist	\$120.00
Mainframe Systems Programmer	\$100.00

Notes:

- Hourly rates listed above are fully burdened and inclusive of all applicable federal, state, and local withholding taxes; Social Security and Medicare taxes; unemployment compensation; workers' compensation; general and professional liability premiums; vendor overhead; candidate fringe benefits; and all travel expenses, in accordance with Specifications Section 4.2.3.
- Hours listed on the Solicitation are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum.
- Classifications marked "Not Bid" are not being proposed by Virtelligence Inc. under this response.



7. DESIGNATED CONTACT

Vendor appoints the individual identified below as the Contract Administrator and initial point of contact for matters relating to this Contract.

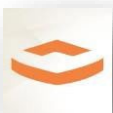
Printed Name and Title: Michael Grey, Director

Address: 7505 Metro Boulevard, Suite 510, Edina, MN 55439

Phone Number: 952-548-6610

Fax Number: 952-548-6620

Email Address: mgrey@virtelligence.com



8. CERTIFICATION AND SIGNATURE

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

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

Company: Virtelligence Inc.



Signature of Authorized Representative:

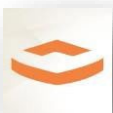
Printed Name and Title of Authorized Representative: Michael Grey, Director

Date: September 18, 2026

Phone Number: 952-548-6610

Fax Number: 952-548-6620

Email Address: mgrey@virtelligence.com



9. CANDIDATE QUALIFICATION SUMMARIES & RESUMES

This section provides candidate qualification summaries and full résumés for one proposed candidate per CRFQ classification (Spec §1), submitted in support of the technical minimums in Spec §4.1. Candidates are identified by initials only, consistent with standard staffing-industry practice of protecting candidate identity prior to formal submission; full legal names, contact information, and degree-verification documentation will be provided per Spec §4.2.4 at the point an actual assignment response is made.

Note: this section documents candidate-level technical qualification under Spec §4.1. It does not, by itself, satisfy the separate vendor staffing-history requirement in Spec §3.2, which requires documentation that Virtelligence itself placed an individual with a named client entity, verified by that entity's contact. That remains tracked separately (see Section 4.2 and the accompanying compliance review).

9.1 Senior Web Application Analyst — Candidate M P

Certifications

- Microsoft Certified: .NET Developer
- Microsoft Certified: Azure Developer Associate
- Microsoft Certified Solutions Developer (MCTS/MCPD)
- ITIL v4 Foundation

Professional Summary

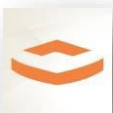
- Senior Web Application Analyst with 12+ years of experience designing, developing, enhancing, and supporting dynamic database-driven enterprise web applications using Microsoft technologies. Strong background in ASP.NET, C#, AJAX, JavaScript, .NET Framework, ASP.NET MVC, WCF, jQuery, jQuery UI, SQL Server, relational database design, data analysis, and enterprise application integration.
- Experienced in developing client-side applications using MVVM architectural patterns and integrating enterprise systems through SOAP and REST Web Services.
- Proven ability to analyze business requirements, troubleshoot complex application issues, develop technical solutions, and collaborate with project managers, business analysts, database administrators, application analysts, and business users.
- Experienced with Microsoft Visual Studio, Team Foundation Server (TFS), SharePoint Server, SharePoint Foundation, source control, work-item management, and software development lifecycle processes.

Professional Experience

University of Maryland Medical System Jun 2019 - Present

Senior Web Application Analyst

- Design, develop, maintain, and support enterprise web applications used by clinical, administrative, financial, and operational departments.
- Develop and enhance database-driven ASP.NET applications using C#, ASP.NET Web Forms, ASP.NET MVC, .NET Framework, JavaScript, AJAX, jQuery, and jQuery UI.
- Analyze application requirements and translate business processes into technical specifications, database structures, application components, and user-facing functionality.
- Develop and maintain SQL Server databases, stored procedures, views, functions, indexes, and complex queries supporting enterprise applications.
- Perform data analysis and investigate application and database issues by tracing data across application, database, and integration layers.



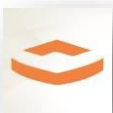
- Design and consume SOAP and REST Web Services for integration between internal applications, vendor systems, and enterprise databases.
- Develop client-side application components using MVVM architectural patterns to separate presentation, application logic, and data models.
- Maintain WCF services supporting communication between enterprise applications and internal business systems.
- Use Microsoft Visual Studio 2019/2022 for application development, debugging, unit testing, source control, and release preparation.
- Maintain SharePoint Server sites and document repositories supporting application teams, project documentation, requirements, procedures, and operational knowledge.
- Use Team Foundation Server/Azure DevOps for source control, work-item tracking, sprint activities, code reviews, build management, and release coordination.
- Work closely with project managers, business analysts, database administrators, application analysts, and business users to resolve requirements and production issues.
- Participate in application upgrades, technical assessments, regression testing, deployment activities, and post-production support.
- Prepare technical documentation, application specifications, data-flow documentation, support procedures, and user-facing technical materials.

University of Maryland Medical System Jul 2015 - May 2019

Web Application Analyst

- Developed and supported enterprise web applications using ASP.NET, C#, .NET Framework, JavaScript, AJAX, and SQL Server.
- Designed dynamic database-driven applications supporting administrative, scheduling, reporting, and operational business functions.
- Developed ASP.NET MVC applications and reusable MVC components for enterprise web solutions.
- Implemented client-side functionality using JavaScript, jQuery, jQuery UI, and AJAX to provide responsive user interfaces and asynchronous data processing.
- Developed and maintained WCF services and SOAP-based integrations connecting web applications with internal enterprise systems.
- Developed REST-based services for application-to-application communication and integration with external systems.
- Created SQL Server queries, stored procedures, views, functions, and data-validation routines for enterprise applications.
- Performed data analysis to identify data quality issues, application defects, reporting discrepancies, and performance problems.
- Used Visual Studio 2010/2013/2015 for application development, debugging, testing, and maintenance.
- Worked with Team Foundation Server for source-code management, defect tracking, work-item management, and team collaboration.
- Supported SharePoint Server and SharePoint Foundation environments used for departmental collaboration and document management.
- Participated in requirements gathering sessions with business analysts and departmental users and converted requirements into technical solutions.
- Provided production support and investigated application errors, database issues, integration failures, and performance problems.

State of Maryland – Department of Human Services Aug 2012 - Jun 2015



Application Developer / Web Application Analyst

- Developed and maintained enterprise web applications using ASP.NET, C#, .NET Framework, JavaScript, AJAX, and SQL Server.
- Built dynamic, database-driven applications supporting case-management, administrative, reporting, and internal business processes.
- Developed ASP.NET Web Forms applications and began transitioning selected applications to ASP.NET MVC architecture.
- Created reusable JavaScript and jQuery components to improve application usability and reduce repetitive client-side development.
- Developed SQL Server stored procedures, views, functions, and complex queries supporting application transactions and reporting.
- Performed data analysis and troubleshooting across application and database environments.
- Developed integrations using SOAP Web Services and XML-based interfaces.
- Used Visual Studio 2010/2012 and Team Foundation Server for application development, debugging, version control, and defect tracking.
- Participated in application testing, requirements analysis, production support, release management, and technical documentation.
- Collaborated with project managers, business analysts, database administrators, and departmental users throughout the software development lifecycle.

State of Maryland – Department of Labor Jun 2010 - Jul 2012

Junior .NET Application Developer

- Developed and maintained ASP.NET applications using C#, .NET Framework, JavaScript, AJAX, and SQL Server.
- Created database-driven web forms and business-process applications used by departmental staff.
- Developed SQL queries, stored procedures, reports, and data-validation routines.
- Used Visual Studio 2008/2010 for coding, debugging, testing, and application maintenance.
- Implemented JavaScript and AJAX functionality to improve web application responsiveness.
- Assisted senior developers with application enhancements, database troubleshooting, integration development, and production support.
- Participated in requirements clarification, application testing, defect resolution, technical documentation, and deployment activities.
- Worked with business users and application analysts to reproduce issues and identify appropriate technical solutions.

Education

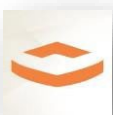
University of Maryland Baltimore County

- Bachelor of Science in Computer Science

9.2 CRM Application Analyst — Candidate D H

Certifications

- Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate
- Microsoft Certified Professional (MCP)
- Microsoft Certified Technology Specialist – .NET Framework



- Microsoft Certified: Azure Fundamentals

Professional Summary

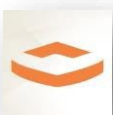
- CRM Application Analyst with 9+ years of experience designing, developing, configuring, integrating, and supporting Microsoft Dynamics CRM and enterprise web applications. Experienced in Microsoft Dynamics CRM development and customization, ASP.NET, C#, Visual Studio, .NET Framework, JavaScript, ASP.NET MVC, WCF, jQuery, jQuery UI, SQL Server, relational data design, data analysis, and application design.
- Strong background in developing CRM workflows, entities, forms, views, business rules, plugins, integrations, and custom web components.
- Experienced in analyzing business requirements, designing technical solutions, troubleshooting application and data issues, and collaborating with project managers, business analysts, database administrators, application analysts, and business users.
- Proficient with Microsoft SharePoint Server and Team Foundation Server for documentation, source control, work-item tracking, and team collaboration.

Professional Experience

Kaiser Permanente Mar 2020 - Present

CRM Application Analyst

- Develop and support Microsoft Dynamics 365/CRM solutions used by business, customer-service, administrative, and operational teams.
- Customize Dynamics CRM entities, forms, views, dashboards, business rules, workflows, security roles, and business processes according to departmental requirements.
- Develop custom Dynamics CRM functionality using C#, JavaScript, plugins, workflows, and .NET-based application components.
- Design integrations between Dynamics CRM and enterprise applications using WCF, SOAP, REST, XML, and JSON-based services.
- Develop and maintain ASP.NET applications and supporting web components using C#, .NET Framework, JavaScript, AJAX, jQuery, and jQuery UI.
- Develop ASP.NET MVC components supporting CRM-related portals and internal business applications.
- Use Microsoft Visual Studio 2019/2022 for application development, debugging, testing, source control, and deployment preparation.
- Design and maintain SQL Server databases, stored procedures, views, functions, and queries supporting CRM integrations and reporting.
- Perform data analysis and investigate discrepancies between CRM records, SQL Server databases, and integrated enterprise systems.
- Develop data models and mapping specifications for CRM-to-enterprise application integrations.
- Analyze business requirements and create functional and technical designs for CRM enhancements.
- Participate in requirements workshops with project managers, business analysts, database administrators, application analysts, and business users.
- Use Team Foundation Server/Azure DevOps for source control, requirements tracking, defect management, work items, and development collaboration.
- Maintain Microsoft SharePoint sites and repositories containing CRM documentation, technical specifications, procedures, project materials, and knowledge-transfer information.
- Provide production support for Dynamics CRM applications, integrations, workflows, and custom components.



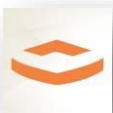
- Prepare technical documentation, data-flow diagrams, application specifications, test plans, and support procedures.

Kaiser Permanente Jan 2017 - Feb 2020*Dynamics CRM Developer / Application Analyst*

- Developed and customized Microsoft Dynamics CRM solutions supporting customer-service and business operations.
- Created and modified CRM entities, attributes, relationships, forms, views, dashboards, workflows, business rules, and security configurations.
- Developed custom CRM plugins and JavaScript functionality to automate business processes and enforce application rules.
- Developed ASP.NET applications using C#, Visual Studio, .NET Framework, JavaScript, and AJAX.
- Built ASP.NET MVC components and reusable web functionality for CRM-related applications.
- Developed WCF services and SOAP-based integrations between Dynamics CRM and internal enterprise applications.
- Implemented jQuery and jQuery UI functionality for web applications and CRM-supporting interfaces.
- Developed SQL Server queries, stored procedures, views, and data-validation routines supporting CRM applications and integrations.
- Performed data analysis, data mapping, data cleansing, and troubleshooting of CRM and SQL Server data.
- Created technical designs based on business requirements and participated in application architecture discussions.
- Used Visual Studio 2013/2015/2017 and Team Foundation Server for development, source control, work-item tracking, and defect management.
- Supported SharePoint Server for project collaboration, technical documentation, application procedures, and team knowledge sharing.
- Worked directly with business analysts, project managers, database administrators, application analysts, and business users throughout the application lifecycle.
- Provided production support, issue analysis, defect resolution, testing, and release assistance.

State of Maryland – Department of Human Services Jun 2014 - Dec 2016*.NET Application Developer / CRM Analyst*

- Supported Microsoft Dynamics CRM development and related enterprise web applications used by departmental business units.
- Configured and customized CRM entities, forms, views, workflows, reports, and business-process functionality.
- Developed CRM-related applications and integrations using C#, ASP.NET, .NET Framework, JavaScript, AJAX, and Visual Studio.
- Developed JavaScript functionality for CRM forms and custom web interfaces.
- Developed ASP.NET MVC applications and reusable components for internal departmental systems.
- Implemented jQuery and jQuery UI components to improve application usability and client-side functionality.
- Developed WCF services and supported SOAP-based communication between enterprise applications.
- Used SQL Server to create queries, stored procedures, views, and data-validation routines.
- Performed data analysis and assisted with data design, mapping, transformation, and migration activities.



- Participated in requirements gathering, application analysis, technical design, testing, defect resolution, and production support.
- Used Team Foundation Server for source control, work-item tracking, defect management, and team collaboration.
- Worked with SharePoint Server to maintain project documentation and application-support materials.
- Communicated regularly with project managers, business analysts, database administrators, application analysts, and departmental users.

State of Maryland – Department of Labor Aug 2012 - May 2014

Junior .NET Application Developer

- Developed and maintained ASP.NET web applications using C#, .NET Framework, JavaScript, AJAX, and SQL Server.
- Created database-driven web forms and business applications supporting departmental operations.
- Developed SQL Server queries and stored procedures and assisted with data analysis and application troubleshooting.
- Used Visual Studio 2010/2012 for application development, debugging, testing, and maintenance.
- Assisted senior developers with application design, requirements analysis, data mapping, defect resolution, and production support.
- Developed JavaScript and AJAX functionality for internal web applications.
- Participated in application testing and collaborated with business users and application analysts to identify and resolve application issues.

Education

University of Maryland Baltimore County

- Bachelor of Science in Information Systems

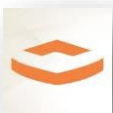
9.3 Senior SQL Server Database Administrator — Candidate C M

Certifications

- Microsoft Certified: Azure Database Administrator Associate
- Microsoft Certified Solutions Associate (MCSA): SQL Server 2016 Database Administration
- Microsoft Certified Solutions Expert (MCSE): Data Management and Analytics
- ITIL Foundation v4
- Microsoft Power BI Data Analyst (PL-300)

Professional Summary

- Technical Analyst / SQL Server Database Administrator with 12+ years of progressive experience designing, implementing, administering, and optimizing Microsoft SQL Server database environments supporting enterprise healthcare, financial, and mission-critical business applications. Extensive expertise in SQL Server database architecture, schema design, database normalization, stored procedures, T-SQL programming, performance tuning, backup and recovery, disaster recovery planning, reporting environments, and database migrations.
- Experienced supporting enterprise applications throughout the Software Development Life Cycle (SDLC), collaborating with software developers, business analysts, infrastructure engineers, and project managers to deliver scalable, secure, and highly available database solutions. Strong background



implementing SQL Server Always On Availability Groups, replication, database security, SSRS reporting solutions, ETL processes, and production support within highly regulated environments.

Professional Experience

ChristianaCare, Newark, Delaware Jan 2021 - Present

Senior Technical Analyst / SQL Server DBA

- Serve as the lead SQL Server Database Administrator supporting enterprise healthcare applications and mission-critical databases across multiple production environments.

Responsibilities

- Design SQL Server database schemas supporting enterprise clinical and business applications.
- Develop and maintain database migration scripts for production deployments.
- Create normalized relational database structures for new application development.
- Design SQL Server stored procedures, functions, triggers, and views.
- Perform SQL Server performance tuning and query optimization.
- Configure SQL Server Always On Availability Groups.
- Develop disaster recovery and backup strategies for mission-critical databases.
- Manage database security, permissions, encryption, and auditing.
- Support SSRS reporting environments utilized by operational and executive leadership.
- Coordinate database deployments through Azure DevOps release pipelines.
- Troubleshoot database performance issues.
- Monitor production database health and capacity.
- Collaborate with software developers during application development.
- Support database upgrades and version migrations.

Major Achievements

- Successfully migrated over 150 production databases to SQL Server 2019.
- Reduced critical database response times by 45%.
- Automated database deployment processes reducing release time by 60%.
- Implemented enterprise backup and disaster recovery strategy achieving 99.99% database availability.

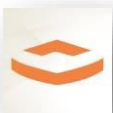
Bayhealth Medical Center, Dover, Delaware Mar 2017 - Dec 2020

SQL Server Database Administrator

- Supported enterprise SQL Server infrastructure across clinical, financial, and administrative applications.

Responsibilities

- Administered over 100 SQL Server databases.
- Created database migration scripts using T-SQL.
- Developed SSRS operational and executive reports.
- Configured maintenance plans.
- Managed SQL Server backups and recovery operations.
- Implemented database indexing strategies.
- Performed SQL Server patching and upgrades.
- Assisted development teams with database schema changes.
- Created stored procedures supporting enterprise applications.
- Participated in disaster recovery testing.



- Optimized SQL Server execution plans.
- Supported ETL processes using SSIS.

Major Projects

- Enterprise SQL Server Consolidation
- Clinical Reporting Modernization
- SQL Server 2017 Upgrade
- Disaster Recovery Enhancement
- Enterprise Data Warehouse Expansion

Nemours Children's Health, Wilmington, Delaware Jun 2014 - Feb 2017*Database Analyst*

- Provided SQL Server administration and database development support for enterprise healthcare applications.

Responsibilities

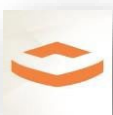
- Designed relational database schemas.
- Developed migration scripts.
- Created SQL stored procedures.
- Maintained SSRS reports.
- Supported SQL Server Agent jobs.
- Assisted developers with database design.
- Managed production database deployments.
- Performed database backups and recovery testing.
- Implemented database security standards.
- Conducted SQL performance tuning.
- Supported reporting environments.

Cerner Corporation, Kansas City, Missouri May 2012 - May 2014*SQL Database Developer*

- Supported healthcare software development through SQL Server database design and application database development.

Responsibilities

- Designed normalized SQL Server databases.
- Developed stored procedures and functions.
- Built SSRS reports.
- Created ETL packages using SSIS.
- Designed migration scripts for software releases.
- Performed SQL query optimization.
- Supported healthcare reporting solutions.
- Participated in production deployments.
- Assisted QA teams with database testing.
- Developed database documentation.

Education**University of Delaware, Newark, Delaware**

- Bachelor of Science in Computer Information Systems

9.4 Business Analyst — Candidate S C

Certifications

- Certified Business Analysis Professional (CBAP)
- Professional Scrum Master I (PSM I)
- Microsoft Certified: Power BI Data Analyst Associate
- ITIL v4 Foundation

Professional Summary

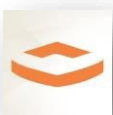
- Business Analyst with 10+ years of experience supporting enterprise application development, business systems analysis, reporting, data warehousing, and software implementation initiatives.
- Experienced in facilitating Joint Application Development (JAD) sessions, requirements workshops, stakeholder interviews, business process analysis, functional and technical requirements documentation, solution evaluation, risk identification, SDLC activities, user acceptance testing, reporting and business intelligence initiatives, and end-user reporting platforms.
- Strong understanding of relational database concepts, client-server architectures, application development practices, data analysis, and enterprise reporting environments.
- Experienced working independently with project managers, application developers, database administrators, business analysts, application analysts, business intelligence teams, and business users to translate operational needs into practical technology solutions.

Professional Experience

Cleveland Clinic Mar 2020 - Present

Senior Business Analyst

- Lead business analysis activities for enterprise application, reporting, data warehouse, and business intelligence initiatives.
- Facilitate requirements-gathering meetings, stakeholder interviews, JAD sessions, process workshops, and solution-review meetings with business and technical teams.
- Elicit and document business requirements, operational constraints, assumptions, business rules, functional requirements, and non-functional requirements.
- Review and evaluate existing business systems and user needs and formulate solution options that align application capabilities with organizational business processes.
- Analyze business processes, identify gaps and dependencies, document risks, and develop solution options for application enhancements.
- Prepare Functional Requirements Documents, Technical Requirements Documents, business process documentation, use cases, user stories, workflow specifications, and system requirements.
- Work throughout the Systems Development Life Cycle, including requirements definition, analysis, design, development support, testing, implementation, deployment, and post-production support.
- Develop requirements and specifications for enterprise reporting, data warehouse, and business intelligence solutions.
- Work with database administrators and developers to understand source systems, relational data structures, data relationships, data mappings, transformation requirements, and reporting logic.

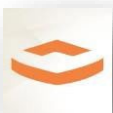


- Review SQL queries and database structures to validate reporting requirements and investigate data discrepancies.
- Support enterprise reporting platforms and assist with deployment and management of end-user reporting tools.
- Work with IT and business project teams to define reporting requirements, report layouts, data definitions, calculations, filters, security requirements, and data warehouse solutions.
- Coordinate user acceptance testing by preparing test scenarios, documenting expected results, coordinating business-user testing, recording defects, and facilitating retesting.
- Document UAT results, report issues to development teams, track corrective actions, and coordinate final acceptance.
- Prepare process-flow diagrams, data-flow diagrams, use cases, requirements traceability matrices, and business process documentation.
- Provide knowledge-transfer sessions and training to business users and team members on reporting functionality, business processes, and application changes.
- Work under general supervision while independently managing assigned analysis activities and exercising judgment in resolving requirements and process issues.
- Communicate effectively with project managers, developers, database administrators, application analysts, business intelligence specialists, and business users.

Cleveland Clinic Jul 2016 - Feb 2020

Business Systems Analyst

- Performed business and systems analysis for enterprise application development and reporting projects.
- Facilitated JAD sessions and requirements workshops with business stakeholders, subject matter experts, developers, database administrators, and application teams.
- Gathered, analyzed, documented, and validated business and technical requirements.
- Reviewed existing applications and business processes and identified opportunities for system enhancements and process improvements.
- Prepared functional requirements, technical requirements, use cases, workflow specifications, business rules, interface requirements, and reporting specifications.
- Participated in SDLC activities including requirements analysis, design review, development support, system testing, UAT, implementation, and production support.
- Analyzed user needs and translated business requirements into detailed specifications for application development teams.
- Developed solution options and documented assumptions, dependencies, constraints, risks, and impacts associated with proposed solutions.
- Supported reporting and data warehouse projects by gathering data requirements and documenting source-to-target mappings.
- Worked with SQL Server databases to validate data, investigate discrepancies, and confirm reporting results.
- Supported business intelligence and reporting initiatives involving operational reports, dashboards, ad hoc reporting, and end-user reporting tools.
- Developed report requirements including data elements, calculations, business rules, filters, security requirements, and presentation specifications.
- Coordinated acceptance testing with business users and documented test results, defects, issues, and retest outcomes.



- Maintained requirements traceability and ensured project deliverables followed established project and SDLC standards.
- Provided training and knowledge-transfer sessions to business users and other team members following system enhancements and reporting releases.

Duke University Health System Aug 2013 - Jun 2016

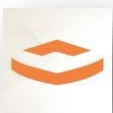
Business Analyst / Systems Analyst

- Supported application development and business systems initiatives involving administrative, financial, clinical-support, and reporting functions.
- Conducted stakeholder interviews and facilitated requirements meetings to identify business needs, operational constraints, assumptions, and application requirements.
- Prepared business requirements documents, functional specifications, process documentation, use cases, and system enhancement specifications.
- Reviewed existing business applications and evaluated user requirements against available system functionality.
- Worked with application developers and database administrators to convert business requirements into implementable technical solutions.
- Participated in SDLC activities from requirements gathering through development, testing, implementation, and post-production support.
- Supported reporting and data analysis initiatives and worked with relational databases to validate data and reporting requirements.
- Used SQL queries to investigate business data, validate application outputs, and identify discrepancies.
- Prepared functional and technical reporting requirements and assisted development teams with report specifications and data definitions.
- Participated in user acceptance testing, documented test results, reported defects, coordinated corrections, and performed retesting.
- Created process flows, requirements matrices, test cases, user documentation, and training materials.
- Worked with project managers, application analysts, developers, database administrators, and business staff to resolve requirements and implementation issues.

City of Charlotte – Information Technology Jun 2011 - Jul 2013

Junior Business Analyst / Application Analyst

- Supported business analysis and application development activities for municipal information systems.
- Gathered requirements from business users and assisted senior analysts with requirements documentation and process analysis.
- Documented application functionality, business rules, workflows, user needs, and system enhancement requests.
- Participated in SDLC activities including requirements analysis, system testing, implementation preparation, and production support.
- Assisted with JAD sessions, stakeholder meetings, application demonstrations, and user acceptance testing.
- Created test cases and documented test results, application issues, and retest outcomes.
- Performed SQL queries and data validation against relational databases.
- Assisted with reporting requirements, report testing, data analysis, and end-user documentation.
- Worked with project managers, developers, database administrators, application analysts, and business users to resolve application issues.



Education

University of North Carolina at Charlotte

- Bachelor of Science in Computer Science

9.5 Learning Management System & eLearning Development Specialist — Candidate J L

Certifications

- Certified Professional in Learning and Performance (CPLP)
- Articulate Storyline Certified
- ATD Instructional Design Certificate
- Adobe Captivate Certified Professional

Professional Summary

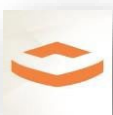
- Learning Management System and eLearning Development Specialist with 11+ years of experience supporting enterprise learning programs, administering learning management systems, developing interactive eLearning, and designing workplace training for adult learners.
- Experienced in LMS architecture, course structures, user roles, permissions, enrollment management, learning paths, catalogs, assessments, reporting, system configuration, and ongoing technical support. Strong background partnering with subject matter experts to translate complex technical, operational, and compliance content into effective learning experiences.
- Experienced in designing instructor-led and self-paced training, interactive courses, quizzes, knowledge checks, assessments, simulations, job aids, and training documentation.
- Proficient with Articulate Storyline, Articulate Rise, Adobe Captivate, Camtasia, and common SCORM-based eLearning environments.
- Skilled in troubleshooting LMS and course-delivery issues, supporting enterprise learning programs, administering users and content, analyzing learner activity, and providing training and knowledge transfer to administrators, instructors, and end users.

Professional Experience

The Boeing Company Mar 2020 - Present

Senior Learning Management System & eLearning Specialist

- Administer and support enterprise learning management systems serving employees across technical, operational, compliance, and professional-development programs.
- Manage LMS architecture, course structures, learning catalogs, curricula, learning paths, user roles, permissions, organizational structures, enrollment rules, and completion requirements.
- Configure and maintain courses, assessments, quizzes, surveys, certifications, instructor-led sessions, virtual training, and self-paced learning programs.
- Administer user accounts, groups, security roles, permissions, enrollments, transcripts, assignments, and learning records.
- Support ongoing LMS operations including configuration changes, course publishing, content updates, reporting, integrations, troubleshooting, and release validation.
- Work with subject matter experts, technical specialists, engineers, managers, and business stakeholders to analyze source material and translate complex technical content into effective learning experiences.
- Design and develop interactive eLearning courses using Articulate Storyline, Articulate Rise, Adobe Captivate, and Camtasia.

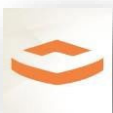


- Create scenario-based learning, software simulations, interactive demonstrations, knowledge checks, quizzes, assessments, and branching exercises.
- Apply instructional design methodologies including ADDIE, adult learning principles, task analysis, learning objectives, assessment design, and performance-based learning.
- Develop SCORM-compliant course packages and validate course functionality, navigation, tracking, completion status, scoring, and LMS compatibility.
- Troubleshoot technical issues involving course launch, SCORM communication, tracking, completion status, browser compatibility, media playback, assessments, and learner access.
- Monitor LMS issues and coordinate with internal IT teams and software vendors to diagnose and resolve platform problems.
- Develop administrator guides, learner guides, course documentation, quick-reference materials, job aids, and knowledge-transfer materials.
- Provide LMS administrator training and knowledge-transfer sessions to learning coordinators, instructors, content owners, and support personnel.
- Generate and analyze LMS reports covering enrollment, completion, learner activity, assessment results, course effectiveness, and compliance training.
- Coordinate LMS testing and validation following system upgrades, configuration changes, and new course deployments.
- Maintain documentation for LMS administration procedures, course publishing standards, user management, troubleshooting, and operational support.

The Boeing Company Jul 2016 - Feb 2020

Learning Management System Administrator / eLearning Developer

- Supported enterprise learning programs and day-to-day administration of the organization's learning management environment.
- Administered users, organizational units, security roles, permissions, courses, catalogs, learning paths, curricula, instructor-led training, and online learning.
- Created and maintained course structures, prerequisites, enrollment rules, completion criteria, assessments, and certification requirements.
- Supported LMS upgrades, configuration changes, content publishing, testing, troubleshooting, and production support.
- Partnered with SMEs to gather technical information and convert procedures, policies, system documentation, and operational knowledge into structured learning content.
- Designed and developed eLearning courses using Articulate Storyline, Adobe Captivate, and Camtasia.
- Created interactive simulations, software demonstrations, quizzes, assessments, knowledge checks, and scenario-based exercises.
- Applied adult learning principles and instructional design practices to improve learner engagement, knowledge retention, and workplace application.
- Developed SCORM packages and tested course tracking and completion behavior within the LMS.
- Investigated and resolved course-delivery issues including broken launches, incorrect completion status, assessment problems, media errors, and browser-related issues.
- Created LMS reports and dashboards to monitor learner enrollment, course completion, assessment results, and training compliance.
- Developed user guides and administrator documentation for LMS functions, course management, user administration, and reporting.



- Provided technical support to instructors, learning administrators, content developers, and employees using the LMS.
- Coordinated with IT and business teams to resolve LMS integration and authentication issues.

Lockheed Martin Aug 2013 - Jun 2016

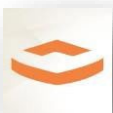
eLearning Developer / Learning Systems Analyst

- Supported organizational learning initiatives involving LMS administration, eLearning development, technical training, and employee development.
- Administered LMS courses, user accounts, roles, permissions, enrollments, learning assignments, and completion records.
- Maintained course catalogs, curricula, learning paths, prerequisites, and assessment configurations.
- Worked directly with engineers, technical specialists, compliance personnel, and other SMEs to understand complex subject matter and convert it into learner-focused training.
- Designed eLearning courses, assessments, quizzes, knowledge checks, and interactive exercises using Articulate Storyline and Adobe Captivate.
- Developed software demonstrations and screen-based simulations using Camtasia and related authoring tools.
- Applied ADDIE and adult-learning principles when developing workplace training programs.
- Created storyboards, learning objectives, instructor materials, learner guides, job aids, and assessment plans.
- Published and tested SCORM-based courses and verified tracking and completion functionality in the LMS.
- Troubleshoot course-launch problems, tracking issues, browser compatibility problems, multimedia errors, and assessment functionality.
- Assisted LMS administrators with user management, course configuration, reporting, content updates, and system support.
- Prepared learner and administrator documentation and conducted training sessions for LMS users and learning coordinators.

United States Postal Service Jun 2011 - Jul 2013

Instructional Technology Specialist

- Supported employee training programs and learning technology initiatives across organizational training functions.
- Assisted with LMS administration, including user enrollment, course assignments, course maintenance, learning records, and completion tracking.
- Supported the development and deployment of web-based training and online learning content.
- Worked with SMEs to gather business and technical information and convert source material into structured training content.
- Developed instructional materials, online modules, quizzes, knowledge checks, job aids, and learner documentation.
- Assisted with development of interactive eLearning using Adobe Captivate and related authoring tools.
- Performed course testing and troubleshooting before production deployment.
- Investigated learner access, course navigation, multimedia, and assessment issues and coordinated resolution with technical teams.
- Applied adult learning and instructional design principles to workplace training materials.
- Supported instructors and training coordinators with LMS and eLearning questions.



- Maintained training documentation and assisted with learner reporting and course completion tracking.

Education

University of Central Florida

- Bachelor of Science in Instructional Technology

9.6 Cloud Financial Operations Specialist — Candidate R W

Certifications

- FinOps Certified Practitioner
- AWS Certified Cloud Practitioner
- Microsoft Certified: Azure Fundamentals
- Certified Cloud Financial Management Professional

Professional Summary

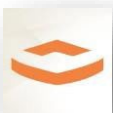
- Cloud Financial Specialist with 8+ years of experience in cloud financial management, cost analysis, cloud usage optimization, financial reporting, and FinOps practices across AWS and Microsoft Azure environments.
- Experienced in analyzing cloud consumption patterns, identifying cost anomalies, managing Reserved Instances and Savings Plans, developing rightsizing recommendations, and establishing cost allocation and tagging strategies.
- Strong background creating financial dashboards and executive reports that correlate cloud usage, application workloads, business units, and operational requirements with financial outcomes.
- Experienced partnering with cloud engineering, infrastructure, application, finance, procurement, and business teams to improve cloud cost visibility and support informed technology investment decisions.
- Strong analytical and communication skills with the ability to translate detailed cloud consumption data into actionable financial insights for technical and executive stakeholders.

Professional Experience

Capital One Apr 2021 - Present

Senior Cloud Financial Specialist

- Manage cloud financial management and cost optimization activities across enterprise AWS and Azure environments.
- Analyze daily and monthly cloud consumption using AWS Cost Explorer, AWS Cost and Usage Reports, Azure Cost Management, Azure Advisor, and internal financial reporting tools.
- Develop cloud cost allocation models and reporting structures by business unit, application, environment, account, subscription, and cost center.
- Monitor cloud spending against budgets and forecasts and identify unusual consumption patterns and cost anomalies.
- Perform detailed usage analysis to identify underutilized compute, storage, database, networking, and other cloud resources.
- Conduct rightsizing analysis and provide recommendations for resizing or eliminating underutilized cloud resources.
- Manage Reserved Instance and Savings Plans analysis, including utilization and coverage monitoring, renewal planning, and purchase recommendations.



- Evaluate historical and projected workloads to determine appropriate commitment levels for AWS Reserved Instances and Savings Plans.
- Develop monthly and quarterly financial dashboards for technology leadership showing cloud spend, usage trends, budget variance, savings opportunities, commitment utilization, and optimization results.
- Build executive reporting that correlates cloud consumption with application workloads, business units, product activity, and operational requirements.
- Partner with finance teams to reconcile cloud invoices, forecast expenditures, validate chargeback allocations, and explain month-over-month cost changes.
- Work with cloud engineering and infrastructure teams to identify optimization opportunities and track implementation of cost-reduction recommendations.
- Establish and maintain cloud tagging and account/subscription structures to improve cost visibility and financial accountability.
- Develop cost forecasts based on historical consumption, planned infrastructure changes, application growth, and business requirements.
- Analyze unit economics and cloud consumption trends to help business teams understand the financial impact of technology decisions.
- Present cloud financial findings and optimization opportunities to engineering managers, finance leadership, application owners, and executive stakeholders.

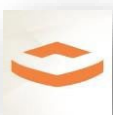
Capital One Aug 2018 - Mar 2021

Cloud Cost Analyst / FinOps Analyst

- Supported cloud cost management and optimization activities for AWS-based enterprise applications.
- Used AWS Cost Explorer and Cost and Usage Reports to analyze cloud consumption by account, service, region, application, and environment.
- Reviewed EC2, EBS, S3, RDS, Lambda, data transfer, and other AWS service usage to identify cost optimization opportunities.
- Performed resource utilization analysis and developed rightsizing recommendations for compute and database workloads.
- Monitored Reserved Instance utilization and coverage and assisted with purchase and renewal analysis.
- Analyzed Savings Plan opportunities based on historical usage patterns and projected workloads.
- Created recurring cloud financial reports and dashboards for technology managers and finance stakeholders.
- Tracked actual cloud spending against budgets and forecasts and investigated significant variances.
- Worked with engineering teams to identify idle resources, oversized workloads, unattached storage, and other sources of unnecessary cloud expenditure.
- Assisted with cloud tagging standards and cost-center allocation to improve visibility into application and organizational spending.
- Developed monthly cost summaries showing spending trends, optimization opportunities, realized savings, and forecast changes.
- Collaborated with finance, infrastructure, application, and procurement teams to reconcile cloud charges and support financial planning.
- Translated technical cloud usage information into financial summaries understandable to non-technical stakeholders.

United Airlines Jun 2015 - Jul 2018

Cloud Cost Analyst / Technology Financial Analyst



- Supported technology financial management and emerging cloud cost analysis activities across infrastructure and application environments.
- Analyzed infrastructure and cloud-related technology expenditures and developed recurring management reports.
- Performed usage and cost analysis to identify opportunities for infrastructure optimization and improved resource utilization.
- Supported AWS cost reporting and assisted with analysis of cloud service consumption.
- Developed Excel and Power BI dashboards showing technology spending, usage trends, budget variance, forecasts, and business-unit allocations.
- Worked with infrastructure teams to understand resource utilization and correlate technology consumption with application and business requirements.
- Assisted finance teams with monthly technology expense reconciliation, forecasting, and variance analysis.
- Prepared financial analysis for technology leadership and participated in cost-review meetings with infrastructure and application teams.
- Developed cost allocation models and reporting processes to improve visibility into technology spending.
- Assisted in evaluating infrastructure purchasing and capacity decisions using historical consumption and financial data.

Education

University of Illinois Urbana-Champaign

- Bachelor of Science in Finance

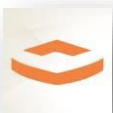
9.7 Cloud Architect — Candidate J R

Certifications

- AWS Certified Solutions Architect – Professional
- Microsoft Certified: Azure Solutions Architect Expert
- HashiCorp Certified: Terraform Associate
- AWS Certified DevOps Engineer – Professional

Professional Summary

- Cloud Architect with 11+ years of experience designing, executing, and supporting enterprise cloud solutions across AWS and Microsoft Azure environments.
- Experienced in cloud architecture, infrastructure modernization, application migration, hybrid-cloud environments, security architecture, networking, high availability, disaster recovery, and cloud-native application platforms.
- More than 5 years of hands-on experience designing and supporting production cloud architectures and more than 3 years developing and executing cloud migration strategies using Rehost, Replatform, and Refactor patterns.
- Strong Infrastructure as Code background using Terraform to provision and manage cloud infrastructure, networking, compute, storage, databases, security controls, and application platforms.
- Experienced working with engineering, security, infrastructure, application development, operations, finance, and business teams to develop scalable and cost-effective cloud solutions.



- Strong communicator able to translate complex cloud architecture concepts into clear technical and business recommendations for both technical and non-technical stakeholders.

Professional Experience

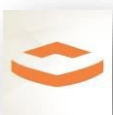
Walmart Inc. Apr 2021 - Present

Senior Cloud Architect

- Lead architecture, design, implementation, and operational support for enterprise cloud solutions across AWS and Azure environments.
- Design highly available, scalable, secure, and resilient cloud architectures for enterprise applications and shared infrastructure.
- Develop cloud architecture standards and reference architectures covering compute, networking, storage, databases, identity, security, monitoring, backup, disaster recovery, and application integration.
- Lead application and infrastructure migration initiatives using Rehost, Replatform, and Refactor migration patterns based on application requirements, dependencies, business objectives, and operational constraints.
- Evaluate on-premises applications and infrastructure and develop migration roadmaps, target-state architectures, dependency assessments, and implementation plans.
- Design AWS and Azure landing-zone architectures including accounts/subscriptions, virtual networks, identity integration, security controls, logging, monitoring, and governance.
- Develop Infrastructure as Code using Terraform to provision and manage cloud resources across development, test, staging, and production environments.
- Create reusable Terraform modules for networking, compute, storage, databases, IAM, security controls, and application infrastructure.
- Integrate Terraform deployments with CI/CD pipelines and establish infrastructure version-control and change-management practices.
- Design cloud networking architectures using VPC/VNet, subnets, routing, load balancing, VPN, private connectivity, DNS, and firewall services.
- Design cloud security architectures incorporating identity and access management, encryption, secrets management, network segmentation, security monitoring, and least-privilege access.
- Design high-availability and disaster-recovery solutions using multi-zone and multi-region capabilities where required.
- Support cloud application teams in selecting appropriate managed services and cloud-native architecture patterns.
- Perform architecture reviews, technical assessments, proof-of-concept activities, and design validation before production implementation.
- Work with application developers, DevOps engineers, database administrators, security teams, infrastructure engineers, project managers, and business stakeholders.
- Present architecture options, migration strategies, technical risks, dependencies, and implementation approaches to both technical and non-technical stakeholders.
- Develop architecture diagrams, technical standards, implementation documentation, migration plans, and operational procedures.
- Provide technical guidance during cloud deployments and assist operations teams with troubleshooting complex production issues.

Walmart Inc. Aug 2017 - Mar 2021

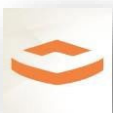
Cloud Solutions Architect



- Designed and supported AWS cloud solutions for enterprise applications and infrastructure modernization initiatives.
- Developed target-state cloud architectures for applications migrating from traditional data-center environments to AWS.
- Led migration activities using Rehost, Replatform, and Refactor patterns depending on application complexity, modernization requirements, and business priorities.
- Performed application discovery, dependency analysis, infrastructure assessment, workload classification, and migration planning.
- Designed AWS VPC architectures including subnets, routing, security groups, network access controls, load balancers, VPN connectivity, and private endpoints.
- Designed scalable compute and storage architectures using EC2, Auto Scaling, Elastic Load Balancing, S3, RDS, and other AWS services.
- Developed Terraform Infrastructure as Code for AWS networking, compute, storage, databases, IAM, and supporting infrastructure.
- Created reusable Terraform modules and standardized deployment configurations across multiple environments.
- Integrated Terraform with source-control and automated deployment processes to improve infrastructure consistency and repeatability.
- Designed monitoring, logging, backup, disaster recovery, and high-availability solutions for production workloads.
- Worked with security teams to implement cloud identity, encryption, network segmentation, vulnerability management, and security controls.
- Supported application teams in refactoring selected workloads to cloud-native services and managed platforms.
- Conducted architecture reviews and provided technical recommendations to application and infrastructure teams.
- Created architecture diagrams, migration plans, technical design documents, implementation guides, and operational documentation.
- Communicated cloud architecture decisions and technical risks to project managers, technical leads, developers, infrastructure teams, and business stakeholders.

American Express Jun 2014 - Jul 2017*Cloud Infrastructure Engineer / Cloud Architect*

- Supported the design and implementation of cloud infrastructure and early enterprise cloud migration initiatives.
- Designed AWS infrastructure for application development, testing, and production environments.
- Participated in application migration assessments and helped determine appropriate Rehost, Replatform, and Refactor approaches.
- Performed infrastructure discovery and documented application dependencies, server configurations, network requirements, storage requirements, and migration considerations.
- Developed infrastructure automation using Terraform and configuration-management tools.
- Created Terraform configurations for AWS compute, networking, storage, security groups, IAM, and supporting infrastructure.
- Assisted with development of standardized cloud infrastructure patterns and reusable deployment templates.



- Designed secure VPC environments with subnets, routing, security groups, network ACLs, VPN connectivity, and load balancing.
- Supported high-availability and backup architectures for production applications.
- Worked with application development, infrastructure, security, database, and operations teams to resolve cloud implementation issues.
- Participated in architecture reviews, technical proof-of-concept activities, infrastructure testing, and production deployment planning.
- Created technical documentation and presented cloud infrastructure designs to engineering teams and project stakeholders.

Verizon Jul 2012 - May 2014*Systems Engineer*

- Supported enterprise infrastructure, virtualization, networking, and application-hosting environments.
- Designed and maintained server, network, storage, and virtualization infrastructure supporting enterprise applications.
- Participated in infrastructure modernization and application-hosting initiatives.
- Performed system capacity analysis, configuration reviews, performance troubleshooting, and infrastructure planning.
- Worked with application teams, network engineers, database administrators, security personnel, and project managers to support enterprise technology implementations.
- Developed technical documentation, infrastructure diagrams, implementation plans, and operational procedures.
- Provided technical support for production systems and participated in incident resolution and change-management activities.

Education**Virginia Tech**

- Bachelor of Science in Computer Engineering

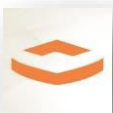
9.8 Cloud Security Professional — Candidate D T

Certifications

- Certified Information Systems Security Professional (CISSP)
- Certified Cloud Security Professional (CCSP)
- AWS Certified Security – Specialty
- Microsoft Certified: Azure Security Engineer Associate
- Certified Information Security Manager (CISM)

Professional Summary

- Cloud Security Professional with 11+ years of experience in information security, including 6+ years focused specifically on cloud security across AWS and Microsoft Azure environments.
- Experienced in designing and implementing cloud security controls covering Identity and Access Management, encryption and key management, network security, security monitoring, vulnerability management, compliance, and secure cloud architecture. Strong background implementing IAM policies, role-based access control, least-privilege access, AWS KMS, Azure Key Vault, security groups, network segmentation, and cloud-native security services.



- Experienced applying NIST, HIPAA, and SOC 2 security and compliance requirements to cloud environments and implementing automated security auditing and continuous compliance controls.
- Strong DevSecOps background integrating security practices, automated scanning, policy validation, vulnerability checks, and security gates into CI/CD pipelines.
- Experienced collaborating with cloud architects, DevOps engineers, developers, infrastructure teams, compliance personnel, auditors, project managers, and business stakeholders.

Professional Experience

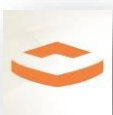
Johnson & Johnson Apr 2021 - Present

Senior Cloud Security Engineer

- Lead cloud security engineering and security architecture activities across AWS and Microsoft Azure enterprise environments.
- Design and implement cloud security controls covering identity, access management, encryption, network security, monitoring, vulnerability management, and compliance.
- Implement AWS IAM and Azure Entra ID controls including role-based access control, least-privilege permissions, service identities, privileged access, and access reviews.
- Design and maintain AWS KMS and Azure Key Vault solutions for encryption key management and protection of sensitive data.
- Configure and review AWS security groups, network ACLs, Azure Network Security Groups, private endpoints, firewall policies, and network segmentation controls.
- Implement security controls for cloud workloads handling sensitive and regulated information.
- Develop cloud security standards aligned with NIST security controls, HIPAA requirements, and SOC 2 controls.
- Perform automated cloud security assessments using AWS Security Hub, Microsoft Defender for Cloud, Azure Policy, AWS Config, and related security auditing tools.
- Develop automated compliance checks to identify misconfigured resources, excessive permissions, missing encryption, insecure network configurations, and other cloud security risks.
- Monitor security findings and coordinate remediation with cloud infrastructure, DevOps, application development, and operations teams.
- Integrate security practices into CI/CD pipelines, including static analysis, dependency scanning, container scanning, infrastructure security checks, secrets detection, and policy validation.
- Establish security gates within development pipelines to prevent high-risk configurations and vulnerable code from progressing into production.
- Review Infrastructure as Code templates for security and compliance issues before deployment.
- Conduct cloud security architecture reviews and threat assessments for new applications and infrastructure.
- Develop security requirements and technical controls for cloud migration and modernization initiatives.
- Prepare security architecture documentation, risk assessments, control mappings, remediation plans, and audit evidence.
- Work with compliance, privacy, internal audit, application security, cloud engineering, and infrastructure teams to address security findings and regulatory requirements.
- Provide security guidance to technical and non-technical stakeholders and communicate complex cloud risks in business terms.

Johnson & Johnson Aug 2017 - Mar 2021

Cloud Security Engineer

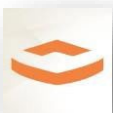


- Supported cloud security architecture, engineering, monitoring, compliance, and incident-response activities across AWS environments.
- Implemented AWS IAM roles, policies, permission boundaries, service accounts, MFA controls, and least-privilege access models.
- Managed encryption controls using AWS KMS for databases, storage, backups, and application workloads.
- Configured security groups, network ACLs, VPC segmentation, private subnets, VPN connectivity, and other network security controls.
- Implemented AWS Config rules and automated security checks to identify configuration violations and compliance gaps.
- Used AWS Security Hub, CloudTrail, GuardDuty, Config, and related security services to monitor cloud environments and investigate security findings.
- Supported cloud compliance initiatives aligned with NIST, HIPAA, and SOC 2 requirements.
- Mapped cloud security controls to compliance requirements and prepared evidence for internal and external assessments.
- Performed security assessments of cloud applications, infrastructure, storage, databases, and network configurations.
- Worked with DevOps teams to integrate security testing and automated compliance checks into CI/CD workflows.
- Implemented automated vulnerability scanning, dependency analysis, secrets detection, and infrastructure configuration checks within development pipelines.
- Reviewed Terraform and other Infrastructure as Code templates for security weaknesses and policy violations.
- Participated in cloud incident-response investigations involving unauthorized access, insecure configurations, suspicious activity, and policy violations.
- Developed security procedures, technical standards, cloud security baselines, and remediation guidelines.
- Collaborated with cloud architects, developers, infrastructure engineers, database administrators, compliance teams, and project managers.

Northrop Grumman Jun 2014 - Jul 2017

Information Security Engineer

- Supported enterprise information security programs involving infrastructure security, application security, access management, vulnerability management, and compliance.
- Implemented identity and access management controls for enterprise applications and infrastructure.
- Performed access reviews, privilege analysis, account validation, and role-based access-control assessments.
- Supported encryption and key-management initiatives protecting sensitive enterprise data.
- Configured and reviewed network security controls including firewalls, access-control lists, segmentation, and secure remote connectivity.
- Performed vulnerability assessments and security configuration reviews across enterprise infrastructure.
- Supported security compliance activities aligned with NIST and other organizational security standards.
- Developed security assessment reports, remediation plans, control documentation, and audit evidence.
- Participated in security monitoring and incident-response activities and investigated security alerts and access anomalies.



- Worked with infrastructure, application development, database, networking, and operations teams to remediate security findings.
- Supported automation of security checks and configuration validation to improve the consistency of security assessments.
- Participated in secure software development and application security reviews.

AT&T Jul 2012 - May 2014*Information Security Analyst*

- Supported information security operations covering access management, vulnerability management, security monitoring, and infrastructure security.
- Performed user-access reviews and assisted with implementation of role-based access controls.
- Monitored security events and investigated suspicious activity and policy violations.
- Performed vulnerability assessments and security configuration reviews for servers, applications, and network infrastructure.
- Assisted with encryption, authentication, authorization, and network security initiatives.
- Supported information-security compliance activities and documentation.
- Prepared security reports, remediation tracking documentation, and audit-support materials.
- Worked with network engineers, system administrators, application teams, database administrators, and security personnel to resolve security issues.

Education**George Mason University**

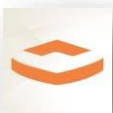
- Bachelor of Science in Information Technology

9.9 Cloud Platform Engineer — Candidate J M**Certifications**

- AWS Certified Solutions Architect – Associate
- Microsoft Certified: Azure Administrator Associate
- HashiCorp Certified: Terraform Associate
- Certified Kubernetes Administrator (CKA)

Professional Summary

- Cloud Platform Engineer with 8+ years of experience administering, automating, and supporting enterprise cloud infrastructure across AWS and Microsoft Azure environments.
- Experienced in containerization and orchestration using Docker and Kubernetes, including Amazon EKS and Azure Kubernetes Service (AKS), with strong hands-on expertise in CI/CD automation using Jenkins, GitLab CI/CD, and Azure DevOps.
- More than 5 years of experience developing infrastructure as code using Terraform and supporting automated provisioning, configuration management, monitoring, security, and platform operations.
- Proficient in Python, Bash, and PowerShell scripting for infrastructure automation, deployment workflows, operational tooling, and cloud administration.
- Experienced collaborating with application development, DevOps, security, and infrastructure teams to build reliable and scalable cloud platforms.

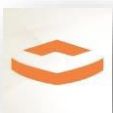
Professional Experience

UnitedHealth Group Apr 2021 - Present*Senior Cloud Platform Engineer*

- Administer and automate enterprise cloud infrastructure across AWS and Azure environments supporting production and non-production workloads.
- Design, deploy, and maintain AWS VPCs, EC2, IAM, S3, CloudWatch, load balancers, Auto Scaling, and related infrastructure services.
- Develop and maintain Terraform modules and reusable Infrastructure as Code configurations for automated provisioning of cloud networking, compute, storage, IAM, and platform services.
- Manage Kubernetes platforms using Amazon EKS and Azure Kubernetes Service (AKS), including cluster configuration, namespaces, deployments, services, ingress, secrets, scaling, and workload troubleshooting.
- Build and maintain Docker-based container images and container deployment workflows for enterprise applications.
- Develop CI/CD pipelines using Jenkins, GitLab CI/CD, and Azure DevOps to automate source-code builds, testing, container image creation, infrastructure deployment, and application releases.
- Create Python and Bash automation scripts for cloud provisioning, operational monitoring, resource management, log analysis, deployment activities, and administrative tasks.
- Use PowerShell to automate Azure administration, resource configuration, deployment activities, and operational reporting.
- Implement automated infrastructure deployments through Terraform integrated with Git-based source control and CI/CD pipelines.
- Support cloud platform monitoring, incident troubleshooting, performance optimization, patching, and capacity management.
- Implement automated validation and deployment processes to improve consistency across development, testing, staging, and production environments.
- Collaborate with security teams to apply IAM policies, network controls, secrets management, logging, and cloud security standards.

UnitedHealth Group Aug 2017 - Mar 2021*Cloud Platform Engineer*

- Administered AWS and Azure infrastructure supporting enterprise applications and internal technology platforms.
- Provisioned and configured cloud resources using Terraform, including virtual networks, subnets, security groups, compute instances, storage, load balancers, and IAM-related resources.
- Developed reusable Terraform modules and standardized Infrastructure as Code patterns for repeatable cloud deployments.
- Built and maintained Docker containers and supported Kubernetes workloads using Amazon EKS and Azure Kubernetes Service.
- Managed Kubernetes deployments, services, configuration, namespaces, ingress resources, secrets, resource limits, and application scaling.
- Created Jenkins and GitLab CI/CD pipelines for automated application builds, testing, containerization, and cloud deployments.
- Supported Azure DevOps pipelines and repositories for application and infrastructure deployment workflows.
- Developed Python and Bash scripts to automate repetitive infrastructure administration, cloud resource provisioning, health checks, deployment operations, and reporting.



- Used PowerShell for Azure resource administration and automated operational tasks.
- Integrated Terraform deployments with CI/CD pipelines and Git workflows to provide controlled and repeatable infrastructure releases.
- Troubleshoot cloud infrastructure, container workloads, deployment failures, networking issues, and application platform incidents.
- Worked with developers and infrastructure teams to migrate traditional workloads into containerized cloud environments.

American Express Jun 2014 - Jul 2017

Systems Engineer / DevOps Engineer

- Supported enterprise infrastructure and application environments while transitioning infrastructure operations toward cloud-based automation and DevOps practices.
- Administered Linux and Windows infrastructure and automated routine configuration and operational activities.
- Developed Bash and Python scripts for system administration, monitoring, log processing, deployment support, and infrastructure maintenance.
- Built Jenkins-based CI/CD workflows supporting automated application builds, testing, artifact management, and deployment activities.
- Supported Docker container environments and assisted development teams with container image creation, configuration, deployment, and troubleshooting.
- Implemented early Infrastructure as Code practices using Terraform to provision and manage cloud infrastructure.
- Supported AWS services including EC2, S3, VPC, IAM, CloudWatch, and Elastic Load Balancing.
- Created automated deployment scripts and configuration workflows to reduce manual infrastructure administration.
- Worked with development teams to troubleshoot application deployment issues and improve release automation.
- Participated in infrastructure modernization initiatives involving cloud migration, automation, source control, and continuous integration.

Education

George Mason University

- Bachelor of Science in Information Technology

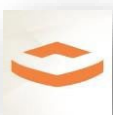
9.10 Cloud Network Engineer — Candidate M K

Certifications

- Cisco Certified Network Professional – Enterprise (CCNP Enterprise)
- AWS Certified Advanced Networking – Specialty
- Microsoft Certified: Azure Network Engineer Associate
- Palo Alto Networks Certified Network Security Engineer

Professional Summary

- Cloud Network Engineer with 10+ years of progressive experience in enterprise networking and more than 6 years specializing in cloud networking across AWS and Microsoft Azure environments.



- Experienced designing, implementing, administering, and troubleshooting Virtual Private Clouds (VPCs), Azure Virtual Networks (VNETs), subnets, routing, VPN connectivity, AWS Direct Connect, and Azure ExpressRoute.
- Strong hands-on experience with cloud load balancing, content delivery networks, DNS, network security groups, cloud-native firewalls, and secure hybrid connectivity between enterprise data centers and public cloud environments.
- Experienced supporting highly available and scalable network architectures, troubleshooting complex connectivity issues, implementing network segmentation, and collaborating with infrastructure, security, application, and DevOps teams.

Professional Experience

Citi May 2021 - Present

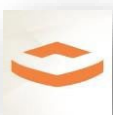
Senior Cloud Network Engineer

- Design, implement, and administer cloud networking infrastructure across AWS and Microsoft Azure environments supporting enterprise applications and distributed workloads.
- Design and manage AWS VPCs and Azure VNETs, including subnets, route tables, NAT gateways, internet gateways, network interfaces, private endpoints, and network segmentation.
- Manage hybrid connectivity between enterprise data centers and cloud environments using AWS Direct Connect, Azure ExpressRoute, site-to-site VPNs, and redundant routing architectures.
- Design and maintain secure VPC/VNet architectures supporting production, development, testing, and disaster-recovery environments.
- Configure and troubleshoot AWS Application Load Balancers, Network Load Balancers, Azure Load Balancer, and Azure Application Gateway.
- Implement Amazon CloudFront and Azure Front Door/CDN services to provide content delivery, application acceleration, caching, and geographically distributed access.
- Configure AWS Security Groups and Network ACLs and Azure Network Security Groups (NSGs) to enforce network access controls and workload segmentation.
- Implement and administer cloud-native firewall services, including AWS Network Firewall and Azure Firewall.
- Design routing policies and connectivity between cloud subnets, on-premises networks, VPN gateways, and private cloud endpoints.
- Monitor cloud network performance, connectivity, traffic flows, latency, and availability using AWS and Azure monitoring tools.
- Troubleshoot DNS, routing, VPN, firewall, load-balancing, subnet, and hybrid-connectivity issues affecting production applications.
- Develop network standards and architecture documentation covering VPC/VNet topology, routing, security controls, connectivity, and disaster recovery.
- Collaborate with cloud architects, security engineers, systems administrators, and application teams to design secure and highly available cloud network solutions.

Citi Aug 2017 - Apr 2021

Cloud Network Engineer

- Administered enterprise AWS and Azure network environments and supported migration of traditional infrastructure into public cloud platforms.
- Created and managed AWS VPCs, Azure VNETs, subnets, route tables, security groups, network ACLs, and cloud routing configurations.



- Implemented site-to-site VPN connectivity between corporate data centers and AWS/Azure environments.
- Supported AWS Direct Connect and Azure ExpressRoute implementations for private, high-bandwidth connectivity between enterprise networks and cloud platforms.
- Configured redundant VPN and ExpressRoute connectivity to improve availability and provide failover between on-premises and cloud environments.
- Managed AWS Elastic Load Balancing services and Azure Load Balancer/Application Gateway for highly available application architectures.
- Supported Amazon CloudFront and Azure CDN configurations for application content distribution and performance optimization.
- Implemented Azure NSGs and AWS Security Groups to control inbound and outbound traffic between application tiers.
- Supported AWS Network Firewall and Azure Firewall policies for cloud-native network security.
- Performed network troubleshooting involving routing, DNS, VPN tunnels, subnet communication, load balancers, firewall policies, and hybrid connectivity.
- Worked with cloud and infrastructure teams to develop standardized network designs for new cloud workloads.

Verizon Jun 2014 - Jul 2017

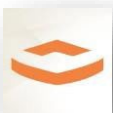
Network Engineer

- Designed, implemented, and supported enterprise network infrastructure across data center, WAN, LAN, and Internet environments.
- Configured and maintained Cisco routers, switches, firewalls, VPN infrastructure, routing protocols, VLANs, and network security controls.
- Designed IP addressing and subnetting schemes and implemented routing and segmentation for enterprise applications.
- Configured site-to-site and remote-access VPN connections and troubleshot encrypted network tunnels.
- Supported load-balancing infrastructure and high-availability network services for business-critical applications.
- Monitored network performance, availability, capacity, and utilization and investigated complex connectivity issues.
- Participated in early cloud connectivity and infrastructure modernization initiatives, supporting secure connectivity between enterprise networks and emerging cloud environments.
- Developed network diagrams, implementation plans, troubleshooting procedures, and infrastructure documentation.

AT&T Jul 2012 - May 2014

Network Administrator

- Administered enterprise LAN, WAN, Internet, and data center networking environments.
- Configured Cisco switches, routers, VLANs, access control lists, routing, DNS, DHCP, and network monitoring systems.
- Supported enterprise VPN connectivity and troubleshooting of network access and routing problems.
- Performed network capacity monitoring, incident response, configuration changes, and infrastructure maintenance.
- Assisted senior network engineers with network architecture, firewall administration, connectivity troubleshooting, and infrastructure upgrades.
- Maintained network documentation, diagrams, configuration records, and operational procedures.



Education

University of Maryland Global Campus

- Bachelor of Science in Information Technology

9.11 Cloud Systems Management Engineer — Candidate D R

Certifications

- Microsoft Certified: Azure Administrator Associate
- AWS Certified SysOps Administrator – Associate
- Microsoft Certified: Identity and Access Administrator Associate
- Red Hat Certified System Administrator (RHCSA)

Professional Summary

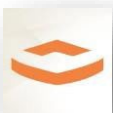
- Cloud Systems Management Engineer with 10+ years of systems administration experience, including more than 6 years managing enterprise systems in AWS and Microsoft Azure cloud environments.
- Experienced administering Windows and Linux servers, cloud compute platforms, identity services, DNS, monitoring, logging, patch management, backup and recovery, and high-availability configurations.
- Strong hands-on expertise with AWS CloudWatch, Azure Monitor, Splunk, and ELK Stack for infrastructure monitoring, centralized logging, alerting, and operational troubleshooting.
- Experienced with Amazon Route 53, Azure DNS, Microsoft Entra ID, SSO, and enterprise identity integration.
- More than 4 years of experience using Ansible and Puppet for configuration management, system provisioning, patch automation, and infrastructure administration.

Professional Experience

Johnson & Johnson Apr 2021 - Present

Senior Cloud Systems Management Engineer

- Administer and support enterprise Windows and Linux systems across AWS and Microsoft Azure cloud environments.
- Manage EC2 and Azure virtual machines, operating system configurations, storage, networking, identity integration, and cloud-based system services.
- Implement cloud monitoring and centralized logging using AWS CloudWatch, Azure Monitor, Splunk, and ELK Stack.
- Configure CloudWatch metrics, alarms, dashboards, log groups, and automated alerting for production infrastructure.
- Use Azure Monitor and Log Analytics to monitor virtual machines, applications, system health, performance, and availability.
- Configure Splunk and ELK Stack integrations to collect and analyze operating system, application, security, and infrastructure logs.
- Develop monitoring dashboards and operational alerts to identify performance degradation, capacity issues, system failures, and service interruptions.
- Manage monthly operating-system patching across cloud-based Windows and Linux servers using automated patch-management processes.
- Implement backup and recovery strategies using AWS Backup, Amazon EBS snapshots, Azure Backup, and Azure Recovery Services Vault.

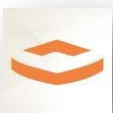


- Configure high-availability and disaster-recovery solutions using availability zones, redundant compute resources, load balancing, backup replication, and recovery procedures.
- Manage Amazon Route 53 and Azure DNS zones, records, routing policies, health checks, and DNS troubleshooting.
- Administer Microsoft Entra ID for cloud identities, groups, enterprise applications, authentication policies, and access management.
- Configure and support SSO integrations using SAML, OAuth, OpenID Connect, and enterprise identity providers.
- Develop Ansible playbooks to automate server configuration, patching, software installation, account configuration, and operational maintenance.
- Maintain Puppet configurations for automated system configuration and compliance across Linux and Windows environments.
- Troubleshoot cloud infrastructure incidents involving operating systems, DNS, authentication, monitoring, storage, backups, and system availability.

Johnson & Johnson Aug 2017 - Mar 2021

Cloud Systems Administrator

- Administered AWS and Azure cloud infrastructure supporting enterprise applications and business-critical systems.
- Managed Windows Server and Linux workloads hosted on Amazon EC2 and Microsoft Azure virtual machines.
- Configured system monitoring and logging through AWS CloudWatch, Azure Monitor, Splunk, and ELK Stack.
- Created CloudWatch alarms, dashboards, log-monitoring rules, and infrastructure alerts for production environments.
- Used Azure Monitor and Log Analytics to troubleshoot system performance, availability, CPU, memory, disk, and application-related issues.
- Integrated server and application logs with Splunk and ELK Stack for centralized monitoring and operational analysis.
- Performed cloud server patch management, operating-system updates, vulnerability remediation, and maintenance activities.
- Implemented automated backup procedures using AWS Backup, EBS snapshots, Azure Backup, and Recovery Services Vault.
- Supported high-availability configurations using multiple availability zones, redundant virtual machines, automated recovery, and replicated backups.
- Managed Route 53 hosted zones, DNS records, health checks, and routing configurations.
- Administered Azure DNS zones and records and resolved DNS-related connectivity and application-access issues.
- Supported Microsoft Entra ID administration, including users, groups, service identities, enterprise applications, and authentication configuration.
- Implemented and supported SSO integrations between cloud applications and enterprise identity services.
- Developed Ansible automation for server provisioning, configuration management, software deployment, and routine administration.
- Maintained Puppet-based configuration management for Linux and Windows servers.



- Created automation scripts and operational procedures to reduce manual system administration activities.

Northrop Grumman Jun 2014 - Jul 2017*Systems Administrator*

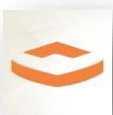
- Administered enterprise Windows and Linux server infrastructure supporting business-critical applications.
- Performed operating-system installation, configuration, patching, upgrades, account administration, storage management, and system troubleshooting.
- Implemented system monitoring and centralized logging using enterprise monitoring platforms and Splunk.
- Developed operational dashboards and alerts for server availability, performance, disk utilization, CPU, memory, and service health.
- Performed regular server backups and recovery testing and maintained backup documentation and recovery procedures.
- Supported high-availability configurations, clustered services, redundant servers, and disaster-recovery activities.
- Managed enterprise DNS records, DNS troubleshooting, DHCP, IP addressing, and server connectivity.
- Supported identity and access administration, directory services, authentication, and application access.
- Used Puppet for automated server configuration, software deployment, and configuration consistency across Linux systems.
- Developed Puppet manifests and configuration-management procedures for repeatable server administration.
- Automated routine administrative activities using Bash and PowerShell scripting.
- Participated in infrastructure modernization initiatives involving virtualization, automation, monitoring, and centralized logging.

Lockheed Martin Jul 2012 - May 2014*Junior Systems Administrator*

- Supported administration of Windows and Linux server environments.
- Performed server provisioning, operating-system configuration, patching, software installation, user administration, and system maintenance.
- Monitored server availability, performance, disk utilization, and system events using enterprise monitoring tools.
- Supported enterprise backup operations and performed file and system recovery activities.
- Assisted with DNS administration, DHCP configuration, network troubleshooting, and server connectivity.
- Supported Active Directory user, group, and security administration.
- Created Bash and PowerShell scripts for routine system-management tasks.
- Maintained server documentation, configuration records, operational procedures, and troubleshooting guides.
- Assisted senior administrators with high-availability, disaster-recovery, and infrastructure upgrade activities.

Education**George Mason University**

- Bachelor of Science in Information Technology



9.12 Cloud Center of Excellence (CCoE) Implementation Specialist — Candidate S W

Certifications

- AWS Certified Solutions Architect – Professional
- Microsoft Certified: Azure Solutions Architect Expert
- Certified ScrumMaster (CSM)
- Prosci Certified Change Practitioner
- Project Management Professional (PMP)

Professional Summary

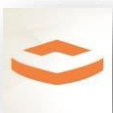
- Cloud transformation and CCoE leader with 12+ years of IT leadership, program management, and enterprise technology experience, including more than 7 years leading cloud transformation initiatives across AWS and Microsoft Azure environments.
- Experienced establishing Cloud Centers of Excellence, defining cloud governance frameworks, developing enterprise-wide cloud adoption strategies, and coordinating cloud operating-model transformation across infrastructure, security, application development, finance, and business teams.
- More than 4 years of experience leading organizational change management initiatives and developing cloud training and enablement programs for internal technical and business staff.
- Strong communicator and facilitator with a proven ability to bridge IT operations, cybersecurity, architecture, application teams, executives, and business stakeholders while establishing practical cloud governance and adoption processes.

Professional Experience

The Coca-Cola Company Apr 2020 - Present

Cloud Center of Excellence (CCoE) Program Manager

- Lead the enterprise Cloud Center of Excellence responsible for cloud transformation governance, adoption strategy, operating-model development, and cloud enablement across AWS and Microsoft Azure.
- Lead enterprise cloud transformation programs involving infrastructure modernization, application migration, cloud operating-model development, security alignment, and organizational adoption.
- Establish and maintain CCoE governance frameworks covering cloud architecture standards, account/subscription management, security controls, identity, networking, cost management, compliance, resource tagging, and operational responsibilities.
- Develop enterprise-wide cloud adoption strategies aligned with business objectives, technology roadmaps, application modernization priorities, and organizational readiness.
- Define cloud governance processes covering architecture reviews, workload onboarding, exception management, policy enforcement, security requirements, operational standards, and lifecycle management.
- Coordinate cross-functional CCoE workstreams involving cloud engineering, infrastructure operations, cybersecurity, application development, enterprise architecture, finance, procurement, and business stakeholders.
- Develop cloud adoption roadmaps, transformation milestones, operating models, governance procedures, and executive-level program reporting.
- Lead organizational change-management initiatives supporting transition from traditional infrastructure operations to cloud-based operating models.



- Develop and deliver cloud training and enablement programs for infrastructure engineers, application developers, security teams, project managers, system administrators, and business stakeholders.
- Create cloud adoption playbooks, role-based training materials, governance guides, onboarding documentation, and internal knowledge-transfer programs.
- Establish communication plans and stakeholder-engagement processes to address concerns related to cloud migration, governance, security, operating responsibilities, and organizational change.
- Facilitate executive steering committees, architecture review boards, cloud governance meetings, and cross-functional working sessions.
- Bridge communication between IT operations, information security, enterprise architecture, application teams, finance, and business units to resolve competing priorities and establish practical cloud standards.
- Manage program risks, dependencies, milestones, budgets, resource planning, vendor coordination, and executive communications.
- Track cloud adoption metrics and report progress, governance compliance, migration status, training completion, and organizational readiness to senior leadership.

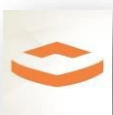
The Coca-Cola Company Aug 2016 - Mar 2020

Cloud Transformation Program Manager

- Managed enterprise cloud transformation initiatives involving migration planning, cloud adoption, infrastructure modernization, governance, and organizational change.
- Led cross-functional teams through cloud migration programs spanning infrastructure, applications, security, networking, operations, and business stakeholders.
- Developed cloud governance standards covering architecture, security, identity, networking, resource management, operational controls, and cloud service adoption.
- Created cloud adoption roadmaps and prioritized migration initiatives based on business requirements, technical dependencies, risk, and organizational readiness.
- Established repeatable cloud onboarding processes for application and infrastructure teams.
- Worked with security and infrastructure leadership to align cloud governance with enterprise security policies and operational requirements.
- Developed cloud training programs covering cloud fundamentals, governance responsibilities, security practices, migration processes, and operational procedures.
- Conducted workshops and knowledge-transfer sessions for system administrators, engineers, developers, project managers, and business stakeholders.
- Led organizational change activities associated with transitioning teams from traditional data-center operations to cloud operating models.
- Developed communications, stakeholder plans, FAQs, adoption materials, and executive presentations to support organizational acceptance of cloud transformation.
- Facilitated meetings between technical teams and business units to translate technical cloud requirements into business-impact discussions.
- Managed project schedules, risks, dependencies, deliverables, resource requirements, and executive status reporting.
- Worked closely with enterprise architecture, cybersecurity, infrastructure operations, application development, finance, and procurement teams throughout transformation programs.

United Airlines Jun 2013 - Jul 2016

IT Project Manager / Cloud Transformation Lead



- Managed infrastructure modernization and early cloud transformation initiatives supporting enterprise technology programs.
- Led cross-functional IT projects involving infrastructure engineering, application teams, security, network operations, systems administration, and business stakeholders.
- Developed project plans, schedules, milestones, risk registers, resource plans, and executive status reports.
- Coordinated early AWS and Azure adoption initiatives and assisted technology teams in establishing repeatable cloud implementation practices.
- Worked with architecture and security teams to define initial cloud governance requirements, infrastructure standards, security controls, and operational responsibilities.
- Developed cloud migration planning materials and coordinated application and infrastructure readiness assessments.
- Led stakeholder workshops to identify technical dependencies, business requirements, operational impacts, and migration risks.
- Developed internal training and knowledge-transfer sessions covering cloud concepts, migration processes, operational responsibilities, and new technology workflows.
- Supported organizational change activities associated with infrastructure modernization and adoption of new technology platforms.
- Acted as a communication bridge between technical engineering teams, IT leadership, security organizations, and business stakeholders.
- Managed vendor coordination, project issues, escalation processes, and executive communications.

Delta Air Lines Jul 2011 - May 2013

IT Project Coordinator / Systems Project Analyst

- Supported enterprise IT infrastructure and technology transformation projects.
- Coordinated project schedules, status reporting, documentation, requirements, action items, risks, and stakeholder communications.
- Worked with infrastructure, systems, network, security, and application teams to coordinate technology implementations.
- Supported infrastructure modernization projects and development of operational documentation.
- Prepared project presentations, technical status reports, meeting materials, and executive communications.
- Coordinated training and knowledge-transfer activities associated with new technology implementations.
- Assisted project managers with resource coordination, issue tracking, vendor communication, and implementation planning.

Education

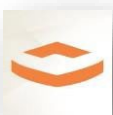
University of Georgia

- Bachelor of Business Administration in Management Information Systems

9.13 Mainframe Systems Programmer — Candidate R H

Certifications

- IBM Certified System Administrator – z/OS



- IBM Certified Specialist – RACF
- IBM Certified Database Administrator – DB2 for z/OS
- IBM Certified Specialist – z/OS Security
- SAS Certified Advanced Programmer

Professional Summary

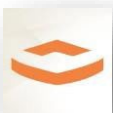
- Mainframe Systems Programmer with 15+ years of experience in IBM Z mainframe systems engineering and enterprise infrastructure administration, including more than 10 years supporting IBM z/OS environments and independent software vendor (ISV) product upgrades, maintenance, and lifecycle management.
- Extensive experience administering and configuring RACF for mainframe security, including user and group administration, access controls, dataset permissions, auditing, security logging, and compliance reporting.
- Experienced with DB2 for z/OS subsystem installation, migration, configuration, performance tuning, backup and recovery, and database administration.
- More than 5 years of experience implementing and administering IBM Z Pervasive Encryption, including dataset-level encryption and coupling-facility encryption, while supporting enterprise security and SSA compliance requirements.
- Experienced with SAS for mainframe data analysis and reporting and with AFP printing environments, including printer definitions, print queues, JES integration, output management, and troubleshooting.

Professional Experience

Bank of America Apr 2019 - Present

Senior Mainframe Systems Programmer

- Provide senior-level systems programming and engineering support for IBM Z enterprise mainframe environments running z/OS.
- Administer and maintain multiple IBM z/OS systems supporting high-volume financial applications and critical batch-processing workloads.
- Perform z/OS systems programming, configuration, maintenance, upgrades, IPL preparation, system initialization, parameter management, and operational troubleshooting.
- Plan and execute IBM z/OS upgrades, maintenance releases, preventive service, and system software lifecycle activities.
- Manage installation, configuration, maintenance, and upgrades of ISV products supporting security, scheduling, storage, monitoring, printing, job management, and production operations.
- Coordinate ISV software upgrades with application owners, infrastructure teams, vendors, security teams, and production operations.
- Analyze SMP/E maintenance, software dependencies, HOLDDATA, service levels, and installation requirements before implementing vendor maintenance.
- Administer RACF security across IBM Z environments, including user IDs, groups, dataset profiles, resource permissions, access rules, and administrative controls.
- Manage RACF user provisioning, password policies, group membership, dataset access, resource protection, and security administration.
- Configure and review RACF auditing and security logging and investigate access violations and unauthorized access attempts.
- Generate RACF security reports and support internal and external security audits and compliance assessments.

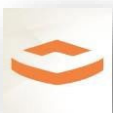


- Administer DB2 for z/OS subsystems, including subsystem installation, configuration, migration, maintenance, parameter updates, and performance tuning.
- Support DB2 subsystem migrations and version upgrades, including planning, testing, implementation, post-migration validation, and troubleshooting.
- Perform DB2 performance analysis and tuning involving buffer pools, SQL performance, storage utilization, subsystem parameters, and workload characteristics.
- Implement and manage IBM Z Pervasive Encryption across enterprise mainframe environments.
- Configure dataset-level encryption and encryption policies using IBM Z encryption capabilities and centralized key-management processes.
- Support encryption of sensitive datasets and coupling-facility resources while maintaining application availability and operational requirements.
- Monitor encryption implementation, key-management dependencies, access controls, and compliance requirements.
- Support SSA and enterprise security-control requirements through documented security procedures, audit evidence, access reviews, logging, and encryption controls.
- Use SAS in the mainframe environment for data analysis, reporting, operational analysis, and generation of management and audit reports.
- Administer and troubleshoot AFP printing environments, including AFP definitions, print resources, JES output processing, printer configuration, and print queues.
- Troubleshoot failed print jobs, held output, routing issues, formatting problems, printer connectivity, and JES spool-related issues.
- Develop systems-programming documentation, implementation plans, maintenance procedures, recovery procedures, and operational runbooks.

Bank of America Aug 2014 - Mar 2019

Mainframe Systems Programmer

- Administered IBM Z systems running z/OS and supported enterprise mainframe software, security, database, storage, and production environments.
- Performed z/OS systems administration, configuration management, maintenance, system upgrades, IPL support, and problem determination.
- Installed and maintained IBM and ISV software products using SMP/E and vendor-specific installation procedures.
- Reviewed vendor maintenance packages, dependencies, prerequisites, and service updates before production implementation.
- Coordinated ISV product upgrades and preventive maintenance across development, test, and production LPAR environments.
- Administered RACF security for IBM z/OS environments, including user IDs, groups, dataset profiles, resource access, permissions, and security policies.
- Performed RACF user administration, access reviews, security logging, violation analysis, and audit support.
- Configured RACF logging and reporting to support security monitoring and compliance requirements.
- Supported DB2 for z/OS subsystem administration, including installation, migration, configuration, maintenance, and performance troubleshooting.
- Participated in DB2 subsystem upgrades and migration projects, including subsystem parameter configuration, validation, application testing, and post-migration support.



- Performed DB2 subsystem tuning and assisted database teams with performance analysis and resource optimization.
- Implemented mainframe encryption controls and participated in the deployment of IBM Z Pervasive Encryption.
- Configured dataset encryption policies and supported encryption-related operational procedures.
- Assisted with coupling-facility encryption implementation and validation in accordance with enterprise security standards.
- Supported security compliance assessments by maintaining access-control records, encryption documentation, audit logs, and remediation evidence.
- Used SAS for mainframe data extraction, analysis, reporting, operational statistics, and management reporting.
- Supported AFP printing environments and JES output processing.
- Configured and maintained AFP printers, printer definitions, print classes, forms, destinations, and production print queues.
- Troubleshoot JES spool, output-routing, print formatting, printer availability, and AFP processing issues.

UnitedHealth Group Jun 2011 - Jul 2014

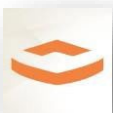
Mainframe Systems Administrator / Systems Programmer

- Supported IBM z/OS mainframe environments used for large-scale healthcare and enterprise transaction processing.
- Performed z/OS systems administration, system monitoring, configuration changes, maintenance, and production support.
- Supported IBM software and ISV product installation, configuration, maintenance, and upgrade activities.
- Assisted senior systems programmers with SMP/E processing, maintenance implementation, software testing, and production deployment.
- Administered RACF users, groups, dataset profiles, access permissions, and security resources.
- Processed RACF access requests and performed user administration and access reviews.
- Monitored security logs and investigated RACF violations and unauthorized access attempts.
- Supported enterprise security audits by providing RACF reports, access records, and system documentation.
- Assisted DB2 administrators with subsystem maintenance, configuration, migration activities, backup/recovery procedures, and performance troubleshooting.
- Supported mainframe database environments and assisted with DB2 subsystem health monitoring and problem determination.
- Participated in early mainframe encryption initiatives and helped implement security controls for sensitive datasets.
- Used SAS for data extraction, analysis, reporting, and operational data processing.
- Supported AFP printing and JES output management for enterprise production environments.
- Configured print queues, output classes, destinations, and printer definitions.
- Troubleshoot failed jobs, print queues, JES output, AFP formatting, and printer-related incidents.

The Hartford Jul 2009 - May 2011

Mainframe Systems Administrator

- Supported IBM mainframe infrastructure and enterprise z/OS production operations.
- Monitored z/OS systems, batch workloads, system resources, jobs, and production processing.

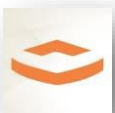


- Assisted with operating-system maintenance, system configuration, problem determination, and scheduled maintenance activities.
- Supported IBM and third-party software installation and maintenance under senior systems-programming direction.
- Performed RACF user administration, group maintenance, dataset access requests, and basic security administration.
- Assisted with RACF access reviews and security logging activities.
- Supported mainframe storage, batch processing, JES, job scheduling, and production operations.
- Assisted with AFP printing operations, printer configuration, print queues, and production output troubleshooting.
- Created operational documentation and supported incident resolution for mainframe production environments.

Education

University of Illinois Urbana-Champaign

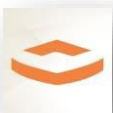
- Bachelor of Science in Information Systems



Authorized Signature

The undersigned certifies that they are authorized to submit this response on behalf of Virtelligence Inc., and that the information contained herein is accurate and complete to the best of their knowledge as of the date of submission.

Field	Detail
Authorized Signature	<i>Michael Grey</i>
Printed Name	_____ Michael Grey , _____
Title	_____ Director _____
Company	Virtelligence Inc.
Date	_____



	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	Version
2026-09-14	2026-09-23 13:30	CRFQ 0231 OOT2700000006	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000053947
Vendor Name : Virtelligence, Inc.
Address :
Street : 7505 Metro Boulevard, Suite 510
City : Edina
State : MN **Country :** US **Zip :** 55439
Principal Contact : Michel Gray
Vendor Contact Phone: 952-548-6601 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor Signature X *Michael Gray* **FEIN#** 41-1993430 **DATE** 09/22/2026
 09-21-2026, 4:43 pm

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

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

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

--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	\$90.00	\$187,200.00
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	\$80.00	\$166,400.00
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.

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	HOUR	\$85.00	\$176,800.00

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	HOUR	\$85.00	\$176,800.00

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.

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
5	Learning Management System & eLearning Development Specialis	2080.00000	hour	\$80.00	\$166,400.00

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	hour	\$100.00	\$208,000.00

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.

INVOICE TO	SHIP TO
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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
7	Cloud Architect	2080.00000	HOUR	\$150.00	\$312,000.00

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.

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
8	Cloud Security Professional	2080.00000	HOUR	\$120.00	\$249,600.00

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.

INVOICE TO	SHIP TO
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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
9	Cloud Platform Engineer	2080.00000	HOUR	\$100.00	\$208,000.00

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.

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
10	Cloud Network Engineer	2080.00000	HOUR	\$100.00	\$208,000.00

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.

INVOICE TO	SHIP TO
DEPARTMENT OF	WV OFFICE OF

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

TECHNOLOGY
BLDG 5, 10TH FLOOR
1900 KANAWHA BLVD E
CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Cloud Systems Management Engineer	2080.00000	HOUR	\$90.00	\$187,200.00

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.

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
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.00000	HOUR	\$120.00	\$249,600.00

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.

INVOICE TO	SHIP TO
DEPARTMENT OF	WV OFFICE OF

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Mainframe Systems Programmer	2080.00000	HOUR	\$100.00	\$208,000.00

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

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

	Document Phase	Document Description	Page 9

OOT2700000006

Final

Addendum No. 1 -Temporary
Technical Staffing Services**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

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

(Printed Name and Title) Michael Grey Director

(Address) 7505 Metro Boulevard Suite 510, Edina, MN 55439

(Phone Number) / (Fax Number) 952-548-6610

(email address) mgrey@Virtelligence.com

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

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

Virtelligence Inc

(Company) _____

(Signature of Authorized Representative) Michael Grey 09-18-2026, 12:26 pm
Director

(Printed Name and Title of Authorized Representative) (Date) 952-548-6610

(Phone Number) (Fax Number) mgrey@Virtelligence.com

(Email Address) _____

Revised 8/24/2023

	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	Version
2026-09-14	2026-09-23 13:30	CRFQ 0231 OOT2700000006	2

BID RECEIVING LOCATION

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

VENDOR**Vendor Customer Code:** VS0000053947**Vendor Name :** Virtelligence, Inc.**Address :****Street :** 7505 Metro Boulevard, Suite 510**City :** Edina**State :** MN**Country :** US**Zip :** 55439**Principal Contact :** Michel Gray**Vendor Contact Phone:** 952-548-6601**Extension:****FOR INFORMATION CONTACT THE BUYER**

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

Vendor
Signature X
Michael Gray

09-21-2026, 5:20 pm

FEIN# 41-1993430**DATE** 09/22/2026**All offers subject to all terms and conditions contained in this solicitation**

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

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

--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	HOUR	\$90.00	\$187,200.00

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	HOUR	\$80.00	\$166,400.00

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.

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	HOUR	\$85.00	\$176,800.00

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	HOUR	\$85.00	\$176,800.00

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.

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
5	Learning Management System & eLearning Development Specialis	2080.00000	HOUR	\$80.00	\$166,400.00

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	HOUR	\$100.00	\$208,000.00

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.

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
7	Cloud Architect	2080.00000	HOUR	\$150.00	\$312,000.00

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.

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
8	Cloud Security Professional	2080.00000	HOUR	\$120.00	\$249,600.00

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.

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

WV

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

WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Cloud Platform Engineer	2080.00000	HOUR	\$100.00	\$208,000.00

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.

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
10	Cloud Network Engineer	2080.00000	HOUR	\$100.00	\$208,000.00
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.

INVOICE TO	SHIP TO
DEPARTMENT OF	WV OFFICE OF

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Cloud Systems Management Engineer	2080.00000	HOURL	\$90.00	\$187,200.00

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.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.00000	HOURL	\$120.00	\$249,600.00

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.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	

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

BLDG 5, 10TH FLOOR
1900 KANAWHA BLVD E
CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Mainframe Systems Programmer	2080.00000	HOURL	\$100.00	\$208,000.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Mainframe Systems Programmer

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SCHEDULE OF EVENTS

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

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

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.

Virtelligence, Inc.

Company

Michael Gray

09-21-2026, 5:20 pm

Authorized Signature

09/22/2026

Date

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

Revised 6/8/2012