



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

Header 1

[List View](#)

General Information

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

Procurement Folder: 2020855

Procurement Type: Statewide MA (Open End)

Vendor ID: VS0000051768

Legal Name: MORPH ENTERPRISE LLC

Alias/DBA: Morph Enterprise LLC

Total Bid: \$2,373,280.00

Response Date: 09/23/2026

Response Time: 12:53

Responded By User ID: M@rph1

First Name: Jalak

Last Name: Patel

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: OOT2700000006

Published Date: 9/16/26

Close Date: 9/23/26

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No 2 -Temporary Technical Staffing Services

Total of Header Attachments: 1

Total of All Attachments: 1



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

State of West Virginia
Solicitation Response

Proc Folder: 2020855
Solicitation Description: Addendum No 2 -Temporary Technical Staffing Services
Proc Type: Statewide MA (Open End)

Solicitation Closes	Solicitation Response	Version
2026-09-23 13:30	SR 0231 ESR09092600000001897	1

VENDOR
VS0000051768
MORPH ENTERPRISE LLC

Solicitation Number: CRFQ 0231 OOT2700000006
Total Bid: 2373280
Response Date: 2026-09-23
Response Time: 12:53:29
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	78.000000	162240.00

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	95.000000	197600.00

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	80.000000	166400.00

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	65.000000	135200.00

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	67.000000	139360.00

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	98.000000	203840.00

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	107.000000	222560.00

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	90.000000	187200.00

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	90.000000	187200.00

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	90.000000	187200.00

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	94.000000	195520.00

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	103.000000	214240.00

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	84.000000	174720.00

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.



**Morph
Enterprise**

CRFQ 0231 OOT2700000006

Temporary Technical Staffing Services

Prepared By
Anwar Chakra | Associate VP
bids@morphenterprise.com
(380)-204-0266
www.morphenterprise.com

Due Date
Sep 23th 2026

Bid Opening Time
1:30 P.M.

**VENDOR QUALIFICATION
DOCUMENTATION**

Prepared For
State of West Virginia
Department of Administration
Purchasing Division



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PART A - Section 3.1: Years in Business

Requirement 3.1: Vendors shall be in business a minimum of five (5) years, providing similar information technology services.

A.1 Statement

Morph Enterprise LLC is a NC Department of Administration certified **HUB** (Historically Underutilized Business) & WOSB (Woman-Owned Small Business), certified by the U.S. Small Business Administration, **incorporated on August 26th 2019** in the **state of North Carolina** and now operating across 10 nationwide locations with **7 years of experience** delivering innovative workforce solutions and Information Technology staffing services.

With 50+ clients served across Federal, State, Local, and Education (SLED) sectors as well as the private sector, and 20+ active government and commercial contracts currently in performance, Morph Enterprise brings the operational depth, compliance infrastructure, and sustained delivery capacity that WVOT requires in a long-term Technology staffing partner. Our WOSB & HUB certification reflects a foundational commitment to diversity and inclusion values that extend beyond our certification into every hire we make and every client relationship we build.

The services provided by the company during this period are similar in nature to those solicited under this Contract, and includes contract IT staffing for application development support, cloud infrastructure services, Cybersecurity Services, Business Analysis, Project/Program Management, Artificial Intelligence, Machine Learning, Data Science and other Emerging Technologies.

A.2 Supporting Evidence Attached

The following documentation is provided in support of the above:

- ✓ Certificate of Incorporation / Articles of Organization showing formation date
- ✓ Secretary of State registration or Certificate of Good Standing

A.3 West Virginia Licensing and Good Standing

Morph Enterprise LLC is licensed and in good standing to transact business in the State of West Virginia. The following registrations are held and are current as of the date of this submission:

- ✓ West Virginia Secretary of State — Certificate of Authority / Certificate of Existence

PART B - Section 3.2: Staffing Placement Experience

Requirement 3.2: Vendors shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years. Documentation should include enough information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 1 and should name the entity to whom the individual was supplied and provide contact information for that entity.

B.1 Statement

Morph Enterprise LLC has supplied the following individuals to the entities named below, each within the past five (5) years, and each meeting the requirements of a position classification named in Section 1 of this Solicitation. Contact information is provided for each entity for verification purposes.

B.2 Summary of Placements

PLACEMENT RECORD 1

Position Classification (Section 1)	Senior Web Application Analyst
Client Entity (Name)	US Dept of Interior & Dept of Agriculture as a Subcontractor
Client Contact — Name & Title	Keyur Patel – Vice President
Client Contact — Phone	301.208'9388
Client Contact — Email	keyur@nsgi-hq.com

Candidate resume is attached with this Document

PLACEMENT RECORD 2

Position Classification (Section 1)	Senior SQL Server Database Administrator
Client Entity (Name)	US Dept of Interior & Dept of Agriculture as a Subcontractor
Client Contact — Name & Title	Keyur Patel – Vice President
Client Contact — Phone	301.208'9388
Client Contact — Email	keyur@nsgi-hq.com

Candidate resume is attached with this Document

PLACEMENT RECORD 3

Position Classification (Section 1)	Business Analyst
Client Entity (Name)	Ohio Dept of Transportation
Client Contact — Name & Title	Kal Bakta - CEO
Client Contact — Phone	623.229.3660
Client Contact — Email	kbhakta@startech-consult.com
Candidate resume is attached with this Document	

PLACEMENT RECORD 4	
Position Classification (Section 1)	CRM Application Analyst
Client Entity (Name)	Ohio Dept of Developmental disabilities (DODD)
Client Contact — Name & Title	Kal Bakta - CEO
Client Contact — Phone	623.229.3660
Client Contact — Email	kbhakta@startech-consult.com
Candidate resume is attached with this Document	

PLACEMENT RECORD 5	
Position Classification (Section 1)	Mainframe Systems Programmer
Client Entity (Name)	D.C. Dept of Transportation (DDOT)
Client Contact — Name & Title	Sanjay Ramlall – Director
Client Contact — Phone	202.760.5461
Client Contact — Email	sanjay@cygnainc.com
Candidate resume is attached with this Document	

PLACEMENT RECORD 6

Position Classification (Section 1)	Cloud Architect
Placement Entity (Name)	D.C office of Chief Technology Officer (OCTO)
Client Contact — Name & Title	Sanjay Ramlall – Director
Client Contact — Phone	202.760.5461
Client Contact — Email	sanjay@cygnainc.com

Candidate resume is attached with this Document

PART C - Attestation

I certify that the information contained in this Vendor Qualification Documentation is true, complete, and accurate to the best of my knowledge; that the individuals identified in Part B were supplied by the Vendor to the entities named within the past five (5) years; and that I am authorized to make this certification on behalf of the Vendor.

I further certify that the résumés and qualification documentation enclosed here relate to eleven (11) positions supplied by the Vendor, and that these include the six (6) placements identified in Part B in satisfaction of Section 3.2. The additional résumés are provided voluntarily for the Agency's reference.

Vendor (Company): **Morph Enterprise LLC**

Signature: 

Printed Name and Title: **Anwar Chakra – Associate Vice President**

Date: **9/23/2026**



NORTH CAROLINA

Department of the Secretary of State

To all whom these presents shall come, Greetings:

I, Elaine F. Marshall, Secretary of State of the State of North Carolina, do hereby certify the following and hereto attached to be a true copy of

ARTICLES OF ORGANIZATION

OF

MORPH ENTERPRISE LLC

the original of which was filed in this office on the 26th day of August, 2019.



Scan to verify online.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal at the City of Raleigh, this 26th day of August, 2019.

Elaine F. Marshall

Secretary of State

IMPORTANT COMPANY DOCUMENTS - PLEASE READ

Articles of Organization

(Sometimes called Certificate of Organization or Certificate of Formation)

This is the document that is required to be filed with the state in order to effect the formation of the LLC. The articles/certificate will contain the information that is required by state statutes, and will be marked by the state to indicate the date the LLC was officially filed (in some cases the date may be shown on a separate filing receipt). This document is required in order to open a bank account in the name of the LLC (and the filing receipt, as well, if this is a New York LLC).

Federal EIN

This is the Federal Employer Identification Number issued for the LLC issued by the Internal Revenue Service. This is the identifying federal tax number for the LLC, and is used when filing taxes and handling employee wage withholding requirements. This document is required in order to open a bank account in the name of the LLC, as well as file any and all necessary federal tax forms.

LLC Operating Agreement

This is a private agreement between the members (owners) of the LLC. It is quite similar to a partnership agreement for a general partnership, but for an LLC it is typically called an operating agreement. The operating agreement provided herein has been customized with your LLC name and ownership information, and covers the main items that a standard operating agreement would be expected to cover. This is intended for your use and assistance, however you are not required to use this operating agreement, and you may change it in any way you see fit.

The operating agreement is an internal company document, and is not filed with any person or agency. An operating agreement is not required (except for New York - see note below), although it is certainly a good idea, especially if there is more than one member of the LLC. The operating agreement may be adopted or altered at any time by agreement of the members.

Statement and Resignation of the Organizer

When an LLC is filed with the state, the person filing the necessary documents is known as the organizer. The title of organizer does not convey any ownership over the LLC, however in order to avoid confusion and make that very clear, we prepare this document for you.

The organizer stipulates who the members (owners) of the LLC, and resigns from any and all involvement/ownership/control of the LLC real or perceived.

This is an internal company document, and is not filed with any person or agency. It can sometimes be helpful in opening a bank account, like the banking resolution described above, especially in states which do not list names of the members on the filed LLC Articles.

Banking Resolution

The banking resolution is a simple document which authorizes the members of the LLC to open a bank account for the LLC. This is an internal company document, and is not filed with any person or agency.

The banking resolution is not necessarily required to open an account, however it can often be helpful, especially for states which do not list the names of the members on the filed LLC Articles.

**STATE of NORTH CAROLINA
DEPARTMENT of the SECRETARY of STATE
ARTICLES of ORGANIZATION
LIMITED LIABILITY COMPANY**

SOSID: 1885121
Date Filed: 8/26/2019 2:03:00 PM
Elaine F. Marshall
North Carolina Secretary of State
C2019 234 00722

Pursuant to §57D-2-20 of the General Statutes of North Carolina, the undersigned does hereby submit these Articles of Organization for the purpose of forming a limited liability company.

ARTICLE I.

The name of this limited liability company is MORPH ENTERPRISE LLC.

ARTICLE II.

The name, title, and address of the person executing these articles is Marsha Siha, Organizer, at 17350 STATE HWY 249 #220, HOUSTON TX 77064.

ARTICLE III.

The name of the initial registered agent is LEGALINC CORPORATE RA SERVICES INC.. The street address and county of the initial registered office of the limited liability company is 8480 HONEYCUTT ROAD, SUITE 200 #V295, RALEIGH, NC 27615, in the County of WAKE.

ARTICLE IV.

The street address and county of the principal office of the limited liability company is 112 AMARYLLIS DR APT 205, WILMINGTON, NORTH CAROLINA 28411, in the County of NEW HANOVER.

ARTICLE V.

The limited liability company is to be member-managed. All members by virtue of their status as members shall be managers of this limited liability company.

ARTICLE VI.

The limited liability company shall indemnify its directors, members, managers, officers, employees, and agents to the fullest extent provided by the laws of the State of North Carolina now or hereafter in force, including the advance of expenses under the procedures provided by such laws.

ARTICLE VII.

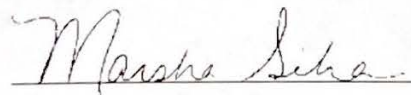
These articles will be effective upon filing.

ARTICLE VIII.

The names and addresses of the initial members of the limited liability company are:

Jalak Patel - 112 AMARYLLIS DR APT 205, WILMINGTON, NORTH CAROLINA 28411

Dated:



Marsha Siha, Organizer



NORTH CAROLINA

Department of the Secretary of State

CERTIFICATE OF EXISTENCE (Limited Liability Company)

I, ELAINE F. MARSHALL, Secretary of State of the State of North Carolina, do hereby certify that

MORPH ENTERPRISE LLC

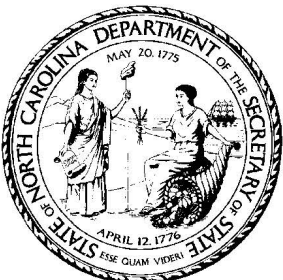
is a limited liability company duly formed, and existing under the laws of the State of North Carolina, having been formed on 26th day of August, 2019

I FURTHER certify that, as of the date of this certificate, (i) the said limited liability company is not dissolved under the terms of its articles of organization, (ii) the said limited liability company's articles of organization are not suspended for failure to comply with the Revenue Act of the State of North Carolina, (iii) that said limited liability company is not administratively dissolved for failure to comply with the provisions of the North Carolina Limited Liability Company Act, (iv) that this office has not filed any decree of judicial dissolution, articles of dissolution, articles of merger, or articles of conversion for said limited liability company.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal at the City of Raleigh, this 30th day of August, 2026.

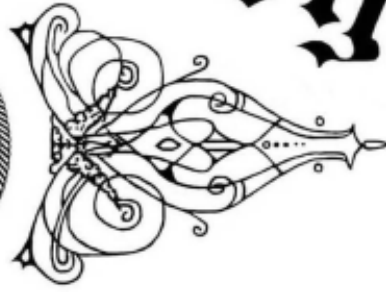
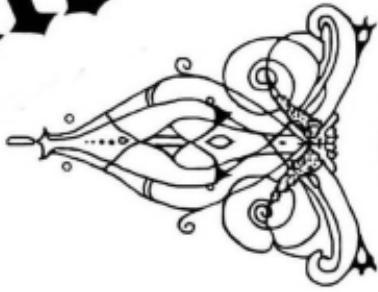
Elaine F. Marshall

Secretary of State



Scan to verify online.

State of West Virginia



Certificate

*I, Kris Warner, Secretary of State,
of the State of West Virginia, hereby certify that*

MORPH ENTERPRISE LLC

has filed the appropriate registration documents in my office according to the provisions of the West Virginia Code and hereby declare the organization listed above as duly registered with the Secretary of State's Office.

*Given under my hand and
the Great Seal of West Virginia
on this day of
March 26, 2026*



Secretary of State



Date: Sept 21st 2026

To,
West Virginia Department of Administration
Purchasing Division

It is my pleasure to provide this letter of reference for Morph Enterprise LLC. Morph has served as a Prime Vendor delivering comprehensive staffing and recruitment solutions for CyGnA's government and commercial customers.

What stands out most about Morph is their ability to handle complex, high-stakes recruitment needs with remarkable efficiency. They successfully placed **Information Technology professionals** including, **Mainframe Systems Programmer & Cloud Architect Positions** along with a wide range of IT and administrative professionals.

Throughout our partnership, Morph has demonstrated an unwavering commitment to quality. Their team managed full candidate credentialing, rapid fulfillment workflows, and strict compliance with rigorous government and commercial background screening requirements. Their ability to source and place both executive leadership and specialized technical talent showcases their comprehensive recruitment capabilities.

Working with Morph has been a consistently positive experience. I highly recommend their services.

Sincerely,
Sanjay Ramlall Director

Signature: *Sanjay Ramlall*

CyGnA Inc
1101 Connecticut Avenue NW, Suite 450
Washington, DC 20036
Telephone: 202.760.5461
Email: sanjay@cygnainc.com



1101 Connecticut Ave NW #450, Washington, DC 20036 Tel: 1-202-760-5461

www.cygnainc.com itsolutions@cygnainc.com



09/21/2026

West Virginia Department of Administration
Purchasing Division

Attn: Toby L. Welch, Buyer

Re: Letter of Reference — Morph Enterprise LLC

Dear Members of the Evaluation Committee:

I have had the pleasure of working closely with Morph Enterprise LLC, which has served as a Supplier and Contractor supporting StarTech Consulting's commercial public and co-operative clients.

Morph Enterprise has served as a supplier and contractor to StarTech Consulting in support of our commercial, public sector, and cooperative clients. Between November 2022 till date, Morph supplied technical personnel to us in the following position classifications:

- Business Analyst
- CRM Application Analyst

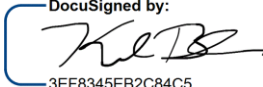
From my experience, Morph operates with a high degree of professionalism. They adhered strictly to MSP fixed-rate pricing structures, rapid fulfillment timelines, and rigorous state-level candidate compliance and vetting protocols. The executive placements they facilitated demonstrate their capacity to identify and attract senior leaders with the operational and strategic expertise required for complex, mission-driven organizations.

Morph's team is responsive, detail-oriented, and genuinely committed to client success. I strongly endorse their services.

Sincerely,

Kal Bakta

Chief Executive Officer

Signature:  ,
3EF8345EB2C84C5...

StarTech Consulting, Inc.
1414 S Green Rd Ste 204 #4030
South Euclid, Ohio 44121
Telephone: 623.229.3660
Email: kbhakta@startech-consult.com



Date: Sept 19, 2026

West Virginia Department of Administration
Purchasing Division
Attn: Toby L. Welch, Buyer
2019 Washington Street East
Charleston, WV 25305-0130

**Re: Client Reference for MORPH ENTERPRISE LLC — Solicitation CRFQ 0231 OOT2700000006,
Temporary Technical Staffing Services**

Dear Mr. Welch:

I am writing on behalf of Network Specialty Group, Inc. to confirm the temporary technical staffing services provided to us by MORPH ENTERPRISE, and to offer our recommendation in support of their bid under the above Solicitation.

Between August 2023 till date, MORPH ENTERPRISE supplied multiple resources to Network Specialty Group, Inc. in the following position classifications:

- Senior Web Application Analyst
- Senior SQL Server Database Administrator

The individuals supplied met the qualifications required for their respective positions and performed the assigned work to our full satisfaction. Each engagement was completed without disruption to our delivery commitments, and the personnel provided were professional, technically capable, and responsive throughout. We were fully satisfied with the quality and reliability of the services delivered.

Sincerely,

Keyur Patel
Vice President
Network Specialty Group, Inc.
610 Professional Drive, Gaithersburg, MD 20879
Telephone: 301.208'9388
Email: keyur@nsg-hq.com

Candidate Resumes

Resume #1 - Senior Web Application Analyst

Candidate 1: Senior Web Application Analyst

Summary:

- Having 14+ years of experience in designing, developing and implementing web applications & database using the technologies ASP.NET, C#, MVC, jQuery, Ajax, XML, MS SQL Server.
- Experience in each phase of the Software Development Life Cycle (SDLC), concept to full implementation, and software design life cycle management implementation with Agile Methodologies.
- Experience as a .Net developer in developing Windows based and web-based applications using MVC architecture, Entity Framework code first approach and variety of .NET technologies such as C#, ASP .NET, ADO.NET, server controls, web services and .NET Framework.
- Proficient in developing web applications and APIs using ASP.NET Core framework, with expertise in ASP.NET Core Web App, ASP.NET Core Web API, and ASP.NET MVC, delivering robust and scalable solutions for various client requirements.
- Experience in building mobile based apps using Cross platform in Visual Studio for iOS, Android and using Xamarin studio.
- Experience in developing and maintaining .NET applications with seamless integration of cross-platform components for iOS using Xamarin and .NET MAUI.
- Experience in utilizing Azure DevOps, Azure Pipelines, Kubernetes, and Docker, streamlining the development pipeline and ensuring continuous integration and delivery.
- Experience RESTful API's, Design Patterns (MVC5 (Razor), MVP, MVVM) code-first initial developments, Telerik, MVC5 controls, AJAX controls, jQuery, VBScript.
- Collaborated with healthcare professionals and domain experts to map clinical requirements to FHIR resource models.
- Expertise in OAuth2, SSL, and JWT for secure authentication, communication, and authorization in web applications, enabling robust security measures.
- Experience in CI/CD, Azure Cloud, Azure DevOps, Azure Pipeline, Micro services, Docker, and Kubernetes.
- Integrating the Entity Framework's Code First and Database First methodologies with ASP.NET MVC to facilitate data messaging and LINQ to Entities is a strength you've shown you possess.
- Proficient in SQL databases (SQL Server, PostgreSQL, and NoSQL databases (MongoDB), ensuring efficient data storage and retrieval. Skilled in PL/SQL stored procedures, functions, triggers for efficient data processing.
- Experienced in Unit Testing, applied Microsoft Unit Test Framework and NUnit for the MVC, Web API controllers and Jasmine to test AngularJS functionality.
- Work experience in code version maintenance/tracking using Microsoft Visual Source Safe (VSS) and Microsoft Team Foundation Server (TFS).

Technical skills:

Microsoft Technologies: .NET Framework 3.0/3.5/4.0/4.5/5.0, ASP.NET, ADO.NET, ASP, ADO, WCF, LINQ

Programming Languages: C, C++, C#, .net, VB.Net, Knowledge in Python, Razor

Web Scripting Languages: JavaScript, JSON, jQuery, CSS, HTML, DHTML

Web Technologies: ASP.NET, Java Script, JQUERY, Angular, XML, JSON, XAML, XSL, XSLT, Kendo UI, AWS, Angular JS, Ajax, Web Services, Boot Strap.

Database Technologies: SQL Server (Stored Procedure, Triggers, User Defined Functions, Views), T-SQL, PL/SQL, ODBC, MySQL, SQL Server client management studio, MongoDB, Oracle 10g/9i/8i.

XML Technologies: XML, XHTML, DHTML, SOAP, WSDL, Web Services

Operating Systems: Windows 2007, Windows 10, and Windows server 2012/ 2016/2019

Software/Tools: Jenkins, Docker, Kubernetes

Modelling Tools: UML, Rational Rose, Design Patterns, MVC

Cloud: Azure, AWS

Testing Tools: MS-Test, N unit, Mocking, Visual Studio Unit Test, J unit, Jasmine.

Version Control Tools: Visual Source Safe (VSS), Team Foundation Server (TFS), VSTS, GIT

Education:**Bachelor's degree, Computer Science, California State University, Long Beach 2008****Employment History:****State of KY(Department for Public Health)****May 2022– Present****Sr.Full stack .Net Lead**

- As a Full stack .Net Developer for the State of KY, Specialized in building, optimizing, and maintaining secure and scalable backend systems using .NET Core and .NET 7.
- Played a key role in developing APIs and microservices to support the healthcare platforms, ensuring seamless communication and secure data exchange.
- Worked extensively with SQL Server, optimizing complex queries and implementing performance enhancements to manage large healthcare datasets, including patient records, claims data, and provider information.
- Developed the architecture with Model View Controller (MVC) design pattern.
- Developed backend .NET Core services to support eligibility, enrolment, and claims processing with Third Party Administrators (TPAs).
- Design, code, and implement new features within PowerBuilder, including the creation and modification of windows, Data Windows, user objects, menus, and reports, ensuring alignment with evolving business requirements.
- Developed enterprise web applications using ASP.NET, AJAX, C#, JavaScript, Visual Studio, and .NET Framework.
- Designed and developed relational database solutions and performed data modeling and data design.
- Conducted requirements analysis, system analysis, application design, and technical solution development.
- Used Team Foundation Server (TFS) for source control, task tracking, code management, and team collaboration.
- Participated in application development, testing, debugging, deployment, maintenance, and production support activities.
- Maintain and optimize legacy PowerBuilder codebases, refactoring scripts for improved readability, stability, and long-term maintainability while minimizing technical debt.
- Developed and integrated healthcare applications using FHIR (Fast Healthcare Interoperability Resources) standards for seamless health data exchange.
- Analyze and troubleshoot complex application issues, performing root cause analysis on defects and performance bottlenecks within PowerBuilder logic, SQL queries, or database interactions.
- Gained hands-on experience with AI/ML libraries and frameworks (e.g., TensorFlow, PyTorch, Scikit-learn) to design and integrate predictive models into .NET and Python-based microservices, enhancing healthcare analytics.
- Developed and maintained Java-based backend services using Spring Boot, implementing REST controllers, DTOs, service/repository layers, and database access with Spring Data JPA to support enterprise healthcare workflows.
- Built Python-based REST APIs and web applications to support data processing and system integrations, collaborating with cross-functional teams to deliver scalable backend solutions.
- Developed and deployed machine learning pipelines for patient eligibility prediction and claims fraud detection, improving efficiency and accuracy of healthcare data processing.
- Utilized Azure Machine Learning services to train, test, and deploy models, enabling scalable and cloud-based ML workflows.
- Integrated ML-driven insights into .NET Core APIs and Angular applications, providing healthcare providers with real-time decision support.
- Designed and consumed FHIR resources (Patient, Observation, Encounter, etc.) following HL7 guidelines for healthcare data modeling.
- Developed applications using ASP.NET MVC, WCF, jQuery, and jQuery UI.
- Applied client-side MVVM architecture for building modular, scalable, and maintainable web applications.
- Designed, developed, consumed, and integrated SOAP and REST Web Services.
- Worked with Microsoft SharePoint Services/Server to support application and team collaboration requirements.

- Built scalable .NET applications that integrate with Azure Health Data Services for real-time healthcare data interoperability.
- Used MVC architectural pattern for developing views, controllers and models using ASP.NET MVC 5, Razor, Data Access layer as Entity Framework, Service layer as ASP.NET Web API and used C#.NET for construction of business logic for developing various abstract classes, interfaces.
- Developed RESTful APIs and Microservices, integrating third-party systems and enhancing security with OAuth2 and JWT.
- Migrated legacy ASP.NET Web Forms applications to .NET Core for improved performance and maintainability.
- Developed and maintained React-based front-end components and integrated them with .NET backend services.
- Integrated Azure Data Lake for healthcare analytics and processed large datasets efficiently.
- Designed and deployed BizTalk orchestrations for real-time and batch-based EDI (X12) processing including 837, 835, and 270/271 transactions.
- Developed dynamic and responsive single-page applications (SPAs) using Angular 16 with TypeScript, RxJS, and Angular Material for an enhanced user experience.
- Developed Python-based microservices and integrated them with .NET applications using RESTful APIs for seamless cross-platform communication.
- Automated healthcare tasks using Azure Functions and Logic Apps.
- Enhanced data integration pipelines using SSIS to support ETL for Medicaid eligibility and claims processing.
- Created and scheduled SSRS reports for compliance, data quality, and federal reporting requirements.
- Developed cross-platform mobile applications using Xamarin, delivering seamless functionality on iOS and Android devices.
- Developed SSIS packages to process and validate inbound and outbound TPA claim files and enrolment data.
- Implemented and consumed REST APIs using ASP.NET Core Web API, ASP.NET Web API, Azure APIs.
- Enhanced the application with custom reporting tools, leveraging the cross-platform capabilities of .NET MAUI to share business-critical data seamlessly.
- Leverage PowerBuilder Data Windows for advanced data manipulation, reporting, and user-interface functionality, ensuring high performance and accuracy of data-driven features.
- Implement robust error handling, logging, and debugging strategies within PowerBuilder applications, reducing downtime and improving supportability for production environments.
- Utilized TFVC for source control and branching strategies in team-based development for legacy .NET and BizTalk applications.
- Implemented service bus patterns with MSMQ for decoupling modules in distributed applications.
- Integrated native functionality and platform-specific features using Xamarin.Android and Xamarin.iOS.
- Designed and implemented responsive, cross-platform mobile UIs using .NET MAUI and XAML.
- Utilized Azure DevOps to automate CI/CD pipelines for .NET applications deployed on ARM-based Azure environments.
- Used SQL Server 2019 as data repository, used LINQ to SQL together with Entity Framework 6.0 writing data access classes, stored procedures, triggers, views to capture and modify data.
- Utilized MVVM architectural pattern to design and structure Xamarin and MAUI applications, promoting separation of concerns and code maintainability.
- Conducted performance tuning and optimization of SQL queries and database structures, reducing query response times and improving application performance.
- Implemented data binding and MVVM architecture in XAML to separate UI and business logic, ensuring maintainability and scalability.
- Built and optimized reusable Angular components, directives, and services following best practices and modular architecture.
- Used SSRS for developing reports for analyzing the inflow and outflow of different documents and tickets.
- Implemented XML processing techniques to efficiently parse, manipulate, and transform XML data for financial reporting systems, ensuring accurate and compliant data representation.
- Utilized MAUI and Xamarin to create high-performance, cross-platform mobile applications for both iOS and Android, ensuring a consistent user experience across devices.

- Designed and implemented healthcare-specific validation logic within BizTalk custom components to ensure EDI compliance.
- Integrated Azure DevOps for continuous integration and continuous deployment (CI/CD), automating build and release pipelines to ensure rapid and reliable application delivery.
- Utilized RESTful APIs to enable real-time alerts for account activity, enhancing fraud detection capabilities and providing customers with immediate notifications of suspicious transactions.
- Leveraged XAML to create responsive and visually appealing user controls, data templates, and styles, enhancing the overall user experience.
- Integrated BizTalk with external systems using WCF and SOAP-based web services for secure, scalable data exchange.
- Built custom UI components using Angular Material, Bootstrap, and Tailwind CSS, ensuring a modern and accessible design.
- Optimized test performance by parallelizing xUnit tests and ensuring efficient execution of test cases for large backend applications.
- Implemented asynchronous message queuing using Microsoft Message Queuing (MSMQ) to support decoupled and resilient application architecture.
- Created automated pipelines in GitLab CI/CD to deploy backend APIs and services with version control through Git and TFVC.
- Utilized SSIS transformations and data flow components to cleanse and validate incoming data, ensuring data accuracy and compliance with regulatory requirements.
- Automated deployment of SSIS and SSRS projects using PowerShell and GitLab CI/CD.
- Implemented continuous integration and deployment (CI/CD) pipelines using Azure DevOps or GitHub Actions.
- Used GIT Repository with Visual Studio (VS) extensions for the purpose of version control and source code maintenance needs.
- Actively participated in Agile/Scrum ceremonies, contributing to sprint planning, backlog grooming, and retrospectives for efficient project management.

Sam's club, Bentonville
Senior Full stack .Net Lead

Aug 2020 – Apr 2022

- At Sam's Club, we're embarking on a ground-breaking retail technology initiative, driven by a dedicated team committed to innovation. As a Web developer, within this project at the forefront of this transformation, crafting cutting-edge tools and solutions that enhance member experiences and optimize retail operations. Our mission is to provide exceptional service by seamlessly integrating technology into the retail landscape. Join us in shaping the future of retail and delivering top-tier solutions to our valued members.
- Participated in all phases of the software development life cycle (SDLC), including designing, coding, testing, and implementing the application using Scrum (Agile) methodology.
- Created enterprise-grade APIs and backend services using .NET Core and REST.
- Developed dynamic front-ends using React, React Portals, and AngularJS, integrated with backend services.
- Designed responsive cross-platform interfaces using Xamarin.Forms and XAML.
- Implemented secure authentication protocols using OIDC and SAML 2.0.
- Produced more accurate estimates in less time and ensured that we oversaw the project's schedule and state.
- Created responsive and user-friendly interfaces using Xamarin.Forms and XAML for consistent UI across platforms.
- Worked on designing the architecture of APIs and built a RESTful Web API service with ASP.NET Web API to generate data.
- Created N-tier web applications in a.NET environment using C#, ASP.NET CORE Web API, Console Applications, Web forms, with Visual Studio 2016 and SQL server 2016.
- Integrated MVVM architecture into Xamarin applications, enhancing code maintainability and scalability.
- Utilized JavaScript on both frontend and backend (Node.js) to support validation logic, API integrations, and user experience enhancements in enterprise retail applications.
- Worked with JavaScript frameworks and libraries alongside .NET APIs to ensure responsive, interactive, and scalable web applications.
- Developed dynamic and responsive user interfaces using XAML for mobile and desktop applications as part of the Sam's club's customer-facing systems.

- Developed single-page applications (SPAs) using React 16.3+ with class-based and functional components, ensuring seamless integration with .NET Core backend services.
- Implemented RESTful APIs and Web Services for seamless backend communication in Xamarin apps.
- Designed and implemented custom XAML controls and user controls to address unique application requirements, enhancing functionality and user experience.
- Developed .NET Core and ASP.NET applications with secure user authentication flows leveraging OIDC and SAML 2.0 standards.
- Implemented Business Logic using Visual Studio 2016 and the .Net CORE.
- Used MVC Framework for developing the application as it will distribute the development in Model, Views, and Controllers and it supports stateless development.
- Developed custom UI controls and layouts in XAML to enhance user experience and branding consistency.
- Followed the MVVM (Model-View-ViewModel) architectural pattern to ensure separation of concerns and maintainable code.
- Designed and built the Data access layer by integrating Entity Framework.
- Worked on setting up CI pipelines using tools like Jenkins, Azure DevOps, or GitHub Actions.
- Implemented automated testing frameworks for Xamarin apps, including unit tests and UI tests with NUnit and Xamarin Test Cloud.
- Designed and developed multiple C#.NET Classes to implement business logic and event handling.
- Implementing triggers and bindings in Azure Functions with .NET Core to respond to different events and integrate with Azure SQL DB.
- Integrated React Portals to efficiently render modals and popups outside the main DOM hierarchy while maintaining component structure.
- Designed dynamic and interactive user interfaces using XAML with a focus on responsive layouts and styling.
- Enhance applications built using Asp.Net Core with Microservices architecture, deploying using docker containers.
- SQL (SSMS) was used to create Stored Procedures, Functions, Triggers, and Views.
- Created pipelines in Azure Devops to CI/CD.
- Worked with React DevTools and Redux DevTools for debugging and performance monitoring.
- Developed a Click and Collect feature using Web APIs, enabling customers to order products online and pick them up at their nearest Sam's Club store, enhancing convenience and reducing wait time.
- Utilized Azure DevOps to automate CI/CD pipelines for .NET applications deployed on ARM-based Azure environments.
- Collaborated with e-commerce team to integrate XML-based data feeds from various suppliers, enhancing product catalog management and streamlining inventory updates.
- Performed Unit testing of .NET application using NUnit and Angular applications using Jasmine and Karma.
- Used Git as the primary version control system, managing code repositories, branches, and commits for collaborative development.

Washington State Department of Health
Web Developer/ Full stack Developer)

Oct 2017 – Jul 2020

- Developed this application using 3-Tier architecture with presentation layer (ASP.NET), business logic layer (.NET) and data access layer (ADO.NET, SQL Server 2008).
- Utilized Agile and Scrum methodology, VSTS was utilized for Sprint activities.
- Created and deployed XML Web Services using ASP.net MVC and C#, used them to generate the proxy class files based on the web services and consumed in web application.
- Integrated authentication and authorization mechanisms using ASP.NET Core Identity and OAuth2, enhancing security for sensitive data.
- Led the analysis, design, development, enhancement, and maintenance of web-based applications using ASP.NET, C#, JavaScript, AJAX, and .NET Framework.
- Designed and implemented MSMQ-based message queuing system for retry logic and transaction isolation in batch processes.
- Developed unit and integration tests to validate data exchange integrity between state systems and TPAs.
- Implemented Java enterprise components using Spring Boot with dependency injection, security filters, and interceptors, ensuring secure and maintainable backend services.

- Wrote automated tests using JUnit, Mockito, and Spring Boot Test, improving code reliability and validating database interactions in containerized test environments.
- Conducted system performance tuning to handle high-volume data processing during TPA open enrolment periods.
- Documented backend data contracts, API specifications, and file layouts for all TPA integrations.
- Refactored legacy .NET Framework services to .NET 6 to improve scalability and maintainability of TPA workflows.
- Implemented client-side MVVM architecture to improve application maintainability, scalability, and separation of concerns.
- Designed and integrated SOAP and RESTful Web Services for seamless communication between applications and external systems.
- Collaborated with data governance and privacy teams to ensure all backend TPA exchanges followed state policy guidelines.
- Developed data warehouse integrations via SSIS to support longitudinal data analysis for policy development and grants.
- Containerized .NET applications using Docker and deploy them to Kubernetes clusters for efficient orchestration and management.
- Integrated third-party healthcare services and EHR systems using FHIR-based interfaces to enhance data exchange capabilities.
- Develop and maintain batch processes, reports, and utilities in PowerBuilder, ensuring that mission-critical data operations run reliably and efficiently.
- Leveraged Azure tools like Azure API for FHIR, Azure Functions, and Azure Logic Apps to automate healthcare workflows.
- Supported Microsoft SharePoint environments and leveraged SharePoint capabilities for collaboration and application-related requirements.
- Managed source code, work items, builds, and collaborative development activities using Team Foundation Server (TFS).
- Performed troubleshooting, debugging, performance optimization, and production support for enterprise applications.
- Perform peer code reviews and provide mentorship to junior developers, promoting coding best practices, adherence to standards, and continuous improvement across the team.
- Enhance user interface (UI) and user experience (UX) within PowerBuilder applications, balancing the modernization of look-and-feel with legacy system compatibility requirements.
- Built healthcare apps using FHIR standard to share medical data easily.
- Ensure application-level security, data integrity, and compliance by implementing validation, error prevention, and secure data-access patterns in PowerBuilder applications.
- Designed, developed, and supported Database ETL processes, enhancing data integration and transformation capabilities to provide more insightful data outputs.
- Designed and implemented RESTful services for AngularJS applications, leveraging ASP.NET Core for efficient backend communication.
- Built GitLab CI/CD pipelines to automate deployment of APIs, BizTalk applications, SSRS/SSIS packages, and database scripts.
- Built high-throughput EDI processing workflows in BizTalk with custom pipelines, maps, and orchestration for HIPAA-compliant messaging.
- Implemented Microsoft Message Queuing (MSMQ) to enable asynchronous, loosely coupled communication between backend modules and services.
- Led version control and team collaboration using GitLab and TFVC for parallel development, branching, and continuous integration.
- Created secure, RESTful APIs using ASP.NET Core for internal web apps and third-party integrations with role-based authorization.
- Integrated BizTalk with external state and federal agencies using WCF, SOAP, and RESTful web services to ensure secure and reliable data exchange.
- Worked with FHIR data like Patient, Observation, and Appointment in C#.
- Built data-driven backend workflows integrating SSIS packages for ETL jobs between SQL Server databases and legacy systems.

- Developed SSRS reports to support public health metrics, operational dashboards, and legislative reporting requirements.
- Integrated React front-end apps with secure .NET Core Web APIs using OAuth 2.0 and JWT-based authentication.
- Created custom BizTalk pipelines for validating, debauching, and archiving EDI messages from multiple trading partners.
- Utilized Git version control to manage source code for backend development projects, ensuring efficient collaboration and code history tracking.
- Built .NET apps that connect to Azure Health Data Service to get and send health info.
- Designed and developed RESTful APIs using Azure API Management to streamline communication between microservices.
- Developed business modules using .NET Web API and the .NET language and using .NET Web API framework developed and maintained RESTful/REST APIs.
- Developed microservices using the MVC design pattern and integrated ASP.NET MVC 5 with the Entity Framework for data access.
- Connected apps to hospitals and clinics using FHIR data standards.
- Used TFVC for managing older legacy systems in parallel with GitLab-managed .NET Core development.
- Managed and maintained code repositories on platforms like GitHub and GitLab, enforcing code quality standards and best practices.
- Integrate applications with Azure services like Azure SQL Database, Azure Cosmos DB, Azure Storage, Azure Service Bus, and Azure Event Hub to enhance functionality and performance.
- Azure AD Tenant for production was established and verified, including synchronization with on-premises Active Directory.
- Utilized XAML to design vector graphics and icons, enabling high-quality, scalable graphical elements within applications.
- Utilized NUnit and Jasmine/Karma to perform Unit testing. Created SQL Queries for the SSRS Reports, Crystal Reports and Improved the performance of queries by applying indexing on them.

Adventist Health Systems

Jul 2015 – Sep 2017

.Net Web Developer (Backend)

- Participated in the analysis, design, and development of a web-based application tool using C#, ASP.NET MVC, and a NoSQL database. The application was developed using the Agile Methodology.
- Developed and maintained enterprise web applications using ASP.NET, AJAX, C#, JavaScript, and .NET Framework.
- Designed and developed scalable .NET Core backend services to support Adventist Health's enterprise clinical and administrative systems.
- Created and managed BizTalk Server orchestrations to process healthcare EDI transactions including 837, 835, 270, 271, and 278 for payer-provider data exchange.
- Integrated with Third Party Administrators (TPAs) using BizTalk for eligibility, enrolment, and claims processing using X12 standards.
- Worked with AngularJS filters to format data within the UI, providing users with customizable and real-time data representations.
- Developed and customized PHP-based CMS applications to manage healthcare content, enabling non-technical users to create, update, and publish information efficiently.
- Built dynamic case management tools integrated with backend systems to streamline operational workflows and improve data accessibility for clinical and administrative teams.
- Created different abstract classes, interfaces, and classes in C# to design business logic.
- Using ASP.NET MVC Framework 4.0, I created a reusable framework for the application.
- Created web applications using the MVC architecture and created WCF web service contracts, data contracts, operation contracts, message contracts, and security.
- Engineered secure communication between internal systems and TPAs through HIPAA-compliant BizTalk interfaces and WCF web services.
- Implemented MSMQ to enable asynchronous, fault-tolerant communication between hospital systems, reducing coupling and improving reliability.
- Created serverless apps using Azure Functions to run code on demand without managing servers.

- Developed ETL pipelines using SSIS to process lab results, patient records, and billing data across multiple hospital databases.
- Created SSRS reports for clinical operations, financial analysis, and compliance reporting to meet JCAHO and CMS standards.
- Integrated GitLab for source control and CI/CD automation of .NET APIs, BizTalk applications, and SQL Server components.
- Developed web applications and web forms using HTML, JavaScript, CSS, AngularJS, C#, . Net.
- Integrated Azure Logic Apps with Azure API Management to automate business processes and connect cloud services.
- Hands-on test case development, execution, tracking, and reporting using VSTS 2010/TFS Test Manager.
- Developed batch-processing components using .NET and MSMQ to handle deferred processing of high-volume patient data.
- Implemented CI/CD pipelines in GitLab to automate deployment, testing, and rollback for production releases.
- Created dynamic and paginated SSRS reports for hospital leadership, department managers, and compliance auditors.
- Enhanced BizTalk messaging framework to support routing and transformation logic for multi-TPA environments.
- Deployed AngularJS applications within a CI/CD pipeline using Azure DevOps and integrated automated testing and builds.
- Built the Data Access Layer with ADO.NET and LINQ, leveraging LINQ to Objects for data querying and manipulation.
- Applied XML schema design principles to validate and structure incoming and outgoing data for electronic health record (EHR) system, ensuring data consistency and interoperability.
- Developed React-based dashboards consuming secure .NET APIs for real-time clinical metrics, used by hospital administrators.
- Created comprehensive documentation for BizTalk maps, orchestrations, web services, and backend APIs to support supportability and onboarding.
- Used SSIS to automate loading of insurance claim statuses and remittances into central financial systems from external sources.
- Used TFVC for managing legacy projects and integrated it with modern GitLab workflows during phased source control migration.
- Hosted the application on Azure app service and configured CI/CD pipelines for automated build and deployment with Azure DevOps and Azure BUS was used for microservices communication.
- Integrated NUnit testing framework into CI/CD pipelines, automating test runs for faster and more reliable deployments.
- Installed web-based apps on an application server running Internet Information Server (IIS 7.0).
- Used LINQ to Objects to query the data model and manipulate the data.
- Implemented database triggers to capture audit information, facilitating compliance and accountability for data changes in Adventist Health's healthcare records.
- Understanding and creation of SSIS packages for application flow.

Howard County

.Net Developer

Aug 2011– Jun 2015

- Designed and developed Web Forms using HTML5, CSS3, JQUERY, React and AJAX for the rich user interface.
- Implemented Queries using LINQ for effective access with database and easy handle of file operations and XML.
- Created custom Forms, Lists, Keys, and Web Components using react and tested the files using Jasmine Documentation.
- Utilized AWS services such as EC2, S3, and RDS to host applications, store and manage data, and ensure high availability and fault tolerance and AWS Lambda for serverless computing.
- Implemented robust security measures in AWS environments, including Identity and Access Management (IAM) policies and encryption at rest and in transit, ensuring data protection.
- Built serverless APIs with AWS API Gateway and AWS Lambda functions, enabling efficient and cost-effective API
- Analysed AWS billing data and implemented budgeting strategies to control costs and optimize resource utilization.

- Used AJAX Controls to increase the performance of the web application.
- Developed Security Layers in VB.NET for user Authentication.
- Coded updates and clean up, converted code from VB to C# when moving code from the business layer to the application layer.
- Implemented CRUD functionality with Entity framework in ASP.NET MVC and implemented sorting, filtering, and paging with Entity framework in MVC.
- Worked with SSIS to convert Database views from one database to Tables in other DB's.
- Responsible for maintaining versions of source code using Team Foundation Server
- Created tests and performed unit testing using N-Unit.
- Built CI/CD pipelines using AWS Code pipeline features such as artifact management, release gates, and environment variables to achieve continuous integration and delivery, ensuring faster time to market, improved collaboration, and enhanced software quality.

Resume #2 - Senior SQL Server Database Administrator

SQL DBA

Professional Summary:

- **Over 10+ years** of experience as a **SQL Server Database Administrator/Developer**, expertise in **Database Architecture, Administration, System Analysis, Design, Development and support of MS SQL Server 2019,2017,2016,2014,2012,2008R2** in Clustered (Failover) & Non-Clustered Environments.
- Good knowledge of **Database architecture & modeling**.
- Knowledge on migrating databases to **Azure Cloud** environment. Worked on **Azure Data factory** for APS registry project.
- Knowledge on **Capacity Planning, Data Modeling, and Logical/Physical Database Design**.
- Strong **T-SQL Development skills** and experience in **programming complex Stored procedures, Views ,User defined functions, Triggers, Cursors ,CTE etc.**
- Extensively worked on **SQL Server upgrades/migrated** to higher **SQL Versions (up to SQL 2016)** and applied Service Packs and Cumulative updates.
- Hands on **configuring Temp DB** with considerable Memory and Raid Levels for better performance.
- Experience in **Data Modeling** using MS Visio Tool.
- Experience in **tuning the complex stored procedures and views** and rewriting the code in an optimal way to reduce the overhead on SQL server CPU.
- Experience in creating Temporal tables and Memory optimized for data auditing
- **Experience in vb scripting** to generate the **XML data** for Federal government related to AFCARS project.
- Worked on DB2 environment and developed stored procedures to generate the data for Child care project.
- **Developed SSIS packages** by importing data from multiple sources such as Flat File, CSV file, Oracle ,MySQL, Access, ODBC/OLEDB and perform variety of transformations by using SSIS tools like Slowly Changing Dimensions(SCD), Foreach Loop container, Look up ,Derived column, Conditional split, Multicast and Data conversion. **Migrated the data from mainframe to SQL server using SSIS.**
- Configured Transparent Data Encryption (TDE) for production databases, Create, backup and restore Certificates of TDE.
- Experience with handling Critical Issues like p1/p2, involved in Bridge Calls and co-ordinate with respective teams to resolve the issue within the SLA timelines.
- Effective and Efficient Collaboration with many towers (Storage/Network/Windows/Backup) to drive the business requirements.
- Design DR and deploy HA to extremely minimize the RPO duration and recover quickly the services as per the RTO timelines.
- Installation, configuration and maintenance of SQL Server Active/Active and Active/Passive cluster and configured the Always-on high availability technique in SQL server 2012 to 2022 environment
- Provide value ads by recommending data security solutions to customer databases are secured through implementing SSL (TLS 1.2), Always Encrypted, TDE and symmetric keys.
- Upgrade/Migrate Database servers from 2008 R2 to 2019 and ensure to application connectivity.

- Hands on Experience as SQL Server Database Administrator with proven track record of Administration experience, competent team member and technical skills.
- Migrate On-premises database to Azure cloud using Data Migration Assistant(DMA).
- In PaaS created SQL Database, Auto backup schedule to storage account, Geo Replication configuration, and Dynamic Data Masking configuration.
- Worked on Configuration, Implementation and Maintenance for Disaster Recovery Solutions using **Log Shipping, Database Mirroring and Replication** such as Transactional, Snapshot & Merge replication in SQL Server 2014/2012/2008R2.
- Experience in Developing **various Power BI reports** using Visuals and Visual Properties including Tree Map, Pie Chart, Funnel, Scatter Bar Chart and Column Charts. Customized new columns, quick measures in Power BI desktop utilizing DAX.
- Experience in **solving Database issues** with Index fragmentation, **CPU Bottleneck, I/O Bottleneck**, DBCC checks, **Optimization of Query**, Data Integrity, **Index tuning**, Update Statistics, Error and Event Handling.
- Expertise in **Performance tuning, Optimization, Data integrity** and Statistics by using SQL Profiler, Perf Mon and **DB Engine Tuning Advisor**.
- Analyzed query optimizations with execution plan analysis, SQL Profiler, Dynamic Management views(DMVs) and Dynamic Management Functions(DMFs) and DTA.
- Analyzed and managed indexes to improve database performance utilizing execution plans on SQL Server.
- Configured **Linked servers from SQL to Oracle** databases and experience in creating Jobs, Alerts, Proxy accounts , SQL mail Agent and scheduling SSIS packages.
- Applied and Managed Upgrade , Migrate ,**Service Pack(SP), Patch Management** and Hot Fixes on **SQL servers (2017,2016,2014)**. Implemented **Data warehouse** project by using SSIS.
- Excellent skills in database **Back Up, Restore, Recovery, Updating statistics, Rebuilding and Reorganizing indexes, Defrag Tables, Replication, Linked Servers and Database Maintenance Plan**.
- Troubleshooting day to day issues like job failures , transactional log issues , Blocking and Deadlock issues , permission issues etc. and provided 24 x 7 Production support for the database issues and handled On-Call responsibilities.
- Experience in analyzing, testing and Implementing Industry best configuration standards for huge (Databases in TB's) and High OLTP SQL server applications.
- Experience in **Managing Security of SQL server** by creating Logins, Database Users, Roles and assigning proper permissions according to business requirements and implementing **TDE(Transparent Data Encryption) and DDM(Dynamic data masking)** for on-premise and Azure SQL databases.
- Hands on Migration of SQL server databases to **PostgreSQL using DBConvert**.

TECHNICAL SKILLS:

<u>Relational Databases:</u>	SQL Server 2019/2017/2016/2014/2012, Oracle 9i/10g, PostgreSQL, DB2
<u>Cloud Technologies:</u>	Azure SQL Database, Azure SQL Data Warehouse, Azure Storage, Azure VMs ,Geo replication, Data Sync ,Failover groups, Recovery Service Vaults, Power BI cloud, Cloud Gateway
<u>Database Tools:</u>	Query Execution Plan, SQL Profiler, Database Tuning Advisor(DTA), Extended Events ,ODBC, SQL OLEDB, DBCC, ADO, ADO.NET, Business Intelligence Studio.
<u>Languages and Data Modeling</u>	T-SQL , DBMS, MS Visio
<u>Operating Systems</u>	Windows 2016, Windows 2014, Red Hat Linux
<u>Architecture:</u>	Relational DBMS, Client-Server Architecture, Clustering, Replication, OLAP, OLTP.
<u>ETL:</u>	SSIS

Third party Tools:	SQL Sentry , SolarWinds Orion monitoring tools, ServiceNow, JIRA, Remedy, Foglight, SQL Diagnostic Manager, Litespeed, Veeam and Commvault backup tools.
Reporting	Power BI desktop, Power BI report server,

Educational Qualification:

B.tech in Computer Science from JNTU, hyd graduated in the year May 2008.

Certifications

Microsoft Certified IT Professional (MCITP) - Database Administrator 2012

Microsoft Certified Technology Specialist (MCTS) - SQL Server 2012, Implementation and Maintenance

Professional Experience:

Client: State of Alabama

March 2019- Till date

Role: Sr. Database Administrator

Responsibilities:

- Played a hybrid role of database administrator/developer. Worked in a highly diverse technical environment including SQL Servers and Azure Cloud Servers.
- Worked as a SQL administrator and developer to support the application CARES(Central Alabama Recipient Eligibility system) which performs the Eligibility and Enrollment to provide Medicaid and Medicare services.
- Involved in full life cycle of the project from Requirement analysis, **Design, Development and Testing**. Suggested Disk Capacity, Processors and Memory based on **the Capacity planning**.
- Extensive knowledge of HIPAA standards Implementation of HIPAA code sets, Medicare,**Medicaid Management Information Systems(MMIS)**.
- Created complex stored procedures , Functions , views according to the business requirements from PO.
- Analyzed database growths for Capacity Planning, Normalized the data for efficient performance and Partitioned data into multiple Files and File groups.
- Experience in handling the databases until 4 TB of data size.
- Analyzed query optimizations with execution plan analysis, SQL Profiler, and DTA.
- Involved in Monitoring and analyzing the TempDB growth to ensure the optimal performance
- Experience with handling Critical Issues like p1/p2, involved in Bridge Calls and co-ordinate with respective teams to resolve the issue within the SLA timelines using Service now(SNOW) ticketing tool.
- Installed, configured, and maintained MySQL database servers for high availability and performance.
- Managed user accounts, roles, and permissions to enforce database security and compliance
- Working with **PowerShell scripting** and **automating day to day maintenance tasks** using PowerShell scripts, converting existing TSQL batch scripts to PowerShell scripts and improving SQL Server maintenance jobs performance.
- Managed database instances using tools like pgAdmin .
- Performed upgrades and patching of PostgreSQL servers with minimal downtime.
- Provide value ads by recommending data security solutions to customer databases are secured through implementing SSL (TLS 1.2), Always Encrypted, TDE and symmetric keys.
- Experience in **Data Modeling** using MS Visio Tool.
- **Migrated the data from mainframe to SQL server using SSIS**.
- Worked on **Azure Data factory** for APS registry project and created databases on **Azure portal**.
- Designed dashboards with slicers, interactions, bookmarks and actions in Power BI for SNAP, Childcare and APS projects.
- Created calculated columns and measures using DAX for several calculations to support in the visualizations in

Power BI.

- Experience in **tuning the complex stored procedures** and rewriting the code and recommended suggestions to the dev team.
- Managed the operation, maintenance, implementation, and administration of Microsoft SQL Server 2008 and higher environments, ensuring database availability, performance, security, and reliability.
- Developed, implemented, and optimized T-SQL scripts, stored procedures, functions, views, and database packages to support enterprise applications and business requirements.
- Designed and created SQL Server databases and primary database objects, including tables, indexes, constraints, views, stored procedures, functions, and schemas.
- Performed SQL Server version migrations and upgrades, including migration of legacy SQL Server environments to SQL Server 2012 on Windows Server platforms.
- Converted legacy DTS packages to SQL Server Integration Services (SSIS) packages and validated data migration, transformation, and integration processes.
- Installed, configured, implemented, and monitored SSIS and SQL Server Analysis Services (SSAS) environments for SQL Server 2008 and related enterprise data integration and analytical workloads.
- Developed and maintained command-line DDL scripts for database creation, alteration, object deployment, schema changes, and database maintenance activities.
- Automated database administration and deployment tasks using T-SQL, SQLCMD, batch scripts, and SQL Server utilities.
- Designed and implemented comprehensive SQL Server backup and recovery strategies, including full, differential, and transaction log backups.
- Performed database recovery, restoration, point-in-time recovery, and disaster recovery activities to maintain business continuity and data integrity.
- Monitored SQL Server database health, performance, storage utilization, jobs, backups, and system resources; identified and resolved database-related issues.
- Troubleshoot database performance problems involving queries, indexes, blocking, deadlocks, stored procedures, and resource utilization.
- Implemented database maintenance activities including index management, statistics updates, DBCC checks, backup validation, and integrity checks.
- Supported production database deployments, database object changes, migrations, upgrades, and release activities while minimizing application downtime.
- Collaborated with developers, system administrators, and application teams to resolve database issues and implement SQL Server solutions aligned with application requirements.
- Importing and Scheduled SSIS package executions utilizing SQL Server job agent.
- Utilized **Power BI Desktop** for integrating custom visuals based on business requirements.
- Developed and Optimized **Stored Procedures**, Views and User-Defined Functions as part of generating reports in Power BI according to client requirement.
- Experience in **tuning the complex stored procedures** and rewriting the code and recommended suggestions to the dev team.
- Importing and Scheduled SSIS package executions utilizing SQL Server job agent.
- Utilized Power BI Desktop for integrating custom visuals based on business requirements.
- Developed and Optimized **Stored Procedures**, Views and User-Defined Functions as part of generating reports in Power BI according to client requirement.
- **Worked on DB2 environment and develop stored procedures to generate the data for Child support project.**
- Configured Power BI enterprise data gateway for scheduled data refresh of Power BI datasets.
- **Developed SSIS packages** by importing data from multiple sources such as Flat File, CSV file, Oracle ,MySQL, Access, ODBC/OLEDB and perform variety of transformations by using SSIS tools like Slowly Changing Dimensions(SCD), Foreach Loop container, Look up ,Derived column, Conditional split, Multicast and Data conversion.
- Created **various Power BI reports** according to the customer requirement using Visuals and Visual Properties including Tree Map, Pie Chart, Funnel, Scatter Bar Chart and Column Charts . **Worked on DAX expressions** like filters, Aggregate, Mathematical Functions etc.
- Worked extensively on **Data Refreshes from Production to Test environments**, automated the whole data refresh process at database level **using Power Shell scripts**, stored procedures, Backups, and SQL Agent jobs

without having any performance impact on Production server.

- Configured **maintenance plans** for **update statistics**, database integrity check, backup operations and for Rebuilding or Reorganizing indexes, Defrag tables as part of SQL databases maintenance tasks.
- Maintaining databases and schemas, adding users, roles and groups and implementing database security according to project requirements.
- Provided support for troubleshooting SQL Server related CPU, memory, I/O, disk space and other resource contention issues using native **SQL Server tools**.

Environment: SQL Server 2017/2016, T-SQL, Windows Server, Microsoft Azure, SQL Query Analyzer, BI Data Tools (SSRS, SSIS), Power Bi desktop , Power Bi report server , MS Visio ,Veeam Backup utility, TDE , Service Now,DB2,Visual studio 2017,TFS

Client: Anthem Corporation, Atlanta,GA

Jan 2017- Feb 2019

Role: Database Admin Advisor

Responsibilities:

- Responsible for configuration, updating, migration, security patches, performance tuning and providing **24x7** dedicated supports to all **Production databases**.
- Involved in installations of SQL server 2016,2014 both on stand alone and clustered environments .The maximum database size is 2TB.
- **Migrated SQL Server 2012 to SQL server 2014** including Reporting services (SSRS), SQL Server Logins, database permissions, jobs, SSIS packages, Database mail, linked servers, alerts, operators and server configurations.
- Involved in process of migration of SQL server databases from on-premise to Azure **using Data Migration Assistant(DMA)** and provided documentation of the process.
- In PaaS created SQL Database, Auto backup schedule to storage account, Geo Replication configuration, and Dynamic Data Masking configuration.
- Actively involved in setting up **Active-Active/Active-Passive clustering in production and Testing Environments** and also troubleshooted issues with the same. Applied hot fixes and Service Packs in clustering environments.
- Designed, implemented HA/DR setup **Always ON Availability Groups (AAG) across Windows Server Failover Clustering on 2 Node** cluster for **SQL Server 2016**. Applied hot fixes and Service Packs in clustering environments.
- Day-to-day administration of live production SQL Servers with monitoring tools using **SQL Sentry** ,Extended events ,**Dynamic Management Views and Functions** and Resolving Blocking and Deadlocking Issues.
- Developed T-SQL Scripts with joins, sub queries and co-related sub queries where required.
- Created stored procedures to implement data profiling, data validation and verification.
- Generated SQL scripts for multitude of database objects such as procedures, functions and views.
- **Tuned the stored procedures and provided the optimal way of coder execution the developers**
- Implemented try-catch blocks and other error functions to handle runtime errors in the code.
- Analyzed source databases using complex SQL queries including CTEs and WHILE loops.
- Monitored the production servers on monitoring tool using **Solarwinds orion** and taking preventive measures
- Developed/redesigned SSIS packages, stored procedures, functions, triggers, and SQL Server jobs with emphasis on modularity, performance, and dependability
- Processed daily database **related tickets** in the production environment with formal Request, Change, and Problem Management processes using **JIRA Kanban board** ticketing tool.
- **Developed Jobs and maintenance plans** related to **updating statistics, Rebuilding or Reorganizing indexes, Defrag tables, scheduled full/diff/log backups, refreshing database environments periodically or on demand and partitioning large tables** as part of good database management practices.
- Performed the **Code review** and suggested if any **Missing indexes, Lazy spooling and key lookup using execution plans** to the query or stored procedures provided by the Application team owners and **Code Migration** on the DEV,SIT and PROD Environments using the **IBM Clear Case tool**
- Troubleshooted **issues with log file full and database size increasing** beyond threshold. Created the SQL jobs in the **Control-M workload station** and scheduled the jobs in **BMC Control-M scheduler**. Documented Disaster

recovery plans and participated in Disaster Recovery Drills by implementing Root Cause Analysis (RCA) for troubleshooting and resolving the issues.

- Configured the **SSL Encryption on the SQL servers** according to the Anthem security standards and enabled **Transparent Data Encryption(TDE)** on critical databases.
- Actively participated in determining the database schema, database schema changes, implementation plan for database schema releases in coordination with developers and data modelers in adherence with Organization policies.
- Recovering the databases from **backup in disasters**. Implementing **Point-In-Time Recovery** solutions.
- Configured Transactional **Replication** and **Log Shipping** with SQL Server Management Studio as well as basic account management and **troubleshooting** with **connectivity, security** and **firewall issues**.
- Monitored Log shipping/Transactional Replication and troubleshooting of errors.
- Performed Database Integrity Checks **using DBCC Utilities** , fixing data corruption in user databases and created Database Maintenance plans.
- **Implementation of SQL Logins, Roles and Authentication Modes** as a part of Security Policies for various categories of User Support via ACTIVE DIRECTORY using CITRIX tool.

Environment: SQL Server 2016,2012,2014 Enterprise Edition,Litespeed tool,SQL Sentry monitoring tool,IBM Clear Case,2-node Clustering ,Log Shipping, SSL Encryption,CITRIX,Control-M workload station, SSIS,Quest Toad,Performance Tuning and Optimization(PTO) and JIRA, TFS.

Client: Southern Glaziers wine and spirits

Nov 2015 - Jan 2017

Role: Database Admin

Responsibilities:

- Diagnosed and resolved all production issues and errors, enhancing system reliability.
- Provision SQL servers through Automation via Power-Shell Scripting, expediting setup processes.
- Efficient Backup and restoration plans of system and user Databases.
- Experience in Handling Critical issues like p1/p2, Involved in Recovery Bridge Calls and co-ordinate with respective teams to resolve the issue within the SLA timelines.
- Monitoring backups for all databases on daily bases basis, if any job failed troubleshoot the issue.
- Taking backups from production servers and restore on Dev/UAT Servers as part of database refresh activity requested by Application Teams.
- Involved in implementing Always on Availability set up and trouble shoot issues.
- Performed day-to-day tasks like Monitoring jobs, Alerts, SQL Server Error Logs, Event Logs, Disk spaces, Alert logs including backup and restores.
- Creating weekly maintenance jobs like rebuild index/update stats/check db to ensure database optimization.
- Extensively use SQL Profiler, Perfmon, DMV's to identify performance issues related to databases, servers, long running complex queries.
- Involved in resolving locking and blocking issues.
- Monitoring SQL Server Incidents, Change Requests, and mission critical databases and providing 24x7 production supports to ensure the issue to be resolve within the time frame to Adhere to project SLAs.
- Performing Security Administration tasks like creating users and Delegating appropriate permissions.
- Creating storage provisioning work requests and liaising with windows/storage teams to ensure the WR implemented.
- Conducted routine monitoring of jobs, backups, and restores to maintain operational integrity.
- Install, Configured **SQL Server 2014, 2012,2008 R2** Enterprise & Standard editions on 64-bit systems.
- Designed and Created databases, tables, views, stored procedures ,user defined functions, triggers as required and Implemented Data partitioning.
- Analyzed query optimizations with execution plan analysis, SQL Profiler, and DTA.
- **Tuned the stored procedures and provided the optimal way of code execution to the developers**
- Created the backup and restore strategy for production and development environment.
- Detected and **Resolved Locks and Deadlocks** using Extended events , DMVs and DMFs and Native tools like Profile and the Activity Monitor.
- Created complex Stored Procedures, Views, User defined functions , Triggers, Cursors on SQL Server.

- Analyzed server Performance using monitoring tool **SolarWinds Orion** to identify the bottleneck such as CPU, memory, IO paging and SQL Server and bottleneck of SQL Server such as buffer cache hit, memory, transaction, procedure cache, paging.
- Conducted Database **mirroring** in **High Performance** and **High Availability** mode and **troubleshooted** issues with witness servers.
- Involved in migration of databases from SYBASE / ORACLE to SQL server 2012 using SSMA.
- Applied **SP (Service Pack) and HOT Fixes on SQL Server 2012 and 2014** and Windows Server 2008 R2 and 2012 Enterprise Edition., Backup and Restoration of **System and User databases**.
- Involved in **Performance Tuning of queries** and **Optimization** using Execution plans and Query store, updating Statistics and Troubleshooting the database performance using monitoring tools like, SQL Profiler , **Extended Events, system related DMVs and DMFs** to enhance response time and system performance,

Environment: SQL Server 2014/2012/2008 R2 Enterprise Edition with Clustering, OLTP & OLAP environment that includes Production (24x7), Service Now, Replication, Mirroring, Log shipping, Migration, Microsoft, Windows 2003/ 2008R2/2012, SQL Azure, SSIS, **Data Modeling**, Solar winds Orion and Crystal Reports.

Resume #3 – Business Analyst

BUSINESS ANALYST

SUMMARY

- Results-driven Business Analyst, Technical Lead with 20+ years of experience leading enterprise IT initiatives across federal agencies, DC government, and private sector organizations.
- Executed in partnering with product managers and stakeholders to define product vision, translate complex business needs into epics, features, and user stories, and maintain a healthy, prioritized backlog.
- Led business analysis activities including requirements elicitation, process mapping, user story creation, and UAT support for web-based case management, user portal, and data capture applications within human services environments.
- Proven ability to analyze and document technical designs, coordinate releases, conduct UAT, and drive continuous improvement through data analysis and process optimization.
- Created visual process models, workflow diagrams, analytical reports, dashboards, presentation materials, and decision-support tables using MS Office Suite, PowerPoint, Excel, and Visio.
- Adept at leveraging Agile practices, Azure DevOps/JIRA, Microsoft technologies, and executive-level reporting to deliver reliable, high-impact solutions.

EDUCATION:

B.S.; Computer Information Systems; Strayer University; Washington, DC

SKILLS:

IT Project & Program Management (Agile BPM, Waterfall, RUP, Spiral, CMMI) using Azure Dev Ops (ADO).
COTS & Custom Application Implementation
Wireframing, User Flow Mapping, Navigation Design, Requirements Visualization (Visio, Lucid chart, Copilot)
Business Process Reengineering & Workflow Optimization using BMP methodology.
Participate in Agile SAFe ceremonies (backlog grooming, PI planning, sprint planning, sprint execution, reviews).
Collaborate closely with Product Owners, Developers, Client, QA, UI/UX, and DevOps teams to identify dependencies and modernization impacts.
Contract Oversight & Vendor Management
Data Analysis & Reporting (SQL, Power BI, Crystal Reports, Tableau)
ServiceNow, BMC Remedy, JIRA, Confluence, SCRUM, SharePoint
QA/Regression Testing, User Acceptance Testing (UAT), Manual & Automated Testing (Selenium)
Document Management System (DMS) SharePoint, OneDrive for Business, MS Teams, Laserfiche.

EMPLOYMENT HISTORY

Tech Flairs – DC Government DLCP

May 2022 – Aug 2026

Senior Business Analyst / Team Lead

- Served as technical lead, partnering with product managers and business stakeholders to support product vision, roadmap planning, and guiding developers through sprint planning, backlog grooming, and sprint deployments, backlog items with clear acceptance criteria.
- Developed and executed business licensing and registration case management system(s) across 11 application boards using Microsoft technologies, supporting both internal staff and public-facing users.
- Participated in Joint Application Development (JAD) sessions to elicit and document business requirements, operational constraints, assumptions, and stakeholder expectations.
- Led modernization of legacy business licensing system(s) by transitioning to a cloud-first Microsoft ecosystem, leveraging Azure services, .NET Core, and Power Platform to streamline workflows and improve performance; incorporated AI and Microsoft Copilot capabilities to enable intelligent document processing, automated responses, and data-driven insights, significantly enhancing operational efficiency and user satisfaction.
- Authored Statements of Work (SOWs) and defined execution strategies to close capability gaps through COTS and custom solutions, supporting long-term product and platform sustainability.
- Developed, designed & administer SharePoint intranet portal to improve staff communication and collaboration.
- Created wireframes to translate business requirements into functional layouts, clarifying user flows and navigation for stakeholder alignment (Visio, Lucidchart, Copilot)
- Analyzed business systems and user needs, developed solutions aligned with business strategies, identified risks, and documented functional requirements, program functions, and system changes.
- Prepared Functional and Technical Specifications for reporting, business intelligence, and data warehouse solutions.
- Supported BI/data warehouse enhancements, reporting tools deployment, end-user support, and knowledge-transfer training.
- Collaborated with IT and business teams to analyze reporting and data warehouse requirements and recommend solutions.
- Performed UAT, documented results, reported defects, coordinated fixes, and conducted retesting while adhering to project standards.
- Applied relational database and client-server concepts in business and application analysis.
- Managed product backlog refinement, sprint planning, backlog grooming, and sprint deployments, ensuring features were decomposed into actionable using Azure DevOps.
- Executed gap analysis, root cause analysis, and efficiency assessments, identifying opportunities for process improvement, risk reduction, and operational saving
- Collaborated with PMO, SMEs, and leadership to align change management workstreams with project goals.
- Coordinated with business stakeholders and SMEs, ensuring clear vision, scope, and requirements alignment using ServiceNow to track issues.
- Designed User and customer journeys to map user actions and improve UX designs of the application's usability and navigation.
- Collaborated with Business Units and the Development team to plan, coordinate, and execute application changes and releases to Testing and Production environments, leveraging JIRA, DevOps, and SharePoint for documentation and tracking.
- Communicated effectively with project managers, business analysts, DBAs, application analysts, policy staff, and business users.
- Managed and supported LMS platforms and developed eLearning solutions and training materials.
- Collaborated with SMEs to translate technical content into effective, user-focused learning materials and supported LMS/eLearning enhancements.
- Developed and refined user stories, use cases, workflows, and process diagrams, ensuring traceability from business objectives through technical BPM implementation using JIRA, Azure DevOps, SharePoint, Teams.
- Executed and facilitated QA testing & User Acceptance Testing (UAT) by developing test cases, coordinating execution, validating results, and documenting outcomes to ensure business and technical readiness.

- Managed the agency's Change Control Board (CCB) in partnership with OCTO to rollout of critical application enhancements. Coordinated with SMEs and QA teams to support Test case creation, execution, and defect tracking.
- Acted as a central point of contact for the Agency's Change Management communications and coordination.
- Developed and presented analytical SQL and Tableau reports and dashboards to executives, providing data-driven insights for operational decisions.
- Communicated regularly with leadership regarding progress, risks, blockers, and dependencies, demonstrating strong critical thinking and problem-solving skills.
- Managed system development, testing, and Section 508 & WCAG standards & compliance.
- Implemented Microsoft's Document Management System (DMS) to use SharePoint Online, OneDrive for Business, and Microsoft Teams to create, store, share, and manage the entire lifecycle of documents to implement version control, audit trails, secure access control, and metadata tagging to improve workflow efficiency, with intelligent automation powered by AI.
- Created AI IT Helpdesk Agent to automatically guide employees through common fixes (like VPN setup or password resets) by referencing internal "How-To" wiki process. Also created custom AI Agent to trigger the automated workflow to Move files to a designated folder using MS Copilot.

7-Eleven

Feb 2017 – Apr 2022

Business Analyst

- Developed, executed, and maintained Retail Information Systems supporting financial analytics and merchandising reporting functions.
- Coordinated with project managers, SMEs, and vendors to ensure timely completion of tasks and deliverables.
- Developed and deployed Crystal Reports and Power BI dashboards to support data analysis of store operations and financial performance metrics.
- Worked with stakeholders to gather, analyze, and document business requirements and user stories for solution development using BPM methodology.
- Partnered with IT and business teams to manage defects, track issues, and deliver technical solutions using JIRA/DevOps.
- Supported project reporting, including status updates, risk tracking, and milestone progress to all stakeholders.
- Served change management lead for business unit to perform system testing, QA/UAT testing and post deployment testing.
- Executed application requirements analysis, application design process diagrams, and tracked defects and enhancements during sprints using Azure DevOps.
- Trained and mentored staff, improving technical adoption and process efficiency.
- Created user-focused documentation (SOPs, Test cases, Test plans, User guides & technical references).

DHS / FEMA (Federal Employee)

Nov 2016 – Feb 2017

Data Management Analyst

- Managed, designed and programmed database-driven Agile web Disaster Recovery application to capture and process user data.
- Assisted in UAT (User Acceptance Testing) by tracking issues, documenting results, and ensuring timely resolution. Coordinated testing efforts and supported deployment of mission-critical systems for disaster management operations.
- Executed data analysis to detect, resolve, and prevent recurring application-related issues.
- Maintained, organized FEMA's project repositories, ensuring proper document storage, version control, and accessibility.
- Ensured all application documentation complied with Audit and Regulatory requirements prior to approval and Release.
- Authored and refined process documentation, requirements to meet established IT governance standards.

Federal (DoD, DoS, Navy, US Govt.)

2008 – 2015

Business Analyst

- Provided front-line technical leadership for DoD J-6 enterprise software projects, implementing CMMI-compliant software processes.
- Developed and enforced standards for web development, Section 508 compliance, coding, and database design.

- Supported system lifecycle development, testing, and application deployment in secure government environments.
- Authored technical documents, requirements, and testing artifacts.
- Maintained & administered SharePoint intranet site to add users, webparts to improve staff communication and collaboration.

DC Government / Obverse Inc.
2005 – 2008
Senior Programmer Analyst

- Supervised IT staff, organized project schedules, and monitored deliverables for DC OAG.
- Developed and executed database-driven web applications and intranet portals.
- Developed and maintained the DC Health Department's Vital Records application for capturing and tracking birth and child paternity records.
- Captured, processed, and validated DC Vital Records and paternity data, ensuring accurate distribution to internal and external stakeholders, including support for annual audits.
- Programmed and managed DC OAG Child Support Services Division (CSSD) case management application by working with healthcare and public records data to improve child support case accuracy and enforcement.
- Collaborated with the DC Department of Health (Vital Records Division) to validate and integrate key records such as birth data, hospital delivery information, and paternity details used for case initiation and legal verification.
- Developed and streamlined the OAG Legal Case Management System by implementing end-to-end case lifecycle processes, including application intake, data validation, case assignment, workflow-driven conditional routing, review and approval, and auto-approval. Integrated document management with version control, payment processing, enforcement tracking, court order management, and compliance monitoring. Enabled automated email notifications, audit trails, and reporting dashboards. Improved case tracking through to resolution and closure, enhancing efficiency, transparency, and regulatory compliance while reducing manual effort.
- Maintained award-winning OAG.dc.gov website, ensuring compliance with accessibility standards.
- Performed application development, unit, system and UAT testing with stakeholders.

Open Tech Group (US DOS – FSI Contract)
2004 – 2005
Senior Software Engineer
RSI (Defense Contractor)
2003 – 2004
Senior Programmer/Analyst

Section 508 Compliance & Accessibility QA/Testing

Strategic Planning, IT Governance & Risk Management

Stakeholder Engagement, Status Reporting & Executive Communication

Resume #4 – CRM Application Analyst

CRM APPLICATION ANALYST**SUMMARY**

Enterprise Solution Architect, Technical Project Manager.

Program Manager with more than 16 years of experience in planning, design, development, and implementation of business applications in e-commerce and the client-server environment.

Solutions rendered through large n-tier enterprise systems including COTS, Microsoft Dynamics CRM/365, Microsoft SharePoint, Azure, Dynamics 365 FnO and more.

EMPLOYMENT HISTORY**Navy Federal Bank, Baltimore, MD****Aug 2023 – Present****Dynamics 365 Team Lead ZDASS**

- Team lead reporting to the Dynamics Department Head responsible for the modernizing legacy application which were using IBM ECO system. Project Manager in all initiatives pertaining to the project including technical issues. The project scope involves modernizing and migrating IBM based legacy application on to the Dynamics cloud.
- Worked in collaboration with Navy Federal Staff and business users to determine the gaps in requirements. Determined functionalities and defined workable solutions to bridge gaps, designing the optimum technical solution in the context of the client's environment, requirements, and financial resources. Ensured the delivery of a quality system design which meets system performance requirements, an effective human-machine interface, optimal operational cost, and flexibility for future change.
- Involved in requirements gathering, analysis and project planning.
- Creating and refining Product catalog on Azure board
- Created Custom Entities, Custom attributes for individual business units in MS Dynamics 365.
- Developed SSRS Reports for unique business needs
- Developed Dynamics forms using out of the box features and custom validation
- Data migration using SSIS Packages using Kingsway soft
- Implemented and configured data gateway for On-premises DB2
- Developed Power automate flows to Synchronize data between DB2
- Developed Custom component based on XRM Web API, HTML and Java Script.
- Developed, enhanced, and maintained web applications using ASP.NET, C#, JavaScript, Visual Studio 2008+, and .NET Framework 2.0+.
- Designed and implemented applications using ASP.NET MVC, WCF, jQuery, and jQuery UI to support business and CRM requirements.
- Developed and optimized SQL Server databases, queries, stored procedures, and data-access components.
- Performed data design and data modeling activities, including database structures, relationships, and application data flows.
- Conducted application analysis and design to translate business requirements into scalable technical solutions.
- Utilized Microsoft SharePoint Services/Server and Team Foundation Server (TFS) to support document management, source control, team collaboration, and application development.
- Collaborated effectively with project managers, business analysts, database administrators, application analysts, policy staff, and business users throughout the application development lifecycle.
- Customized MS Dynamics CRM application based on the business requirement
- Developed out-of-box workflows and custom workflows for Dynamics 365.
- Collaborated Azure DevOps team to setup pipeline for automated Deployment
- Customizing Entity, Ribbon, Sitemap, Charts and Dashboard in Dynamics 365.
- Designed Power BI reports using Dynamics CRM custom entities
- Developed configuration and Deployment manuals
- Providing end user training

Environment: SQL Server Management Studio, HP ALM, Jira, SQL Server database, beyond compare**MD State Department of Education, Baltimore, MD****Jun 2022 – Jul 2023****Dynamics 365 Architect ZDASS**

- Evaluated Security loopholes and implemented DOIT policies and procedures for the security of the portal.

- Worked in collaboration with MSDE consultants and business users to determine the gaps in requirements. Determined functionalities and defined workable solutions to bridge gaps, designing the optimum technical solution in the context of the client's environment, requirements, and financial resources. Ensured the delivery of a quality system design which meets system performance requirements, an effective human-machine interface, optimal operational cost, and flexibility for future change.
- Involved in requirements gathering, analysis and project planning.
- Customized MS Dynamics CRM application based on the business requirement
- Developed Custom plugins for unique business needs
- Created organizations, business units, groups and their relationships.
- Created Custom Entities, Custom attributes for individual business units in MS Dynamics 365.
- Developed out-of-box workflows and custom workflows for Dynamics 365.
- Implemented processes automation by creating Custom Workflows Activities.
- Customizing Entity, Ribbon, Sitemap, Charts and Dashboard in Dynamics 365.
- Created Custom events for business data validation and SharePoint 2019 timer jobs for scheduling events using Visual Studio 2019.
- Optimized the Performance of the SharePoint 2019 search servers separating the roles between application and search.
- Automated backup and restore processes for SharePoint Content Databases by creating custom PowerShell Scripts.
- Created queues and relays using Azure Service Bus.
- Conducted interoperability with on-premises line of business applications using WCF web services.
- Developed and maintained ASP.NET web applications using C#, JavaScript, Visual Studio, and .NET Framework.
- Designed and implemented ASP.NET MVC applications and WCF services using jQuery and jQuery UI.
- Developed and maintained SQL Server databases, queries, stored procedures, and data-access solutions.
- Performed data modeling, database design, application analysis, and technical design based on business requirements.
- Used Microsoft SharePoint Server/Services and Team Foundation Server (TFS) to facilitate collaboration, source control, documentation, and project development.
- Analyzed business requirements and collaborated with project managers, business analysts, DBAs, application analysts, and business stakeholders to deliver effective CRM solutions.
- Prepared and communicated technical documentation, requirements, application designs, and project information to diverse stakeholders.
- Develop custom web parts and integrating enterprise content with SharePoint to include developing data repositories, content indexing and workflow.
- Designed forms and implemented business process automation using power platform
- Created several client-side extensions using JavaScript, CSS3 and HTML5.
- Configuration of MS Dynamics CRM 365 with Microsoft Outlook.
- Designed Power BI reports using Dynamics CRM custom entities
- Setup SharePoint 2019 on Azure using SQL managed instance
- Configure all service application for SharePoint 2019 including Search, user profile and managed meta data.
- Troubleshooting SharePoint logs
- Configure business connectivity service to connect SQL server
- Providing end user training
- Installing latest patches and cumulative updates
- Developing custom web parts using REST API

General Tax Authority, Qatar, Doha

Sep 2018 – Apr 2022

Dynamics CRM Consultant

- Involved in requirements gathering, analysis and project planning.
- Developed CRM plugins
- Developed custom entities and implemented field validation using java script API
- Implemented security roles on Dynamics CRM 2016
- Data migration from legacy system
- Customized MS Dynamics CRM application based on the business requirement

- Created organizations, business units, groups and their relationships.
- Created Custom Entities, Custom attributes for individual business units in MS Dynamics 365.
- Developed out-of-box workflows and custom workflows for Dynamics CRM 2016.
- Designed forms and implemented business process automation using power platform
- Created several client-side extensions using JavaScript, CSS3 and HTML5.
- Configuration of MS Dynamics CRM 2016 with Microsoft Outlook.
- Designed Power BI reports using Dynamics CRM custom entities
- Setup SharePoint 2016 on Azure using SQL managed instance
- Configure all service application for SharePoint 2019 including Search, user profile and managed meta data.
- Troubleshooting SharePoint logs
- Configure business connectivity service to connect SQL server
- Providing end user training
- Installing latest patches and cumulative updates
- Developing custom web parts using REST API
- PowerShell scripting and STSADM
- Tools & Technology: Azure, SharePoint, SQL PAAS, Managed instance, REST API, HTML, CSS, Classical ASP, ASP.net, JavaScript, .NET, SQL Server 2019

Sidra Hospital Qatar, Doha
Sharepoint Consultant
Nov 2014 – Aug 2018

- Involved in requirements gathering, analysis and project planning.
- Implemented CRM farm for Survey engine and Patient portal.
- Developing Plugins and custom Workflow's in Microsoft Dynamic 365.
- Customized MS Dynamics CRM application based on the business requirement
- Developed many RESTS based custom modules for SharePoint online and Dynamics 365
- Worked with Microsoft on strategy for closing business.
- Worked with team members to troubleshoot and resolve Dynamics 365 CRM/AX/ERP issues.
- Develop / configure SharePoint environment to support users and business requirements
- Automated business process for HR, Finance and Clinical Staff using SharePoint
- Tools & Technology: JavaScript, .NET, Microsoft SharePoint 2013, 2016, SQL Server

Tech Workflow IT Consultancy Firm, Pakistan
Sharepoint Developer
Feb 2008 – Sep 2014
Softech Worldwide IT Consultancy Firm
Software Engineer
Aug 2005 – May 2008
EDUCATION:

Bachelors in Software Engineering; MUET Jamshoro University; Pakistan

TECHNICAL SKILL:

Dynamics CRM/365, Power Platform Architect , Power BI- D365 Finance & Operations , SharePoint , BI , SQL Server, Azure Architect , Sitefinity, .Net Core , Asp.net MVC , Salesforce , Azure Developer

CERTIFICATIONS:
Project Management Professional (PMP certified)
Dynamics 365:

Microsoft Certified For: Dynamics 365 Customization and Configuration

Microsoft Certified for: CRM 2016 Customization and Configuration

Microsoft Certified for: Dynamics 365 Sales Consultant

Microsoft Certified for: Dynamics 365 Customer Service Consultant

Microsoft Dynamics 365 Fundamentals Finance and Operations Apps (ERP)

Microsoft Dynamics 365 Supply Chain Management Functional Consultant

Microsoft Dynamics 365: Core Finance and Operations

Power Platform:

Microsoft Power Platform App Maker
Microsoft Power Platform Developer
Microsoft Power Platform Functional Consultant

Azure, Office 365 and others:

Microsoft Azure Architect Technologies
Microsoft Azure Architect Design
Developing Solutions for Microsoft Azure
Enabling Office 365 Services
Managing Office 365 Identities and Requirements
Microsoft certified Trainer
Microsoft certified solution Architect for SharePoint 2013

Resume #5 – Mainframe Systems Programmer**Mainframe Systems Programmer****Summary:**

Experienced Mainframe Programmer with a proven track record in managing and optimizing complex database environments.

Proficient in database design, performance tuning, backup and recovery, and security best practices. Skilled in utilizing DB2/IMS tools and utilities for efficient administration.

Committed to delivering high-quality database solutions and ensuring data integrity.

Responsible for DB2 database administration with over 18 years of experience, including extensive work with z/OS, JES2, SMP/E, TSO, IOCP/HCD, program product installations, IBM virtual tape systems, and Unix System Services, ensuring high availability, performance, and reliability of critical database environments.

Technical Skills:

Skills: DB2/IMS Administration, DB2 LUW, DB2 z/OS, SQL, PL/SQL, Unix/Linux, Windows, DB2/IMS Performance and Tuning, DB2/IMS Backup and Recovery, DB2/IMS Disaster Recovery, DB2/IMS Security, DB2/IMS Migration tools, Data Modeling, Data Warehousing, ETL, DB2 Utilities (LOAD, UNLOAD, RUNSTATS, REORG, etc.), Index Management, DB2 PBG Partitioning, IMS skills (IMS/DB, IMS/DC, IMS/TM, VSAM, DFSORT, IDCAMS, COBOL, JCL, REXX, VSAM/OSAM, Partitioning)

Tools: DB2 Control Center, SMP/E, DB2 Query Monitor, DB2 Performance Analyzer, DB2 Workload Manager, DB2 Recovery Manager, DB2 Impact Analyzer, DB2 Administration Toolkit, DB2 Command Line Processor, IBM Data Studio, Omegamon, CA RC/Query, and more IBM, CA and BMC tools

Soft Skills: Problem-solving, Analytical Thinking, Communication and Collaboration, Teamwork, Time Management, Attention to Detail

Programming: Transact/SQL, PL/SQL, Visual Basic, C++, JavaScript, PHP, HTML, CSS, XML, REXX, JCL, COBOL, UNIX Shell Scripting, Perl, Python

Mainframe applications/tools: Mainframe/AS400, CA7/C11, IBM DB2/IMS Databases, Platinum, DB2 connect server for z/OS, SMP/E, BMC Mainview for DB2 and IMS, TSO, ISPF, RMF, IBM HMC/HCM, GDPS, CSM, Viewpoint, Erwin, IDash, Control M, Zeke, GDPS, CSM

Education:

Master of Science, Information Technology, Arkansas Tech University – Russellville, AR

Bachelor of Science, Management Information Systems, Catholic University – Guayaquil, Ecuador

Professional Experience

STATE OF ILLINOIS

Mar 2021 – Aug 2026

Mainframe DB2 DBA – DB2 Consultant

- Performed database design, implementation, and optimization to meet business requirements
- Successfully managed and maintained DB2 databases in a high-availability environment
- Responsible for installing, upgrading, and maintaining DB2 software, while monitoring systems to prevent downtime and performance issues.
- Implemented and monitored DR drills, backup and recovery procedures to ensure data integrity

- Responsible for the upkeep and administration of DB2 subsystems on z/OS, performing routine support, maintenance, and upgrades.
- Involved in Mainframe Systems Engineering activities for IBM z/OS environments, including ISV software upgrades, maintenance, configuration, and troubleshooting, with 5+ years of mainframe experience and 3+ years focused on z/OS.
- Responsible for RACF administration, including user administration, access permissions, security profiles, auditing, and security logging; also involved in DB2 subsystem installation, migration, performance tuning, and database maintenance.
- Provided database performance tuning and optimization to improve query response times
- Responsible for troubleshooting and resolving advanced DB2 and associated product problems, while maintaining system stability and reliability.
- Provided support to troubleshoot and resolve complex database issues and incident resolution
- Responsible for administering DB2 systems and utilizing OMEGAMON for performance tracking, capacity planning, and issue resolution.
- Involved in implementing and managing Mainframe Pervasive Encryption, including dataset-level and coupling facility encryption, while supporting SSA and federal security compliance requirements.
- Used SAS for mainframe data analysis and reporting and was responsible for configuring, managing, and troubleshooting AFP printing systems and mainframe print queues.
- Responsible for applying expertise in SMP/E to manage and streamline DB2 installation activities, maintaining system integrity.

WALMART STORES – Mainframe DB2/IMS L3 Team - Bentonville, AR
Sep 2018 – May 2023
Mainframe DB2/IMS DBA / Programmer

- Supported application teams with several service requests to design, create, alter, maintain, monitor and tune DB2 objects. Implemented complex object changes in a multiple data sharing environment
- Assisted users with troubleshooting and solving DB2 and IMS related issues
- Responsible for managing DB2 database recovery processes and executing annual DR drills to validate system resilience.
- Responsible for supporting IBM z/OS operating systems, performing ISV software upgrades and maintenance, and troubleshooting Mainframe Systems Engineering issues.
- Responsible for managing DB2 database environments and must have experience with VTAM and TCP/IP, ensuring reliable network connectivity for database operations.
- Responsible for managing DB2 subsystems in a z/OS environment, handling daily operations, maintenance tasks, and system upgrades.
- Involved in managing and configuring RACF security, including user provisioning, access control, permissions, security logging, and auditing; used DB2 tools for subsystem installation, migration, tuning, and maintenance
- Supported with upgrades, maintenance, fixes and decommission of DB2 and IMS systems
- Responsible for identifying and resolving complex issues in DB2 and related products, providing timely solutions to support business operations.
- Responsible for implementing and managing Mainframe Pervasive Encryption across datasets and coupling facilities in accordance with SSA and similar federal security frameworks.
- Used SAS for mainframe data analysis and reporting and involved in configuring and troubleshooting AFP printing systems, print queues, and related mainframe print services.
- Strong design and data modeling experience using tools such as Erwin and Metadata Manager
- Responsible for ensuring DB2 environments are up-to-date through software installations, upgrades, and maintenance, while troubleshooting and resolving system issues proactively.

WALMART STORES – ISD Mainframe Operations - Bentonville, AR
Oct 2007 – Sep 2018
Senior Analyst

- Supported application and infrastructure teams by troubleshooting technical issues, implementing
- Mainframe changes as directed and escalating issues as they arise. Participated in several DR tests
- Researched and integrated relevant information and data, and used expertise to make recommendations or decisions. Used business measures and analyses to identify improvements and opportunities
- Responsible for ensuring the smooth operation of DB2 subsystems on z/OS, including regular support, maintenance, and upgrades.

- Involved in supporting and maintaining IBM z/OS environments, including ISV software upgrades, system configuration, maintenance, and troubleshooting.
- Responsible for RACF security administration, including user management, access permissions, security profiles, auditing, and logging, as well as DB2 subsystem installation, migration, tuning, and maintenance.
- Led and supported issues related to CA7 job scheduling, mainframe operations, abend resolution, service level agreements, and escalation procedures. Systems trainer for new and current associates
- Responsible for executing DB2 software installations, applying upgrades, and performing regular maintenance tasks, ensuring compliance with company standards and best practices.
- Performed upgrades and installations of different IBM and ISV tools such as BMC (Mainview), CA (CA7/IDash), GDPS and Netview. Also performed DB2, IMS, CICS and z/OS upgrades and IPLs
- Responsible for analyzing and resolving intricate DB2 and related product issues, ensuring smooth database operations and performance efficiency.

Resume #6 – Cloud Network Engineer

Cloud Network Engineer

Professional Summary

Cloud Network Engineer with 19+ years of progressive experience across tactical, enterprise, and cloud networking environments, including 3+ years of hands-on cloud infrastructure work across AWS and Azure. Holds an active Top Secret/SCI clearance, a Master of Science in Cybersecurity, and deep expertise in network security, hybrid connectivity, and large-scale network operations supporting government and military infrastructure.

Certifications

Certification	Date
Top Secret/Sensitive Compartmented Information (TS/SCI) Security Clearance	Granted October 2024
CompTIA Security+	Renewed May 2026
CompTIA Network+	Renewed May 2026
Cisco Certified Network Associate (CCNA): Routing & Switching	September 2013

Core Skills & Technical Proficiencies

Security & Compliance

System Security Plan (SSP) Documentation • System Certification & Accreditation • NIST Compliance • Security Technical Implementation Guides (STIGs) • Intrusion Detection/Prevention (IDS/IPS) • Network Hardening • Encryption, IPsec, PKI

Networking & Protocols

TCP/IP, OSPF, BGP, MPLS • VLAN Implementation & Management • VPN, Virtualization & Wireless • Firewall Implementation & Administration

Cloud Platforms

Microsoft Azure (VNETs, ExpressRoute) • AWS (VPCs, Direct Connect) • Cloud Load Balancers & CDNs • Cloud-Native Firewalls & Network Security Groups (NSGs)

Platforms & Tools

Cisco Firepower • Cisco Catalyst Center • Cisco ISE • Cisco Call Manager (VoIP) • Cisco 9k Switches &

4300/4400 Routers • Aruba/Aruba Central • Palo Alto Networks • Splunk • SolarWinds • Nessus • Tenable • Riverbed & Traffic Optimization

Professional Experience

Network Engineer

Network Control Center, NY State Division of Military and Naval Affairs — Latham, NY

December 2018 – July 2026

- Manage the New York Army National Guard's statewide network of 50 sites comprising 300 routers and switches.
- Designed, configured, and managed cloud networking environments—including VPCs/VNETs, subnets, VPNs, AWS Direct Connect, and Azure ExpressRoute—with 3+ years of hands-on experience.
- Configured and troubleshoot VPN tunnels, Direct Connect/ExpressRoute connectivity, route tables, and security rules to support secure hybrid cloud-to-on-premises communication.
- Managed cloud Load Balancer configurations, health checks, backend pools/target groups, and CDN services to ensure highly available, low-latency application delivery.
- Administered cloud-native firewall policies and Network Security Groups (NSGs), applying least-privilege access controls across inbound/outbound traffic rules.
- Installed, configured, and maintained Cisco Catalyst Center for 50+ routers and 250+ switches, and configured/installed 3000, 5000, 7000, and 9000 series Cisco Nexus switches.
- Configured and managed 200+ access points across 50 sites and 2 Cisco WLCs.
- Configured and maintained Cisco ISE for 6,000+ devices (laptops, phones, network devices, APs); created new ISE administrator roles to improve separation of duties and productivity.
- Designed and tested wireless network authentication/authorization flow for a new fleet of Dell Wyse thin clients using hardware certificates, Cisco ISE, and Microsoft Active Directory.
- Deployed a new Splunk environment for network data collection and monitoring; use SolarWinds to monitor device and network performance.
- Conduct IT asset management, end-of-life equipment replacement, and license purchasing.
- Evaluate and negotiate vendor/ISP contracts and support Proof of Concept testing to expand network infrastructure within budget.
- Use Remedy IT Service Management to resolve customer tickets efficiently.

Information Systems Technician

101st Expeditionary Signal Battalion, New York Army National Guard — Yonkers, NY

November 2017 – July 2026

- Deployed to Kuwait in support of Special Operations Joint Task Force – Operation Inherent Resolve.
- Coordinated network validation for 50+ Special Operations Forces (SOF) deployed nodes in the Southwest Asia (SWA) theater.
- Managed firewall, IPS, WAF, packet capture, SSL decryption, and NAC security tools.
- Completed satellite access and Army service requests for 20 WIN-T nodes and five SMART-T terminals.
- Investigated cybersecurity incidents and recommended corrective actions to Incident Responders.
- Coordinated and led quarterly upgrades for 20 WIN-T nodes; installed and configured Cisco Call Manager (VoIP) across all nodes.
- Delivered tactical network training to 300+ battalion soldiers and 20+ soldiers from outside units.
- Collaborated with Enterprise IT to configure cybersecurity systems for compromise monitoring.

Network Technician**42nd Infantry Division, New York Army National Guard — Troy, NY***September 2006 – October 2017*

- Managed 20+ network devices and 12 servers within the 42nd Division Tactical Network.
- Served as Division G6 subject matter expert for 12+ Battle Command Systems.
- Lead signal planner for 20+ exercises over 6 years across multiple locations nationwide.
- Established the division's first Communications Security (COMSEC) account, overseeing 350+ line items.
- Completed satellite access and Army service requests for three WIN-T nodes, three SMART-T terminals, and three GBS systems.
- Configured application transport and network infrastructure protocols (SSL/TLS, DNS, DHCP, WINS, NTP, FTP, HTTP, SMTP, CIFS, LDAP, Microsoft AD).
- Applied advanced WAN/LAN and wireless networking expertise across multi-site environments.

Education**Master of Science in Cybersecurity — Concentration: Cyber Operations | GPA 3.73***Utica College, Utica, NY — June 2016***Associate in Applied Science: System and Network Administration — President's List | GPA 3.20***Hudson Valley Community College, Troy, NY — June 2014***Affiliations**

- Iraq & Afghanistan Veterans of America
- National Guard Association of the United States
- Signal Corps Regimental Association

Resume #7 - Learning Management System & eLearning Development Specialist**Learning Management System & eLearning Development Specialist****OBJECTIVE**

Seeking employment in adult learning or corporate setting: building upon over 20 years of career experience plus a Master's degree in Learning and Development and a PhD in Educational Development, Leadership and Innovation. Adding value to an organization with my expertise on instructional design, LMS administration, educational technology, curriculum development, accreditation, compliance, assessment, evaluation, research, online teaching, program development, faculty training, and policy implementation.

EDUCATION

PhD – Doctorate in Educational Development, Leadership, and Innovation, University of Colorado Denver 2010

MA – Master of Arts in Learning and Development, Regis University, Denver, Colorado 2004

BS – Bachelor of Science Degree with Honors in Psychology, University of Iowa

AREAS OF EXPERTISE

- *Certifications:* Project Management Professional (PMP) 2002 – 2010; Certified CPI instructor 2014 - 2024
- *Instructional Design and Educational Technology:* developing online and hybrid courses, Adobe Creative Suite, Articulate Storyline, Captivate, Creative Commons, EBSCO, Digital Badges, Rubrics, SharePoint, Microsoft 365, Word, Excel, Teams, Banner, WebEx, Open Educational Resources (OER), adept in AI prompting to produce unbiased, comprehensive content based in ethical principles.
- *Learning Management System (LMS) and platforms:* Blackboard, ChatGPT, Napkin AI, Claude, Gemini, Coursera, Canvas, eCollege, Moodle, D2L Brightspace, Zybooks, Percipio, Panopto, Canva, SCORM,

SafeAssign, TurnItIn, managing permissions, syncing LMS to enrollment databases, creating live course sections from master course templates, embedding publisher digital tools and resources within the LMS.

- *Career experience across the entire spectrum of adult learning:* from creating and delivering trainings in a corporate setting, to supervising a large team of instructional designers, to senior leadership working as a director with other executives to successfully launch major initiatives across multiple locations.
- *Advocacy for underserved populations:* expertise with developing curriculum for diversity and inclusion, ADA, WCAG2, and 508 compliance, universal design, customizing curriculum for non-traditional students and special education needs, creating foundational courses.
- Responsible for supporting enterprise learning programs, collaborating with SMEs to develop effective learning materials, configuring and administering LMS platforms, managing course structures and user permissions, troubleshooting LMS and course delivery issues, and designing eLearning courses, quizzes, and assessments.
- *Curriculum development:* ADDIE model, Agile, Bloom's taxonomy, syllabi creation, multimedia, lectures, rubrics, assessments, evaluations, competency based assignments, P20 education, regional and national accreditation standards, professional development, teacher licensure, intellectual development, academic placement testing, faculty credentialing, enrollment tracking, course sequencing.
- *Project Management:* collaboration with multiple departments and teams, resource management, data collection, report writing, compliance assessment, budget monitoring, data analysis, reporting, along with expertise in MS Access, MS Excel, Smart Sheet, and Coda.

PROFESSIONAL EXPERIENCE

- Senior Learning Experience Designer, Western Governors University, November 2022 to August 2026
- Lead the course design and development process for new and existing online courses with WGU's proprietary Competency Based Education model (workplace skills, demonstrable competencies, statements of evidence, assessment-driven) ensuring alignment with instructional best practices, scope and sequence, and defined learning outcomes.
- Lead design teams, including Subject Matter Experts (SMEs), academic partners, resource vendors, psychometricians, assessment developers, and accessibility experts.
- Apply learning science, UX principles, and AI to develop accessible HTML content and LMS-based learning experiences. Experienced in designing courses that prioritize clarity, usability, accessibility, and learner support. Develop engaging, contextually rich, and objective-driven learning experiences that reflect real-world application and support diverse learner needs.
- Craft and develop educational programs and courses, focused on skills alignment, accreditation mapping, learning pathways, competency creation, cognitive load weighting, and marketability.
- Utilize learner analytics and industry research in data driven decision making to prioritize curriculum iterations, directly impacting student success metrics and retention rates
- Apply evidence-based design strategies, including best practices in accessibility, to create high-quality educational experiences with competency alignment, formative activities, authentic assessments, and leveraging WGU-branded content to create a distinct learning environment in a competitive market.
- Advise and collaborate with faculty, internal teams, and external stakeholders to ensure instructional alignment, technical feasibility, and consistency in course design.
- Responsible for configuring, administering, and maintaining the LMS, including architecture, course structures, user roles, and permissions.
- Responsible for managing course setup, enrollment structures, content organization, and ongoing LMS course maintenance.
- Conduct quality assurance reviews of curricular materials, learning resources, and assessments to implement continuous improvement processes and maintain high standards of academic and instructional quality, along with alignment to program objectives, competencies and accreditation.
- Mentor and coach instructional designers, sharing expertise and supporting the team in applying best-practice design principles and solving complex learning design challenges.
- Responsible for developing quizzes, assessments, knowledge checks, and other evaluation activities to measure learner understanding.
- Stay at the forefront of learning science research, digital learning trends, and emerging instructional technologies, and actively apply this knowledge to enhance course design and delivery.
- Leverage system capabilities and emerging tools to enhance the overall learning experience and contribute to innovation in design and delivery.

Instructional Design and Curriculum Development Manager, Colorado State University, July 2018 to Nov 2022

- Primary instructional designer/LMS administrator on campus, working with dozens of Subject Matter Experts (SMEs), create over 170 new online college level courses in the Learning Management System (LMS), across undergraduate and graduate programs in School of Business, School of Nursing, School of Education, College of Science, Technology, Engineering, and Mathematics, College of Humanities, Arts, and Social Sciences, along with student orientations. Ensure ADA, 508, and FERPA compliance.
- Support adult learners and faculty by reviewing curriculum for established best practices, accreditation standards, and increasing the use of Open Educational Resources (OER).
- LMS administration: primary contact for over 100 instructors with IT support in the LMS, solving issues with digital assets, maintaining user permissions, embedding media in courses, improving curriculum development skills, knowledge of compliance standards, and expertise with educational technology.
- Instructional design of new online courses utilizing knowledge of ADDIE, instructional design principles, adult learning theory, and instructional technology. Expertise with Blackboard, Canvas, and other LMS platforms. Skilled with HTML, CSS, SCORM, Adobe Creative Suite, Camtasia, Articulate, Captivate, Quality Matters Rubrics, digital badges and media, educational technology tools.
- Promote high quality student learning experiences by regularly reviewing online curriculum and collaborating with current faculty to update online content that meets or exceeds program standards.
- Project management of IT operations to connect LMS (Blackboard) to enrollment system (Banner) for six 8-week terms every academic year, ensure timely content delivery of course files along with instructor/student enrollments, by creating milestones, addressing resource issues, setting deadlines, testing the production environment, tracking project outcomes, and notifying users every launch cycle.

Director of Training and Curriculum, Department of Public Safety, State of Oregon, April 2014 to March 2017

- Supervise creation of all new curriculum using ADDIE and other adult learning concepts, maintain existing curriculum catalog, review all syllabi, lesson plans, related policy updates, and class materials, supervise and mentor new instructors. Implement new retention programs.
- Co-chair Training Advisory Committee to review all curriculum, track student enrollments and content delivery, assess student evaluations of classes, approve new curriculum requests, analyze data and prepare reports to agency leadership, stakeholders, and state legislature.
- Project manager for all training events: budgets, locations, time frames, and resources for all curriculum for employees, deliver updated curriculum and procedures, analyze data using MS Access and Excel, compile reports from online learning platform and evaluations.
- Track and monitor all trainees and instructors in iLearn Learning Management System (LMS), review and approve online courses, prepare reports and analyze transcripts.
- Instructional design of new online courses utilizing knowledge of ADDIE, instructional design principles, adult learning theory, and instructional technology. Expertise with Blackboard, Canvas, and other LMS platforms. Skilled with HTML, CSS, SCORM, Adobe Creative Suite, Camtasia, Articulate, Captivate, Quality Matters Rubrics, digital badges and media, educational technology tools.
- Collaborate with various stakeholders across the state: school districts, community colleges, law enforcement, public safety, and medical providers to ensure curriculum is compliant with Federal and State statute, policy, and practice for employees and clients/students.
- Instructor at the Academy, teach multiple courses to new employees and current staff at all levels of the agency - corrections staff, school employees, young adults, medical providers, parole and probation officers, management, and leadership. Ensure ADA, 508, and FERPA compliance.
- Maintain and update department internal and public web pages, focusing on scheduling, catalog of classes, required training road maps by job title, and training events.

Director of Curriculum and Instructional Design, Westwood College, Denver, Colorado, June 2010 to Oct 2013

- Supervise creation and maintenance of online content for over 700 courses in six schools: Business, General Education, Criminal Justice, Design, Technology, and Healthcare for 15 campuses in five states, supporting 10,000 students and over 2,000 faculty.

- Project management of IT operations to connect LMS (Blackboard) to enrollment system for five 9-week terms every academic year, ensure timely content delivery of course files along with instructor/student enrollments, by creating milestones, addressing resource issues, and setting deadlines.
- Instructional design of new online courses utilizing knowledge of ADDIE, instructional design principles, adult learning theory, and instructional technology. Expertise with Blackboard and Canvas.
- Hire, train, and provide direct supervision and budgeting for all professional employees in Academic Affairs department. Establish and monitor instructor credentials, login permissions, and training. Supervise independent contractors, vendors, and publishers.
- Compliance: ensure FERPA, ADA, and IDEA compliance at all campuses, provide reports for accrediting agency, and update the academic catalog for each of the five terms every year.
- Analyze student surveys after every term for improvements to faculty performance and course curriculum, monitor academic placement testing and foundational course content.
- Collaborate with all levels of the college, especially academic leadership at all campuses, including meeting with all Academic Deans, Program Chairs, and librarians monthly.
- Create and maintain database to track modification requests and suggestions from faculty for course improvements related to content, textbooks, assignments, and outcomes.
- Updated the curriculum model to reflect the new college mission and goals for graduates to gain meaningful employment. Completely revised the curriculum model, document templates, and online course shell, and implemented a project plan to apply this model to all new programs.
- Created and submitted several new degree programs for accreditation approval, launched new programs with faculty and created strategies to promote student enrollment.

Instruction and Evaluation Manager, School of Medicine, University of Colorado Denver, March 2008 to September 2009 (left to finish dissertation)

- Prepare reports and documentation for accrediting agencies, based on data analysis, institutional research, student surveys, and internal audits for state, federal, FERPA, ADA, and 508 compliance.
- Instructional Design of new online courses utilizing knowledge of ADDIE, instructional design principles, adult learning theory, and instructional technology. Skilled with HTML, CSS, SCORM, Adobe Creative Suite, Camtasia, Articulate, Captivate, Quality Matters Rubrics, digital badges and media, educational technology tools. Courses developed for physicians, faculty, coordinators, and other adult learners on instructional techniques, evaluations, survey development, and database modules created and maintained for the classroom and Blackboard, D2L, and eCollege.
- LMS administration: primary contact for over 500 instructors with IT support in the LMS, solving issues with digital assets, maintaining user permissions, embedding media in courses, improving curriculum development skills, knowledge of compliance standards, and expertise with educational technology.
- Maintain and update department internal and public web pages, focusing on student recruitment, continuing education, services, and accreditation.
- Monitor programs and compile data, prepare and present reports to leadership from MS Access, MS Excel, Brio, and online databases, write queries and track trends.

Manager of Research and Evaluation, Urban Peak, Denver, Colorado, January 2007 to January 2008

- Member of leadership team for social service agency with four locations serving young adults with resources for education, housing, substance abuse counseling, job skills, and referrals.
- Evaluated all education, college preparation, and GED programs for young adults served.
- Prepared reports for State of Colorado, US government agencies, and other grant funders, documenting services, outcomes met, and skill improvement for youth served.
- Developed and implemented outreach and retention efforts for new and existing programs.
- Secured and managed several grant proposals and programs across agency.
- Hired, supervised, coached, mentored, and developed several professional level staff.
- Conducted public health research study in 12 states on young adults, with grant funding from Hearst Foundation, findings published, results used to secure additional funding. *Urban Peak Public Health Report – A Multi-City Collaborative*. June 2007. Franklin James Research Center. Award received from the American Public Health Association.
- Created reports on performance of programs and prepared grants and audits for review; analyzed program results and costs with database query tools, prepared reports.

Resume #8 - Cloud Systems Management Engineer**Cloud Systems Management Engineer**

Cloud Platform Engineer with more than 20 years of enterprise infrastructure experience designing, deploying, and supporting secure, scalable platforms. Expertise in AWS, Terraform, Docker, GitHub Actions, CI/CD, Linux, automation, monitoring, and enterprise modernization. Official Department of Justice title: Systems Engineer.

Core Competencies

- AWS platform services: EC2, ECS, ECR, IAM, VPC, S3, CloudWatch, Route 53
- Infrastructure as Code using Terraform
- Docker, container orchestration, and CI/CD automation
- Platform monitoring, observability, and operational reliability
- Linux, Windows Server, Active Directory, and enterprise operations
- Automation with PowerShell, Python, and GitHub Actions

Professional Experience**Microsoft Systems Engineer | Department of Justice Contract**

Jan 2018 – Aug 2026

- Led enterprise modernization initiatives supporting thousands of federal users while maintaining approximately 99% operational availability.
- Responsible for monitoring and managing cloud environments using AWS CloudWatch, Azure Monitor, Splunk, and ELK Stack to track system performance, availability, logs, alerts, and operational events.
- Used AWS CloudWatch, Azure Monitor, Splunk, and ELK Stack for centralized cloud monitoring, log aggregation, troubleshooting, alerting, and performance analysis.
- Responsible for performing patch management across cloud infrastructure, including planning, testing, scheduling, deploying, and validating operating system and application patches.
- Responsible for implementing and maintaining cloud backup and recovery processes to support data protection, disaster recovery, and business continuity requirements.
- Used cloud high availability configurations, including redundancy, failover, load balancing, and resilient infrastructure designs to improve service availability.
- Responsible for configuring and managing DNS services using AWS Route 53 and Azure DNS, including hosted zones, DNS records, routing policies, and name resolution.
- Responsible for managing Microsoft Entra ID (Azure AD) identities, access controls, authentication, and integration with cloud-based applications.
- Used Entra ID and SSO technologies to implement centralized authentication and secure access to cloud applications and enterprise resources.
- Responsible for configuring and troubleshooting Single Sign-On (SSO) integrations using enterprise identity and access management solutions.
- Used Ansible, Chef, and Puppet for configuration management, automated server provisioning, application deployment, system configuration, and maintaining configuration consistency across cloud environments.
- Responsible for developing and maintaining configuration management automation using Ansible, including playbooks, roles, variables, and inventory management.
- Used configuration management tools such as Ansible, Chef, and Puppet to automate routine infrastructure administration and reduce manual configuration activities.
- Consolidated more than 300 Group Policy Objects, improving security consistency and reducing administrative complexity.
- Supported enterprise Windows migration and infrastructure modernization while maintaining federal compliance.
- Strengthened Windows Server, Active Directory, Exchange, MECM, and endpoint management supporting mission-critical government services.

Microsoft Exchange Engineer | ATH Solutions LLC

Sep 2014 – Dec 2017

- Administered Microsoft Exchange supporting approximately 2,600 enterprise users.
- Performed PKI certificate lifecycle administration including issuance, suspension, revocation, and restoration.
- Supported high-availability messaging infrastructure and operational continuity.

Systems Administrator | TWD & Associates*Oct 2013 – Sep 2014*

- Managed Windows Server and Active Directory supporting enterprise authentication.
- Improved operational stability through proactive infrastructure administration.

IT Site Lead | Blackstone & Lockheed Martin*Aug 2009 – Sep 2013*

- Led a team of seven desktop engineers while consistently meeting SLA objectives.
- Directed migration of more than 2,100 Windows XP systems to Windows 7.
- Coordinated enterprise deployments and incident resolution.

Cloud Engineering Projects

- OpsIntel Enterprise AI Infrastructure Platform
- Enterprise Retrieval-Augmented Generation (Enterprise RAG)
- AI Support Ticket Triage Platform
- Terraform Infrastructure Automation

Education

Bachelor of Science — Information Systems Management

Certifications

- AWS Certified Solutions Architect – Associate
- AWS Certified Cloud Practitioner
- AWS Certified AI Practitioner
- Microsoft Azure Fundamentals

Resume #9 - Cloud Architect**CLOUD ARCHITECT****PROFESSIONAL SUMMARY**

Enterprise Architect and Cloud Modernization Leader with 20+ years designing and evolving large-scale application, data, and infrastructure architectures across Azure, AWS, and hybrid environments. Proven track record modernizing legacy systems into microservices, event-driven, API-first platforms while establishing governance, DevOps standards, and data integration patterns. Hands-on architect with deep experience in Terraform, CI/CD, Kubernetes, observability, and multi-cloud landing zones. Experienced leading architects and engineers, defining architectural standards, and aligning technology vision with business growth and AI-ready strategies. Responsible for designing and implementing scalable cloud architecture solutions across AWS, Azure, and GCP environments based on business and technical requirements.

CORE COMPETENCIES

- Enterprise Architecture: Architecture vision, governance, standards, modernization roadmaps, reference architectures
- Cloud Platforms: Azure, AWS, GCP, Kubernetes (AKS/EKS/GKE), hybrid and multi-cloud design
- Application & Integration Design: API-first design, event-driven architecture, microservices, service-to-service integration
- Data & Platform Architecture: Data flows, data lake integration, Kafka/Event Hub, Snowflake-aware pipelines, data readiness

- DevOps & Automation: Terraform, Bicep, GitHub Actions, Jenkins, CI/CD pipeline architecture, Python, REST APIs
- Security & Governance: IAM/RBAC, Zero Trust, Azure Policy, FedRAMP/HIPAA alignment, architecture decision frameworks
- Resilience & Observability: Logs, metrics, tracing, Azure Monitor, Grafana, HA/DR design
- Leadership: Mentoring architects and engineers, architecture reviews, cross-team collaboration, executive communication

PROFESSIONAL EXPERIENCE

Senior Cloud Solutions Architect — GA Department of Transportation, Atlanta, GA | Jan 2020 – Jan 2026

- Defined enterprise architecture standards and reference patterns for application, data, and infrastructure modernization across Azure and AWS environments.
- Led technical discovery and architecture workshops to map complex legacy environments into API-first, event-driven, and microservices-based designs.
- Designed Kubernetes-based platforms (AKS) with integrated observability, CI/CD, and infrastructure as code patterns using Terraform and GitHub Actions.
- Established integration patterns and data flows leveraging Kafka, Data Factory, and cloud data platforms to ensure scalable and reliable system design.
- Responsible for developing and executing cloud migration strategies using Rehost, Replatform, and Refactor migration patterns to modernize applications and infrastructure.
- Responsible for implementing Infrastructure as Code (IaC) using Terraform to automate the provisioning, configuration, and management of cloud infrastructure.
- Used Terraform to create reusable and standardized infrastructure modules, improving deployment consistency and reducing manual configuration.
- Responsible for collaborating with application, infrastructure, security, and DevOps teams to ensure successful cloud migration and implementation initiatives.
- Responsible for articulating complex cloud architecture concepts, technical solutions, and migration strategies to both technical and non-technical stakeholders.
- Provided architectural oversight across .NET, React, and Python application stacks deployed in multi-cloud environments.
- Implemented governance frameworks, DevSecOps practices, and architecture decision guides adopted across engineering teams.
- Mentored engineers and architects on modernization, scalability, and reliability best practices.
- Designed hybrid connectivity and multi-region HA/DR strategies to ensure resilient system architecture.
- Developed reusable reference architectures and platform blueprints accelerating consistent delivery across teams.

Lead Cloud Architect — Veterans Engineering (Department of Veterans Affairs) | May 2019 – Jan 2020

- Built secure multi-cloud landing zones using Azure Policy and AWS Control Tower aligned with enterprise governance standards.
- Led modernization strategies for legacy .NET and Java systems into containerized, managed PaaS, and API-driven architectures.
- Defined RBAC, identity federation, and governance patterns supporting secure and scalable operations.
- Designed HA/DR validation frameworks proving resilience across Azure regions.
- Conducted architecture whiteboarding and mentoring sessions to guide engineering teams through modernization and integration challenges.
- Responsible for developing Terraform configurations and reusable modules to support consistent infrastructure deployment across multiple cloud environments.
- Used cloud architecture best practices to support application modernization, migration planning, integration, security, and operational readiness.
- Responsible for communicating architecture decisions, migration plans, risks, and technical recommendations clearly to engineering teams, leadership, and non-technical stakeholders.

Data Center Migration Architect — Nasscomm, Remote | Aug 2017 – Apr 2019

- Assessed 500+ enterprise applications and defined modernization paths into scalable, observable cloud architectures.
- Designed integration and data flow patterns leveraging Azure Monitor, Grafana, and cloud data services.

- Developed Terraform and Bicep templates to standardize infrastructure provisioning and compliance enforcement.
- Guided teams through rehost, replatform, and refactor approaches aligned with event-driven and API-first architecture principles.
- Reduced operational costs by 25% through right-sizing, autoscaling, and cloud optimization strategies.

Cloud Migration Architect (AWS/Azure) — Wipro, Remote | Jul 2015 – Jul 2017

- Designed hybrid and multi-cloud architectures integrating on-prem systems with AWS and Azure.
- Facilitated technical discovery sessions mapping legacy system dependencies into modern, scalable cloud platforms.
- Automated infrastructure provisioning using Terraform and Ansible to support consistent architecture patterns.
- Worked directly with engineering teams to ensure reliable, observable, and scalable deployments aligned with enterprise architecture goals.

Principal Storage Consultant — Dell Services, Remote | Jan 2013 – Jul 2015

- Delivered enterprise storage, replication, and disaster recovery solutions supporting mission-critical applications.
- Designed and validated DR strategies through live testing to ensure operational continuity.
- Translated storage and data platform requirements into cloud-ready architecture patterns supporting modernization.
- Collaborated with infrastructure and application teams to align data resilience with system architecture goals.

Senior Storage Engineer — IBM Migration Factory, Remote | Oct 2005 – Jul 2013

- Led petabyte-scale data migrations supporting Oracle and DB2 enterprise platforms.
- Designed replication and failover strategies ensuring high availability for critical workloads.
- Coordinated migration planning across database, storage, and application teams to minimize risk.
- Engineered data protection and continuity architectures foundational to large-scale enterprise reliability.

CERTIFICATIONS

- AWS Certified Solutions Architect – Associate
- AWS Certified Security – Specialty
- Microsoft Azure Fundamentals (AZ-900)
- CompTIA Security+
- Snowflake SnowPro Core
- Microsoft Certified: Azure Solutions Architect Expert (In Progress)

EDUCATION

Dowling College – Long Island, NY, Bachelor of science

Resume #10 – Cloud Platform Engineer**Cloud Platform Engineer****PROFESSIONAL SUMMARY**

Senior Cloud Infrastructure Engineer with 8+ years of hands-on experience designing, building, and operating highly resilient, secure, and cost-efficient cloud platforms on Microsoft Azure in compliance-driven enterprise environments. Deep expertise in architecting high-availability and disaster recovery systems with multi-region redundancy, implementing zero-trust security architectures (private networking, encryption, identity isolation, least-privilege access), and meeting strict compliance requirements aligned with SOC 2 and ISO 27001. Experienced in provisioning and optimizing compute environments for AI/ML workloads, partnering with engineering teams to productionize and scale models reliably. Strong background in Infrastructure as Code (Terraform, Bicep, ARM), Azure networking (VNETs, Private Link, ExpressRoute), and establishing observability with proactive incident response. Certified Azure Solutions Architect Expert (AZ-305), Azure Administrator (AZ-104), and Azure AI Engineer Associate.

CORE COMPETENCIES

Azure HA & Disaster Recovery (Multi-Region, Automated Failover) • Zero-Trust Security Architecture • Healthcare/Compliance (HIPAA, SOC 2, ISO 27001) • GPU Compute & AI/ML Infrastructure • Azure Networking (VNETs, Private Link, ExpressRoute, Firewalls) • Azure VMs

/ VMSS / AKS • Terraform / Bicep / ARM Templates • Azure AI Services & MLOps • Azure Monitor / Log Analytics / Observability • RBAC / Entra ID / Managed Identities • Cost Optimization & FinOps • Backup & Business Continuity (RTO/RPO) • Python / Bash / PowerShell • Blue-Green / Canary Deployments

PROFESSIONAL EXPERIENCE

Senior Azure Cloud Platform Engineer | Nebraska Department of Education

Oct 2021 –

Aug 2026

- Designed and operated high-availability Azure infrastructure supporting statewide education systems with compliance requirements — managing segmented environments with strict isolation across dev, staging, and production
- Reduced production alert volume from 300+ to 47 (84% reduction) by establishing comprehensive observability — implementing Azure Monitor, Log Analytics dashboards, proactive alerting, and incident response procedures
- Deployed Azure Monitor Private Link Scope (AMPLS) for secure, zero-trust observability — enabling monitoring across hybrid cloud and on-premises infrastructure without public internet exposure
- Implemented backup and disaster recovery strategies using Azure Backup, Recovery Services Vaults, geo-redundant storage, and cross-region replication with documented RPO/RTO targets
- Built zero-trust networking architecture including VNETs, Private Endpoints, Private DNS Zones, NSGs, VPN Gateway, and network segmentation for compliance-grade security
- Responsible for designing, implementing, and managing containerized applications using Docker and orchestration platforms such as Kubernetes, Azure Kubernetes Service (AKS), and Amazon Elastic Kubernetes Service (EKS).
- Responsible for implementing, managing, and optimizing CI/CD pipelines using tools such as Jenkins, GitLab, and Azure DevOps to automate application build, testing, and deployment processes.
 - Automated infrastructure provisioning using Terraform and ARM templates — creating repeatable, auditable deployment pipelines with full state management and drift detection
 - Configured Azure RBAC, Managed Identities, and Entra ID policies for identity isolation and least-privilege access aligned with compliance and audit requirements
 - Optimized CI/CD pipelines in Azure DevOps with blue-green deployment strategies, feature flags, and deployment guardrails — reducing failed deployments by 35%
- Responsible for developing and maintaining automation scripts using Python, Bash, and PowerShell to support cloud infrastructure, deployment, monitoring, and operational activities.
- Responsible for designing and managing Infrastructure as Code (IaC) solutions using Terraform to provision, configure, and maintain scalable and secure cloud infrastructure.
- Responsible for automating cloud infrastructure provisioning and application deployments across development, testing, staging, and production environments.
- Responsible for implementing cloud engineering best practices for containerization, orchestration, CI/CD automation, scripting, and Infrastructure as Code within Azure cloud environments.
 - Created comprehensive documentation including architecture decision records, risk assessments, and audit trails that improved MTTR by 40% and ensured compliance readiness

Azure/Cloud Infrastructure Engineer | IBM

Mar 2021 –

Oct 2021

- Managed enterprise Azure and AWS infrastructure including VMs, VMSS, storage (Blob, managed disks), and PaaS services with automated provisioning via Terraform and ARM templates
- Configured Azure networking including VNETs, VPN Gateways, Load Balancers, NSGs, DNS zones, and firewall rules — implementing network segmentation for secure, compliant connectivity
- Built CI/CD pipelines with security scanning and deployment gates using Jenkins and Azure DevOps; implemented Azure Monitor and Log Analytics for real-time infrastructure observability
- Performed root cause analysis on distributed system failures, driving incident resolution and implementing reliability improvements with documented audit trails

Azure DevOps/Infrastructure Engineer | AT&T (via Collabera)

Feb 2020 –

Mar 2021

- Deployed AMPLS for enterprise-grade zero-trust observability at AT&T scale — implementing secure monitoring architecture with Private Endpoints and compliant telemetry ingestion
- Implemented Azure networking and security controls including NSGs, Azure Firewall, Private Endpoints, VPN, and Managed Identities for regulated enterprise environments
- Automated Azure infrastructure lifecycle using Terraform modules — building repeatable, auditable IaC templates reducing manual provisioning by 50%
- Built monitoring and alerting solutions using Azure Monitor, Log Analytics, and Application Insights — establishing SLI/SLO-based observability for production services

Cloud Platform Engineer | PowerSchool

Jan 2019 –

Feb 2020

- Led cloud platform modernization on AWS, containerizing monolithic applications into Docker/ECS/EKS — achieving 50% infrastructure cost reduction and 40% scalability improvement
- Implemented disaster recovery and high availability strategies including cross-region replication, automated snapshots, and failover testing for mission-critical SaaS platform
- Developed Terraform modules for repeatable provisioning and established CI/CD pipelines with automated testing — improving delivery from monthly to daily with zero-downtime deployment strategies

Cloud/Infrastructure Engineer | NYSED, Ingersoll-Rand, International SOS

Jan 2017 –

Dec 2018

- Managed enterprise cloud infrastructure across Azure and AWS — automated provisioning using Python, Bash, PowerShell, and IaC tools in compliance-aware environments

Systems Engineer | NetApp

Apr 2015 –

Nov 2015

- Administered hybrid storage infrastructure with focus on backup solutions, disaster recovery testing, and system health monitoring across distributed environments

CERTIFICATIONS

Microsoft Certified: Azure Solutions Architect Expert (AZ-305) • Microsoft Certified: Azure Administrator Associate (AZ-104) • Microsoft Certified: Azure AI Engineer Associate • In Progress: AZ-400 DevOps Engineer Expert

EDUCATION

M.Eng, Industrial Engineering — Lamar University | **B.Eng, Mechanical Engineering** — JNTU

TECHNICAL SKILLS

Azure Compute: Virtual Machines, VM Scale Sets, GPU Compute (NC/ND Series), AKS, App Service, Functions, Container Instances, Availability Zones

Azure Networking: VNets, Private Link, Private Endpoints, ExpressRoute, VPN Gateway, Azure Firewall, NSGs, Load Balancer, Application Gateway, Azure DNS, Private DNS Zones, Network Segmentation

Azure Storage: Blob Storage, Azure Files, Managed Disks (LRS/ZRS/GRS), Storage Redundancy, Data Lake Storage

Azure Security & Compliance: Zero-Trust Architecture, Entra ID (Azure AD), RBAC, Managed Identities, Key Vault, Defender for Cloud, HIPAA Alignment, SOC 2, ISO 27001, Encryption (at-rest/in-transit), Conditional Access

Azure HA & DR: Azure Site Recovery, Recovery Services Vault, Azure Backup, Geo-Redundant Storage, Multi-Region Architecture, Automated Failover, RPO/RTO Planning

Azure AI & ML: Azure AI Services, Azure Machine Learning, AI Foundry, GPU Workload Management, Model Deployment/Serving, MLOps Pipelines

Azure Monitoring: Azure Monitor, Log Analytics, Application Insights, AMPLS, Dashboards, Workbooks, Alerts, Action Groups, Cost Management, SLA Monitoring

IaC & Automation: Terraform, Bicep, ARM Templates, PowerShell, Azure CLI, Bash, Python, Ansible

CI/CD & Deployments: Azure DevOps Pipelines, GitHub Actions, Jenkins, Helm, Blue-Green Deployments, Canary Releases, Zero-Downtime Strategies

Containers: AKS, Docker, Kubernetes, Helm, Container Networking, Pod Security, Auto-scaling, Container Registry

Cost Optimization: Reserved Capacity, Right-Sizing, Spot Instances, Workload Optimization, Cost Visibility Dashboards, Budget Alerts, FinOps

Resume #11 – Cloud Security Professional

Cloud Security Professional

Professional Summary

Dynamic cybersecurity leader with 15+ years of experience in strategic security management, risk assessment, and cloud security operations. Proven expertise in driving compliance, enhancing enterprise security posture, and integrating advanced technical solutions across DoD and commercial domains. Holds key certifications and top secret clearance, underscoring a strong foundation in NIST, FedRAMP, and zero trust architectures.

Certifications and Licenses

Certified Information Systems Auditor (CISA); CompTIA Security+.

Core Skills

NIST 800 Series; FedRAMP; Cloud Services and Operations/Security Strategy; ISO 27001; Risk Management Framework (RMF); Incident Response; Security Architecture; Identity and Access Management (IAM); Zero Trust Architecture; Cloud Security; Compliance and Governance; Threat Detection and Mitigation; Security Operations Center (SOC) Management; Vulnerability Management; Policy Development.

Work Experience

Senior Cloud Security Solutions Architect — Department of Defense

January 2022 – August 2026

- Led compliance and security strategy for global clients, ensuring adherence to FedRAMP, NIST 800, and Oracle Cloud security standards.
- Configured network security groups, firewalls, Virtual Private Cloud (VPC) peering, and micro-segmentation to isolate critical workloads and secure perimeter defenses.
- Collaborated with cross-functional teams to drive cloud security posture and risk mitigation across Cloud programs.
- Developed innovative security solutions and training programs to enhance client security coverage and Oracle's service offerings.
- Ensured continuous adherence to regulatory and compliance standards (including NIST, HIPAA, and SOC2) using automated security auditing tools to remediate configuration drift.
- Designed and managed robust IAM policies, role-based access control (RBAC), and multi-factor authentication (MFA) across multi-cloud environments, successfully reducing unauthorized access vectors.
- Managed threat mitigation, vulnerability assessments, and security calendar execution to maintain compliance and growth.
- Spearheaded configuration and lifecycle management of Cloud Key Management Services (KMS), implementing customer-managed encryption keys (CMEK) for data-at-rest and data-in-transit security.
- Evangelized security best practices and cloud infrastructure security enhancements to teams and customers. Embedded automated security scanning (SAST/DAST, vulnerability assessments, infrastructure-as-code linting) directly into the deployment pipeline to shift security left and accelerate secure releases.

Senior Cyber DevOps Developer/Architecture Engineer — Peraton, Herndon, VA

January 2019 – January 2022

- Led cloud security architecture and DevOps integration, ensuring compliance with NIST 800-53 and executive cybersecurity directives.
- Directed secure coding, integration, and migration of cloud services supporting intelligence community mission-critical applications.
- Applied risk management, incident handling, and cyber event management to maintain secure cloud operations. Developed organizational policies and continuous compliance processes to support national

security objectives. Collaborated with stakeholders to design and deploy scalable, secure cloud solutions enhancing mission success.

Senior Cyber Security Consultant — General Dynamics Information Technology, Herndon, VA

January 2017 – January 2019

- Managed cybersecurity projects ensuring accreditation and Authority to Operate (ATO) for cloud and enterprise applications.
- Developed and implemented incident handling procedures and cyber response strategies to mitigate threats and ensure mission continuity.
- Led the inaugural cyber security team delivering state-of-the-art applications for Department of Defense and federal agencies.
- Coordinated policy development and compliance with FISMA, NIST, and industry standards across multiple projects.
- Oversaw project planning, budgeting, and stakeholder communication to deliver security solutions on schedule and within budget.

Senior Security Architect — AT&T Public Sector Solutions, Vienna, VA

January 2012 – January 2017

- Designed and implemented security architecture using BurpSuite, Fortify, and WebInspect to assess and mitigate risks for federal clients.
- Managed Cyber Risk Programs including DLP, PAM (CyberArk), and identity management solutions to enhance security posture.
- Developed a Cyber Playbook and threatware strategies to guide event management and risk mitigation.
- Led SOC/NOC operations using Agile methodologies to ensure enterprise protection and compliance.
- Executed security package development and continuous assessment for Treasury, Federal Reserve, and FAA clients.

Enterprise Security Engineer/Manager — NGC/TASC, Inc., Chantilly, VA

January 2003 – January 2012

- Developed and enforced information security policies and procedures aligned with FedRAMP, FISMA, and NIST standards.
- Managed security teams and coordinated cross-organizational efforts to support intelligence community missions. Led security audits, risk assessments, and compliance initiatives supporting UAV and intelligence operations. Provided high-level security support including budget management, acquisition, and operational security activities. Collaborated with intelligence community stakeholders to implement mandated security reforms and directives.

Education

- Master of Arts, Regional & Urban Planning — California University of Pennsylvania
- Bachelor of Science, Business Management — St. Leo University

NOTICE

Please note this bid from CARGILL INC DEICING TECHNOLOGY BUSINESS UNIT for the solicitation CRFQ DOT2400000103 was received at the Purchasing Division office prior to the established bid-opening date and time on July 9, 2024, but did not load properly at the public bid opening due to the vendor, CARGILL INC DEICING TECHNOLOGY BUSINESS UNIT, submitting their electronic response under a vendor/customer record discontinued by the wvOASIS agency. Vendors should be aware that electronic responses to online solicitations should be submitted under a vendor/customer record designated as “Active” in the wvOASIS system for their business entity. This response has since been loaded and is now posted.

Greg Clay

Assistant Purchasing Director

