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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: VS0000010082 

Legal Name: MSys Inc

Alias/DBA:

Total Bid: \$2,745,600.00

Response Date: 09/21/2026 

Response Time: 11:18

Responded By User ID: ankurmsys 

First Name: ankur

Last Name: msys

Email: ankur@msysinc.com

Phone: 5107974965

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 ESR09212600000002593	1

VENDOR
VS0000010082
MSys Inc

Solicitation Number: CRFQ 0231 OOT2700000006
Total Bid: 2745600
Response Date: 2026-09-21
Response Time: 11:18:28
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	88.000000	183040.00

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	110.000000	228800.00

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	95.000000	197600.00

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	80.000000	166400.00

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	110.000000	228800.00

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	115.000000	239200.00

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	122.000000	253760.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Architect

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Cloud Security Professional	2080.0000	HOUR	120.000000	249600.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Security Professional

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Cloud Platform Engineer	2080.0000	HOUR	98.000000	203840.00

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	88.000000	183040.00

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	98.000000	203840.00

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	98.000000	203840.00

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	98.000000	203840.00

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.



**Request For Quote
State of West Virginia
Temporary Technical Staffing Services
Solicitation No: CRFQ 0231 OOT2700000006**

**Submitted to: Toby L Welch
West Virginia Office of Technology (WVOT)
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305
Phone: (304) 558-8802
Email: toby.l.welch@wv.gov**

Due Date: Sep 15, 2026, at 13:30



**Submitted By
Rajamani Thiyagarajan, President
MSys Inc.
1025 Connecticut Ave, NW Suite 1000
Washington, DC 20036
Phone: 202-629-0353 x701
Fax: 510-280-7352
rfpresponse@msysinc.com
www.msysinc.com**

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Cover Letter

Date: Sep 15, 2026

Attn: Toby L. Welch

Buyer, Department of Administration
Purchasing Division

RE: CRFQ 0231 – OOT2700000006, Temporary Technical Staffing Services

MSys, Inc. is pleased to submit its response to the **State of West Virginia, Department of Administration, Purchasing Division, CRFQ 0231 – OOT2700000006, Temporary Technical Staffing Services**, issued on behalf of the **West Virginia Office of Technology (WVOT)**. MSys understands that the State is seeking to establish an open-end contract for technical staffing services to support WVOT's technology workforce requirements.

Established in 1994, MSys, Inc. brings more than three decades of experience providing IT staffing, technical consulting, and software development services to government and commercial organizations throughout the United States. MSys has extensive experience supporting public-sector organizations with qualified technical professionals across application development, database administration, business analysis, project management, cloud, infrastructure, cybersecurity, quality assurance, and related technology disciplines.

MSys provides a disciplined staffing process that begins with understanding the technical requirements of each assignment and continues through targeted sourcing, candidate screening, qualification, verification, submission, onboarding, and assignment support. Our recruiters and staffing professionals are experienced in evaluating technical skills, education, experience, communication capabilities, and position-specific qualifications to identify candidates aligned with client requirements.

Our proposed management structure combines executive contract oversight, account management, staffing and recruiting leadership, and employee-management support. This integrated approach provides clear accountability for recruiting, candidate delivery, contract administration, employee support, communication, issue resolution, and ongoing assignment management.

MSys recognizes the technical staffing requirements identified in the CRFQ, including Senior Web Application Analyst, CRM Application Analyst, Senior SQL Server Database Administrator, Business Analyst, Learning Management System & eLearning Development Specialist, Cloud Financial Operations Specialist, Cloud Architect, Cloud Security Professional, Cloud Platform Engineer, Cloud Network Engineer, Cloud Systems Management Engineer, Cloud Center of Excellence (CCOE) Implementation Specialist, and Mainframe Systems Programmer.

MSys is committed to providing WVOT with qualified technical resources, responsive staffing support, disciplined candidate qualification, and dependable contract administration throughout the resulting contract. We understand that the quantities stated in the CRFQ are estimates for evaluation purposes and do not constitute a guaranteed minimum or maximum volume.

MSys accepts the terms and conditions of the solicitation and appreciates the opportunity to submit this response for consideration. We look forward to supporting the West Virginia Office of Technology with reliable, qualified, and responsive technical staffing services.

Respectfully submitted,



Rajamani Thiyagarajan
President, MSys, Inc.

1025 Connecticut Avenue NW, Suite 1000
Washington, DC 20036
Phone: (202) 629-0353 x 701

1. Required Forms

Completed CRFQ Form

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof
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Proc Folder: 2020855			Reason for Modification:
Doc Description: Temporary Technical Staffing Services			
Proc Type: Statewide MA (Open End)			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-08-27	2026-09-15 13:30	CRFQ 0231 OOT2700000006	1

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

VENDOR		
Vendor Customer Code:		
Vendor Name : MSys, Inc.		
Address : 1025 Connecticut Ave		
Street : NW Suite 1000		
City : Washington		
State : DC	Country : USA	Zip : 20036
Principal Contact : Rajamani Thiyagarajan		
Vendor Contact Phone: (202) 629-0353 x 701		
Extension:		

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

	56-1862003	Sep 15, 2026
Vendor Signature X	FEIN#	DATE

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

Solicitation No: CRFQ 0231 OOT2700000006
Request For Quote



	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof
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Proc Folder: 2020855			Reason for Modification: Addendum No 1 is issued to modify the bid opening date
Doc Description: Addendum No 1 -Temporary Technical Staffing Services			
Proc Type: Statewide MA (Open End)			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-09-14	2026-09-23 13:30	CRFQ 0231 OOT2700000006	2

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

VENDOR		
Vendor Customer Code:		
Vendor Name : MSys, Inc.		
Address : 1025 Connecticut Ave		
Street : NW Suite 1000		
City : Washington		
State : DC	Country : USA	Zip : 20036
Principal Contact : Rajamani Thiyagarajan		
Vendor Contact Phone: (202) 629-0353		Extension: 701

FOR INFORMATION CONTACT THE BUYER		
Toby L Welch (304) 558-8802 toby.l.welch@wv.gov		
 Vendor Signature X	56-1862003 FEIN#	Sep 21, 2026 DATE

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

Solicitation No: CRFQ 0231 OOT2700000006
Request For Quote



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

State of West Virginia
Centralized Request for Quote
Service - Prof

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

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:
Vendor Name : MSys, Inc.
Address : 1025 Connecticut Ave
Street : NW Suite 1000
City : Washington
State : DC **Country :** USA **Zip :** 20036
Principal Contact : Rajamani Thiyagarajan
Vendor Contact Phone: (202) 629-0353 **Extension:** 701

FOR INFORMATION CONTACT THE BUYER

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


Vendor
Signature X

56-1862003
FEIN#

Sep 21, 2026
DATE

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

Designated Contact Form

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

(Printed Name and Title) Rajamani Thiyagarajan

(Address) 1025 Connecticut Ave, NW Suite 1000, Washington, DC 20036

(Phone Number) / (Fax Number) (202) 629-0353 x 701/ 510-280-7352

(email address) rfpresponse@msysinc.com

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

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

MSys, Inc.

(Company)

(Signature of Authorized Representative)

Rajamani Thiyagarajan/ President/ Sep 15, 2026

(Printed Name and Title of Authorized Representative) (Date)

(202) 629-0353 x 701/ 510-280-7352

(Phone Number) (Fax Number)

rfpresponse@msysinc.com

(Email Address)

2. Purpose & Scope

The State of West Virginia, through the Department of Administration, Purchasing Division, on behalf of the West Virginia Office of Technology (WVOT), is soliciting bids to establish an open-end contract for technical staffing services under CRFQ 0231 – OOT2700000006. The purpose of this procurement is to provide WVOT with access to qualified technical professionals to support its information technology and operational requirements on an as-needed basis.

MSys, Inc. understands that the resulting contract will provide WVOT with technical staffing resources across the labor categories identified in the CRFQ. These include Senior Web Application Analyst, CRM Application Analyst, Senior SQL Server Database Administrator, Business Analyst, Learning Management System & eLearning Development Specialist, Cloud Financial Operations Specialist, Cloud Architect, Cloud Security Professional, Cloud Platform Engineer, Cloud Network Engineer, Cloud Systems Management Engineer, Cloud Center of Excellence (CCOE) Implementation Specialist, and Mainframe Systems Programmer.

MSys will support the State's technical staffing needs by identifying and providing qualified personnel whose skills, experience, and qualifications align with the requirements of each requested position. Our staffing approach is designed to support the full staffing lifecycle, including requirement review, candidate sourcing, screening and qualification, candidate submission, onboarding, assignment support, and ongoing communication.

The CRFQ identifies the estimated hours for each labor category for evaluation purposes only and expressly states that actual usage may be more or less and is not guaranteed or implied. MSys understands that staffing requirements will be based on WVOT's actual needs and will support the State through a flexible and responsive staffing model.

MSys's objective is to provide WVOT with qualified technical resources, responsive staffing support, dependable service, and consistent contract administration, while complying with the terms, conditions, specifications, and requirements of the resulting contract.

3. Definitions

MSys, Inc. acknowledges and accepts the definitions, terminology, and requirements established in CRFQ 0231 – OOT2700000006, Temporary Technical Staffing Services, and will apply them consistently throughout this proposal and any resulting contract. For purposes of this response, WVOT refers to the West Virginia Office of Technology, Vendor/Contractor refers to MSys, Inc., and Technical Staffing Services refers to the provision of qualified technical personnel in the labor categories identified in the CRFQ. MSys understands that the solicitation establishes an open-end contract for technical staffing services and that the estimated hours identified for the labor categories are provided for evaluation purposes only; actual usage may be more or less than the estimated hours and is not guaranteed or implied. MSys will comply with all definitions, terminology, specifications, terms and conditions, and other applicable requirements contained in the CRFQ and any applicable addenda throughout contract administration and performance.

4. Vendor Qualifications (RFP Section 3)

MSys, Inc. meets and exceeds the qualification requirements established under **Section 3 – Qualifications of CRFQ 0231 – OOT2700000006, Temporary Technical Staffing Services**. Established on **January 31, 1994**, MSys has more than 30 years of experience providing information technology staffing, technical consulting, software development, and related IT services to government and commercial organizations. MSys's documented experience includes long-term staffing and technology engagements with Federal, State, local, judicial, transportation, education, and other public-sector organizations.

Minimum Five Years of Similar Information Technology Services

MSys, Inc. substantially exceeds the CRFQ's minimum requirement of five years of experience providing similar information technology services. Since its establishment in **1994**, MSys has provided IT staffing, temporary technical staffing, consulting, software development, and related professional services to organizations throughout the United States. Technical staffing is a longstanding core MSys capability, supported by established staffing resources and extensive experience providing qualified technical professionals for project-based and ongoing client requirements.

MSys's documented government experience includes the State of Oklahoma, State of North Carolina, State of South Carolina, State of Pennsylvania, State of Maryland, State of Virginia, State of Maine, State of Delaware, State of Iowa, State of Minnesota, State of Michigan, District of Columbia, U.S. Department of Defense, U.S. Department of Energy, U.S. Department of Justice, Library of Congress, Minnesota Judicial Courts, County of Durham, San Mateo County Transit District, Washington State Department of Enterprise Services, California Public Employees' Retirement System (CalPERS), Mississippi Department of Finance & Administration, and other government organizations.

Corporate Experience at a Glance

- **Established:** January 31, 1994
- **Years in Business:** More than 30 years
- **Relevant Services:** IT staffing, temporary technical staffing, IT consulting, software development, and technical professional services
- **Government Experience:** Federal, State, local, judicial, transportation, education, and other public-sector environments
- **Technical Disciplines:** Application development, application architecture, database administration, business analysis, networking, cybersecurity, cloud, systems administration, reporting, QA/testing, and project management
- **Contract Experience:** Prime-contractor experience supporting government technology and staffing engagements
- **Staffing Experience:** Technical professionals supplied for both ongoing and project-based technology requirements

MSys's documented project portfolio further demonstrates the similarity of its information technology services to the requirements contemplated by WVOT. Representative engagements include application development and Java/MQ interface work for the North Carolina Administrative Office of the Courts; COBOL, Oracle PL/SQL, SQL, and Unix development for the Maine Department of Labor; SQL Server and SSRS reporting for Maine WIC; Java/JSF development for Virginia DSS; systems and server administration for the Defense Logistics Agency; business analysis and SQL Server reporting for South Carolina DMV; .NET development; database administration and data modeling; Oracle application support; business intelligence development; SQL Server administration; and cybersecurity and security operations support.

MSys therefore provides substantially more than the five years of similar experience required by the CRFQ and has an established record of delivering technology personnel and services in government environments.

Technical Staffing Experience

MSys, Inc. has extensive experience providing qualified technical personnel across application, database, infrastructure, cloud, security, networking, systems, testing, and related technology disciplines. Its documented staffing history includes Application Architects, Application Developers, Database Administrators, Software Testers, Software Architects, .NET Developers, Java Developers, Reports Developers, Network Engineers, Security Architects, SOC Analysts, Virtualization Engineers, AWS

Architects, SQL Server DBAs, SharePoint Developers, ERP Developers, EDI Analysts, QA/Testers, and Project Managers, among other technical professionals.

Representative Technical Staffing Experience

Client / Entity	Staff Title / Technical Classification	Duration
State of Oklahoma	Software Architect; .NET Developer; Reports Developer	2014 – Present
Ohio Public Employees Retirement System (OPERS)	Java Developers; Network Engineer	2019 – Present
District of Columbia	Project Manager; Security Architect; SOC Analyst; Virtualization Engineer; Desktop Support	2016 – Present
State of Pennsylvania	.NET Developer; Testers; PL/SQL Developer	2018 – Present
State of North Carolina	.NET Developer; Java Developer; QA/Tester; Project Manager; AWS Architect	2015 – Present
RLI Insurance	QA Analysts	2019 – Present
GEICO	QA Analyst; RPA Developer; Business Analysts	2019 – Present
Verizon	Software Consultants	2019 – Present
State of South Carolina	ERP Developer; EDI Analysts; SQL Server DBAs; Network Engineer; SharePoint Developer	2015 – Present

The classifications in the table above are MSys's documented historical staffing titles and are not being represented as replacement names for WVOT's labor categories. They demonstrate the technical staffing depth from which MSys can support the specific classifications identified in the CRFQ.

Directly Documented Staffing Assignments

MSys's detailed contract documentation provides direct evidence of personnel assignments for government clients. For California Public Employees' Retirement System (CalPERS), MSys served as the Prime Contractor and documented three staff assigned as Database Administrator, Application Developer, and Software Tester. The engagement is documented from October 2018 – Present, with multiple task orders and a total dollar amount received of \$1.2 million.

MSys's documentation also identifies a prior engagement with the Office of Management and Enterprise Services (OMES), Oklahoma, in which three staff were assigned as Application Architect, Database Administrator, and Application Developer under multiple task orders from April 2015 through April 2021. This engagement is included as historical evidence of MSys's staffing capability; it is not relied upon as the sole evidence for the CRFQ's current five-year period.

The U.S. Department of Energy engagement documents one staff assignment providing FileNet Support under a prime-contractor engagement from March 2019 through February 2020.

Relevant Alignment to WVOT Classifications

MSys's documented staffing experience provides relevant technical coverage for the WVOT classifications identified in the CRFQ:

WVOT Classification	Relevant MSys Experience
Senior Web Application Analyst	Application development, Java, .NET, SharePoint, web technologies, application analysis, testing, and enterprise application support
CRM Application Analyst	Application analysis, business analysis, requirements analysis, enterprise application support, and client-facing technical coordination
Senior SQL Server Database Administrator	SQL Server DBA, database administration, SQL, PL/SQL, database maintenance, data modeling, and performance tuning
Business Analyst	Requirements analysis, business-process analysis, reporting, documentation, and stakeholder coordination

Learning Management System & eLearning Development Specialist	Software/application development, reporting, testing, documentation, and deployment experience
Cloud Financial Operations Specialist	AWS architecture, infrastructure, systems, and enterprise technology consulting experience
Cloud Architect	AWS Architect and Software Architect experience, enterprise architecture, application architecture, and technical design
Cloud Security Professional	Security Architect, SOC Analyst, SIEM, IDS/IPS, incident response, and security operations experience
Cloud Platform Engineer	Systems administration, server administration, virtualization, operating-system support, and infrastructure experience
Cloud Network Engineer	Network engineering, network administration, infrastructure support, firewall configuration, and network security
Cloud Systems Management Engineer	Systems administration, monitoring, troubleshooting, server management, and performance optimization
Cloud Center of Excellence (CCOE) Implementation Specialist	Enterprise architecture, systems integration, technical consulting, project management, and technology implementation
Mainframe Systems Programmer	COBOL, Oracle PL/SQL, SQL, Unix scripting, legacy application development, maintenance, and modernization

Staffing, Sourcing, and Candidate Qualification Capability

MSys's ability to provide qualified technical personnel is supported by an established sourcing and candidate qualification infrastructure. For each requirement, MSys develops a recruiting strategy based on the position's technical requirements, experience, qualifications, timeline, and other assignment-specific conditions. MSys uses internal candidate databases and bench resources, employee referrals, job portals, local job postings, professional networks, user groups and forums, career fairs, social media platforms, and targeted outreach to passive candidates to develop and maintain qualified candidate pipelines.

Candidates are not submitted based solely on résumé matching. MSys's documented nine-step process includes bench development, sourcing, recruiter screening, face-to-face interviews when required, technical reference checks, skills assessments when appropriate, client submission, background checks and drug screening when required, and ongoing candidate care. The process is designed to verify technical capability, communication skills, experience, references, and overall alignment with the client's requirements before submission.

This established staffing infrastructure directly supports MSys's ability to identify and provide personnel for specialized WVOT requirements while maintaining candidate quality and assignment readiness.

Government Client References

MSys's documented government reference portfolio further demonstrates its experience providing staffing and related technology services to public-sector organizations. The following references are included to support verification of MSys's experience and client relationships.

Government Client/ Entity	Relevant Services/ Experience	Client Contact
San Mateo County Transit District (SamTrans)	Professional staffing and IT consulting supporting enterprise technology operations, including staffing coordination, recruitment, technical evaluation, onboarding, enterprise applications, infrastructure, systems administration, software development, and technical support. Term: September 2019 – Present. Annual Value: \$987,000.	Shruti Ladani, Contract Administrator; (650) 622-7857; ladanis@samtrans.com ; 1250 San Carlos Avenue, San Carlos, CA 94070-3006
Mississippi Department of Finance & Administration (DFA)	Professional staffing and IT consulting supporting statewide technology initiatives, including	Rachel Venkataraman, Manager; (303) 520-9761; seniorsaphrconsultant@gmail.com ;

	workforce planning, sourcing, technical screening, recruitment, onboarding, assignment management, employee support, and workforce administration. Term: April 2022 – December 2025. Annual Value: \$320,000.	501 North West Street, Suite 1301, Woolfolk Building, Jackson, MS 39201
California Public Employees' Retirement System (CalPERS)	Enterprise IT staffing supporting Database Administration, Application Development, and Software Testing ; detailed staffing documentation identifies three assigned resources. Term: October 2018 – Present. Contract Value: \$1.2 million.	Siva Reddy Alla, Project Manager; (630) 362-5048; siva.alla@calpers.ca.gov ; 400 Q Street, Sacramento, CA 95811
Washington State Department of Enterprise Services (WA DES)	Independent project management and quality assurance services supporting a statewide technology implementation, including PMO support, project planning, schedule/budget tracking, risk management, stakeholder coordination, reporting, and QA reviews. Term: April 2023 – March 2025.	Marci Disken, Project Manager; (360) 407-9405; marci.disken@des.wa.gov ; 1500 Jefferson Street SE, Olympia, WA 98501
U.S. Department of Energy (DOE)	FileNet Support and IT consulting, including FileNet administration, enterprise content management, application support, system maintenance, issue resolution, operational support, workforce management, and contract administration. Term: March 2019 – February 2020. Contract Value: \$154,450.	Katie Klos, Project Manager; (509) 372-2710; katherine_a_klos@rl.gov ; 1000 Independence Avenue SW, Washington, DC 20585

Additional Government Staffing Experience

MSys's broader project and client records demonstrate technical staffing and IT service experience with the State of Oklahoma, Oklahoma Department of Career and Technology Education, State of South Carolina, State of North Carolina, State of Pennsylvania, State of Maine, State of Virginia, District of Columbia, Ohio Public Employees Retirement System, Defense Logistics Agency, U.S. Department of Justice, Sacramento Municipal Utility District, and other government organizations. These engagements encompass application development, database administration, systems administration, networking, cybersecurity, reporting, software testing, project management, infrastructure support, and legacy-system technologies.

Qualification Compliance

MSys, Inc. confirms that it substantially exceeds the five-year minimum experience requirement and has extensive documented experience providing technical staffing and information technology services to government and commercial organizations. MSys's staffing records demonstrate experience across multiple technical disciplines relevant to the WVOT classifications, while its client and project documentation identifies government entities, engagement periods, staffing assignments where specifically documented, and client contact information. MSys will provide any additional documentation requested by the State to substantiate individual staffing assignments and further demonstrate compliance with Section 3.2.

5. Mandatory Requirements (RFP Section 4)

5.1. Mandatory Contract Services Requirements and Deliverables

Senior Web Application Analyst

Why this candidate is qualified for this position:

- Available immediately for the project.
- Over 11+ years of experience as a Sr. .Net Developer in designing, developing, and supporting enterprise-grade applications across banking, capital markets, healthcare, insurance, public sector, and OTT media domains.

Professional Summary:

- Senior Full Stack .NET Developer with 11+ years of experience designing, developing, and supporting enterprise-grade applications across banking, capital markets, healthcare, insurance, public sector, and OTT media domains.
- Strong expertise in C#, ASP.NET Core, ASP.NET MVC, Web API, and microservices architecture, building scalable backend systems capable of handling high-volume, transaction-heavy workflows.
- Extensive experience designing and consuming RESTful APIs with JSON/XML payloads, implementing clean architecture patterns, dependency injection, layered/N-Tier design, and secure service integration.
- Advanced database expertise in SQL Server and Oracle, including T-SQL, PL/SQL, stored procedures, indexing strategies, query optimization, transaction management, and performance tuning for large datasets.
- Proficient in Angular and React for developing dynamic, responsive, component-based user interfaces integrated with real-time backend services. Hands-on experience with ETL and data processing using SSIS, batch jobs, SQL Agent scheduling, and structured data transformation workflows.
- Cloud experience across Azure and AWS, including App Services, Azure Functions, Service Bus, Cosmos DB, EC2, S3, Lambda, ECS/EKS, and containerized deployments using Docker.
- Experienced in implementing secure authentication and authorization using OAuth2, JWT, Azure AD, and role-based access controls aligned with SOX, FINRA, HIPAA, and regulatory compliance standards.
- Proven background in CI/CD automation using Azure DevOps, GitHub, Jenkins, and enterprise release management processes across multi-environment deployments.
- Skilled in production support, root-cause analysis, performance troubleshooting, and maintaining stability of mission-critical systems in high-availability environments.
- Strong understanding of distributed systems, asynchronous processing, messaging platforms such as Kafka and RabbitMQ, & caching strategies using Redis. Exposure to AI-enabled integrations including Azure OpenAI and intelligent data processing components supporting enterprise automation initiatives.
- Strong Agile/Scrum practitioner with experience collaborating across cross-functional teams, participating in architecture discussions, and delivering reliable, production-ready solutions end-to-end.

Education:

- Bachelor's degree in computer science from Acharya Nagarjuna University - 2015

Technical Skills:

.NET Technologies	ASP.NET, ADO.NET, AJAX, Classic ASP, LINQ, Entity Framework
Front End	Angular, React, Vue, HTML, CSS, JavaScript, TypeScript
Cloud	Azure and AWS
Languages	C# .NET, VB.NET, Visual Basic, C, C++, Java
Databases	SQL SERVER, Oracle PL/ SQL, My SQL, T-SQL, Mongo DB, Cassandra
Framework	Microsoft.Net Framework, .Net Core Framework
IDE	Visual Studio, Visio
Testing Tools	Microsoft Vision, NUnit, Karma, xUnit
Reporting Tools	SQL Server, SSIS, SSRS, SQL Server Management Studio (SSMS)
Version Control	Visual Source Safe, Team Foundation Server, Tortoise and GIT

Professional Experience:

TD Bank, Richmond, VA

May 2025 – Present

Senior Full Stack .NET Developer

- Developed and enhanced the COSMOS front-office trading application using C#, ASP.NET Core MVC, ASP.NET Core Web API, ADO.NET, Entity Framework, SQL Server, JavaScript, and AJAX, supporting commission management, trade enquiry, allocation, and account administration workflows.
- Participated in requirements gathering and application design sessions with trading users, project managers, architects, and supporting teams, translating complex business requirements into functional specifications and maintainable application components.
- Designed the application using an N-tier architecture, separating presentation, business logic, service, and data-access layers to improve maintainability, testability, and controlled deployment of trading functionality. Developed ASP.NET Core MVC controllers, views, models, and reusable server-side components for Commission Schedule, Sub-Account, Commission Tier, and trade enquiry functionality.
- Implemented AJAX-enabled functionality within ASP.NET MVC applications to asynchronously retrieve and update commission, account, and trade information without requiring complete page refreshes. Designed and developed REST APIs using C#, ASP.NET Core Web API, JSON, and XML for communication between COSMOS modules and downstream trading, allocation, reconciliation, and reporting systems.
- Used ADO.NET extensively for database connectivity, executing parameterized SQL commands, stored procedures, transactions, DataSets and DataReaders for performance-sensitive financial processing.
- Implemented Entity Framework for data-access operations and object-to-relational mapping while retaining ADO.NET and stored procedures for complex or high-volume trading transactions. Designed and maintained SQL Server tables, views, stored procedures, functions, indexes, constraints, and transactional queries supporting commission calculations, account hierarchies, trade booking, allocation, and reconciliation.
- Performed SQL Server performance tuning by reviewing execution plans, optimizing complex queries and stored procedures, restructuring indexes, and reducing unnecessary database calls for large trading datasets.
- Developed and maintained SSIS packages to extract, transform, validate, and load trade, account, commission, and reference data between internal databases and downstream financial systems. Developed SSRS reports for trade activity, commission schedules, allocation, reconciliation, and operational reporting, integrating parameterized reports with ASP.NET MVC applications for business-user access.
- Supported legacy application modernization by analyzing existing COWEN functionality and incrementally rewriting selected capabilities into C#, ASP.NET Core MVC, Web API, and SQL Server components while maintaining compatibility with existing workflows.
- Worked with Service-Oriented Architecture (SOA) integrations and WCF services for legacy enterprise interfaces, implementing service contracts, data contracts, bindings, exception handling, and secured communication between application systems.
- Maintained compatibility between legacy WCF/SOAP integrations and newer REST API services during application modernization, allowing dependent systems to transition without disrupting critical trading operations.
- Supported selected legacy COWEN UI modules built with JavaScript, jQuery, jQuery UI, and AJAX, maintaining dynamic dialogs, validation controls, data grids, and asynchronous interactions while functionality was incrementally migrated into the modern COSMOS platform.
- Maintained legacy client-side components following the MVVM pattern using Knockout.js, including observables, data bindings, view models, and AJAX service calls, while transitioning selected workflows into newer application components.
- Integrated internal trading applications with SharePoint Server and SharePoint Online repositories to provide controlled access to operational procedures, reference documents, release documentation, and business-support content used by trading and operations teams.
- Developed integrations with SharePoint document libraries and lists through secured services, allowing internal applications to retrieve approved operational content and supporting documents while respecting enterprise access permissions.

- Managed source code, branching, code promotion, release baselines, and recovery activities using TFS/Azure DevOps and Git, maintaining controlled movement of application changes across development and testing environments.
- Configured Azure DevOps CI/CD pipelines to automate application builds, testing, artifact generation, and deployment while maintaining versioned releases and rollback procedures for production changes. Used Azure DevOps Boards to manage user stories, tasks, defects, technical dependencies, and sprint deliverables throughout Agile development cycles.
- Developed automated unit and integration tests for business logic, MVC controllers, Web APIs, database operations, and service integrations, validating critical commission and trade-processing functionality before release.
- Participated throughout the Agile SDLC including requirements elicitation, estimation, application design, development, code reviews, testing, deployment, production validation, and post-release technical support.
- Provided technical guidance during design and development activities, reviewing implementation approaches, database changes, API contracts, and coding standards while assisting team members with complex application issues.
- Collaborated with business analysts, project managers, QA, database teams, infrastructure teams, and developers to prioritize requirements, resolve dependencies, facilitate technical discussions, and deliver application enhancements within committed timelines.
- Provided production support for trading applications by troubleshooting ASP.NET MVC, Web API, WCF, SQL Server, SSIS, and reporting issues, performing root-cause analysis and implementing permanent corrective fixes.

Verizon, Irving, TX

Oct 2024 – Apr 2025

Senior Full Stack .NET Developer

- Developed and enhanced FIOS TV, Stream TV, OTT, and Cloud DVR applications using C#, ASP.NET Core MVC, ASP.NET Core Web API, ADO.NET, Entity Framework, SQL Server, JavaScript, and AJAX, supporting subscriber, content, recording, and operational workflows.
- Participated in requirements gathering and application design sessions with product owners, operations teams, architects, QA, and developers, translating OTT and Cloud DVR requirements into maintainable application components.
- Designed application components using N-tier architecture, separating presentation, business logic, service, and data-access layers to improve maintainability and controlled deployment of subscriber-facing functionality.
- Developed and maintained the internal FCL DVR application using ASP.NET MVC, creating controllers, views, models, and reusable components for monitoring recording activity, validating subscriber information, and supporting administrative operations.
- Implemented AJAX-enabled functionality within ASP.NET MVC screens to retrieve subscriber, entitlement, recording, and service-status information asynchronously without requiring complete page refreshes.
- Developed RESTful Web APIs using C#, ASP.NET Core, JSON, and XML for Cloud DVR recording scheduling, entitlement validation, playback authorization, subscriber activity, and communication with downstream OTT services.
- Used ADO.NET for performance-sensitive database operations, executing parameterized SQL commands, stored procedures, transactions, DataSets, and DataReaders for subscriber and DVR processing.
- Supported a legacy FCL DVR operational module using Knockout.js and the MVVM pattern, creating observable view models and computed properties to keep subscriber, entitlement, and DVR status synchronized with the UI while consuming backend services through AJAX.
- Enhanced data-intensive operational screens using Knockout.js declarative bindings to automatically reflect recording-state and entitlement changes in the interface, reducing manual DOM manipulation and simplifying maintenance of legacy client-side functionality.
- Implemented Entity Framework for application data access and object-relational mapping while using ADO.NET and optimized stored procedures for complex and high-volume database operations.

- Designed and maintained SQL Server tables, views, stored procedures, functions, indexes, constraints, and transactional queries supporting subscriber metadata, DVR state, entitlement information, and content-rail processing.
- Performed SQL Server performance tuning by reviewing execution plans, optimizing stored procedures and queries, improving indexing strategies, and reducing expensive database operations within high-volume subscriber workflows.
- Developed SSIS packages to extract, transform, validate, and load subscriber, DVR, content, and operational data between SQL Server databases and supporting enterprise systems.
- Developed SSRS reports for DVR activity, subscriber operations, entitlement status, service usage, and reconciliation, making parameterized reports accessible through internal ASP.NET MVC applications.
- Supported modernization of legacy OTT components by analyzing existing application behavior and incrementally rewriting selected functionality using C#, ASP.NET Core MVC, Web API, and modern data-access patterns while maintaining compatibility with existing subscriber workflows.
- Maintained interoperability between existing WCF/SOAP services and newer REST APIs, allowing legacy consumers and modern application components to operate together during incremental platform modernization.
- Developed Oracle PL/SQL queries and database integration components supporting advertising providers, content partners, and existing enterprise systems while maintaining SQL Server as a primary application data platform.
- Used Visual Studio for C# development, debugging, profiling, database integration, Web API testing, WCF troubleshooting, and analysis of production application issues.
- Managed source code, branching, code promotion, release baselines, and recovery procedures using TFS/Azure DevOps and Git, supporting controlled movement of application changes across development and testing environments.
- Implemented Azure DevOps CI/CD pipelines for automated builds, unit testing, artifact generation, and application deployments while maintaining versioned releases and rollback strategies.
- Used Azure DevOps Boards to manage user stories, technical tasks, defects, production issues, and sprint deliverables throughout Agile development cycles.
- Developed automated unit and integration tests for MVC controllers, Web APIs, business services, data-access components, and DVR workflows, validating entitlement, recording, and content-processing functionality before release.
- Participated throughout the Agile SDLC including requirements analysis, technical design, development, code reviews, testing, deployment, release validation, and production support for OTT and Cloud DVR applications.
- Provided technical guidance during development and troubleshooting sessions, reviewing implementation approaches, database changes, API contracts, coding standards, and deployment considerations with other team members.
- Collaborated with product, QA, DevOps, database, infrastructure, and operations teams to prioritize subscriber-impacting requirements, resolve technical dependencies, and coordinate application releases.
- Provided production support for FIOS TV, Stream TV, and Cloud DVR applications, performing root-cause analysis across ASP.NET MVC, Web API, WCF, SQL Server, and integration layers and implementing permanent fixes for recurring issues.

Well Care Healthcare, Tampa, FL

Sep 2023 – Oct 2024

Senior Full Stack .NET Developer

- Developed and maintained healthcare web applications using C#, .NET Framework, ASP.NET MVC, JavaScript, jQuery, and jQuery UI to support member eligibility, claims processing, provider management, and benefits administration workflows.
- Designed ASP.NET MVC applications using layered architecture, separating presentation, business, service, and data-access components to simplify maintenance of complex healthcare functionality. Developed server-side business components using C# and ASP.NET, implementing reusable services, validation logic, exception handling, and application security for claims and member-processing workflows.

- Implemented interactive client-side functionality using JavaScript, jQuery, jQuery UI, AJAX, HTML, and CSS, providing dynamic forms, validations, dialogs, data grids, and asynchronous updates within healthcare applications.
- Applied client-side MVVM patterns to organize presentation logic, UI state, data binding, and service interactions for complex claims and provider-management screens.
- Developed and consumed RESTful Web Services using JSON and XML for member eligibility, claims, provider, benefits, and clinical-data integrations with internal and external healthcare platforms.
- Developed and maintained SOAP-based enterprise integrations for healthcare systems that continued to rely on XML service contracts while introducing REST services for newer application functionality.
- Implemented and maintained WCF services for service-oriented integrations, configuring service contracts, data contracts, bindings, security, exception handling, and communication with dependent healthcare systems.
- Designed relational data models for member, provider, claims, eligibility, and benefits information, defining relationships, constraints, normalization strategies, and database structures based on application requirements.
- Developed and optimized SQL Server database objects including tables, views, stored procedures, functions, indexes, and complex queries supporting high-volume claims and eligibility processing.
- Used Entity Framework and ADO.NET for application data access, transaction management, stored procedure execution, and mapping relational healthcare data into application business objects.
- Integrated healthcare applications with SharePoint Services for controlled access to operational documents, reference information, team content, and supporting business-process documentation.
- Used TFS for source control, branching, merging, work-item tracking, code reviews, build management, and controlled promotion of application changes across environments.
- Used Visual Studio for C#/.NET development, debugging, database integration, Web Service testing, application profiling, and troubleshooting of ASP.NET MVC and WCF components.
- Developed rich healthcare user interfaces using JavaScript, jQuery, jQuery UI, and AJAX, implementing reusable dialogs, date pickers, autocomplete controls, dynamic validation, data grids, and asynchronous updates for claims, eligibility, and provider workflows.
- Applied the MVVM pattern using Knockout.js for complex claims and provider-management screens, implementing observables, declarative data binding, view models, computed properties, and synchronization with ASP.NET MVC backend services.
- Integrated ASP.NET applications with SharePoint Server to support healthcare operational portals, document libraries, provider reference documents, compliance materials, and controlled access to business content used by claims and operations teams.
- Developed SharePoint-integrated workflows that allowed authorized users to access supporting documents and operational content directly from healthcare application workflows, applying role-based permissions for controlled information access.
- Participated in application analysis and design sessions with business analysts, healthcare stakeholders, QA teams, and architects, translating claims, eligibility, and provider requirements into application workflows and data models.
- Provided production support for ASP.NET MVC applications, WCF/REST integrations, JavaScript functionality, and relational database issues, performing root-cause analysis and implementing permanent fixes.

Truist Bank, Charlotte, NC
Jan 2022 – Aug 2023
Senior .NET Developer

- Designed and developed RESTful APIs using ASP.NET Web API to expose financial services consumed by React-based front-end applications, enabling clear separation of concerns and scalable UI-backend interaction for internal banking operations.
- Implemented complex financial processing logic using SQL Server, including stored procedures, transactional queries, and isolation levels to ensure data consistency, atomicity, and accuracy in reconciliation and reporting workflows.
- Optimized database performance through advanced indexing strategies, query refactoring, and execution plan analysis, significantly improving response times for high-volume financial transactions and reporting queries.

- Migrated legacy services from .NET Core 3.1 to .NET 6, refactoring middleware, dependency injection, and configuration patterns to enhance application performance, security, and long-term maintainability.
- Designed event-driven processing using RabbitMQ to handle asynchronous financial workflows such as transaction posting, reconciliation updates, and notification triggers, reducing system coupling and improving scalability.
- Developed containerized .NET applications deployed on AWS infrastructure (EC2, ECS/EKS), leveraging Docker for consistent builds and scalable runtime environments in cloud-based banking systems.
- Utilized DynamoDB for high-speed access to workflow and integration data, implementing efficient key design and partitioning strategies to support low-latency operations alongside relational SQL Server systems.
- Built serverless processing components using Python-based AWS Lambda functions to handle lightweight transformations, batch processing, and integration tasks, reducing load on core backend services.
- Implemented secure API access using OAuth2 and JWT authentication, enforcing role-based authorization and ensuring compliance with banking security standards for sensitive financial data. Developed robust data access layers using Entity Framework Core and Dapper, balancing ORM convenience with high-performance query execution for transactional and reporting workloads.
- Integrated caching mechanisms (Redis) to reduce redundant database calls and improve performance of frequently accessed financial data and reporting queries. Implemented centralized logging and monitoring using CloudWatch, enabling real-time tracking of application behavior, transaction failures, and performance metrics across distributed services.
- Built and maintained CI/CD pipelines using GitHub Actions, automating build, testing, and deployment processes across multiple environments with controlled release strategies. Collaborated with business analysts and QA teams to translate complex banking rules into technical implementations, ensuring accuracy in transaction processing, compliance, and reporting integrity.
- Provided production support for critical banking applications, troubleshooting issues related to transaction failures, messaging delays, and database inconsistencies, performing root cause analysis and implementing fixes.

RLI Corp Insurance Company, Peoria, IL
May 2020 – Dec 2021
Senior .NET Developer

- Core policy lifecycle functionality covering issuance, endorsements, renewals, cancellations, and premium adjustments was implemented within an ASP.NET MVC architecture, ensuring traceable and auditable insurance workflows.
- Developed a standalone Angular application for insurance policy and claims management, implementing modular components, reactive forms, client-side validations, and REST API integrations to support real-time policy updates, endorsement processing, and claims status tracking.
- Claims adjudication logic incorporated deductible calculations, coverage validations, payout rules, and reserve updates through structured C# service layers and optimized SQL Server procedures. REST-based integration interfaces enabled secure exchange of policy, claims, and underwriting data across internal systems and external insurance partners using JSON/XML contracts.
- Data-intensive insurance transactions were supported through advanced T-SQL programming (stored procedures, indexing strategies, execution plan tuning) to maintain performance under high-volume policy operations.
- Enterprise ETL workflows built with SSIS consolidated policy, billing, and claims data into centralized reporting databases, supporting actuarial analysis and regulatory compliance reporting. Scheduled reconciliation processes automated premium recalculations, commission adjustments, and policy balance validations through SQL Agent jobs and backend batch routines.
- Role-based authorization controls were enforced to segregate access between agents, underwriters, and claims processors, protecting sensitive financial and customer data. Azure App Services and Azure SQL Database environments were leveraged to support scalable deployments while maintaining environment isolation across Development, QA, and Production.
- CI/CD workflows in Azure DevOps streamlined build, testing, and release cycles, reducing deployment errors in a compliance-sensitive insurance ecosystem. Production stability was maintained through

root-cause analysis of ETL failures, SQL performance bottlenecks, and data reconciliation discrepancies affecting policy and claims processing.

Mecklenburg county (State of NC), Charlotte, NC

Nov 2017 – Apr 2020

Senior .Net Developer

- Designed and developed public-health and county-service applications using C#, .NET Framework, ASP.NET MVC, JavaScript, jQuery, jQuery UI, HTML, and CSS to support citizen records, eligibility, case management, and administrative workflows.
- Developed ASP.NET MVC controllers, models, views, and reusable C# business components while maintaining clear separation between presentation, business, service, and data-access responsibilities. Implemented interactive web functionality using JavaScript, jQuery, jQuery UI, and AJAX-enabled controls for dynamic data entry, validation, search, dialogs, and partial-page updates within county applications.
- Applied client-side MVVM patterns to separate UI state and presentation behavior from underlying data and service interactions, improving maintainability of complex public-service screens. Developed Service-Oriented Architecture integrations using WCF, defining service contracts, data contracts, bindings, endpoints, and secured communication between county applications and supporting systems.
- Developed and consumed SOAP Web Services using XML for legacy departmental integrations while implementing REST Web Services using JSON/XML for newer cross-department application interfaces. Used C# and ADO.NET for database connectivity, parameterized SQL execution, stored procedure calls, transaction management, DataSets, DataTables, and DataReaders across data-intensive county applications.
- Designed normalized relational data models for citizen, case, eligibility, public-health, and service information, defining tables, relationships, primary and foreign keys, constraints, and appropriate indexing strategies.
- Developed and optimized SQL Server tables, views, stored procedures, functions, triggers, and complex T-SQL queries supporting public-health records, case processing, eligibility determination, and reporting.
- Performed database analysis and performance tuning using execution plans, indexing strategies, query optimization, transaction management, and locking analysis for high-volume public-sector workloads. Used Entity Framework alongside ADO.NET for relational data access, mapping application entities to SQL Server structures while retaining stored procedures for complex processing requirements.
- Integrated SharePoint Services with internal applications to provide controlled access to departmental documents, reference materials, forms, and information used by county staff. Used Team Foundation Server (TFS) for source control, branching, merging, work-item tracking, build definitions, code promotion, release management, and recovery of application versions.
- Used Visual Studio for C#/.NET development, debugging, WCF configuration, Web Service testing, database integration, and maintenance of ASP.NET MVC and legacy Web Forms applications. Participated in requirements analysis and application-design sessions with public-health stakeholders, business analysts, project managers, and technical teams to translate regulatory and operational requirements into system designs and data models.
- Developed interactive ASP.NET MVC and Web Forms interfaces using JavaScript, jQuery, jQuery UI, and AJAX, implementing dialogs, date pickers, autocomplete controls, dynamic validation, reusable widgets, and partial-page updates for county-service workflows.

Tech Mahindra, Hyderabad, India

May 2015 – Jul 2017

Software Developer

- Designed and developed enterprise web applications using C#, ASP.NET MVC 5, and .NET Framework 4.5, supporting dealer management, vehicle inventory tracking, and warranty claim processing systems.
- Developed and maintained C#/.NET Framework and ASP.NET MVC applications using Visual Studio 2008 and later Visual Studio versions, performing application development, debugging, WCF service configuration, database integration, and production issue resolution.

Candidate References:

Reference# 1

Name	Priyanka Sharma
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Company and Title	TD BANK/ Manager

Reference# 2

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Reference# 3

Name	Siva Prasad Battipalli
Contact number	+1 3013666540
Email	sivaprasad.battipalli@truist.com
Company and Title	Truist Bank/ Manager

CRM Application Analyst

Why this candidate is qualified for this position?

- **Availability for the project immediately.**
- Senior Dynamics CRM Customer Engagement (CE) and Copilot expert in Experience implementing AI driven automation and transforming CRM operations through Microsoft Copilot capabilities.
- **Certifications:** MCTS Microsoft D365 CRM 2015 Application, Customization and Installation.
- **Government Experience:** State of Texas, State of Maine

Professional Summary:

- Microsoft AI driven automation copilot expert, Microsoft Dynamics D365 CRM hands-on Senior Business Analyst. D365 CRM Marketing Specialist, Microsoft Power Platform senior SME, CRM Integration Expert, Power BI specialist, CRM UI Configuration Manager, CRM, Views, Flows, Dataverse, Business Process Flows, Dashboard. Data import/export. D365 CRM User Admin Center Administrator.
- Experience implementing AI driven automation and transforming CRM operations through Microsoft Copilot capabilities. Senior Dynamics CRM hands-on Technical Business Analyst.
- Designing Copilot powered workflows, instructing teams on generative AI best practices, Creating Copilot prompts, and integrating Copilot into enterprise CRM strategies.
- D365 CRM Marketing Specialist to create Segments, Events, Customer Journey and Email Templates.
- Responsible to manage large number of CRM users their access, configuration issues.
- Assigned DevOps tasks to CRM Power Platform Developers, customizers, and other analysts including assignments to myself.
- Expert in Power Platform Admin Center to manage D365 CRM instances licenses.
- Upgrades experienced Microsoft Dynamics CRM, Migration from on-premises to cloud.

Microsoft Copilot AI Experience:

As a Dynamics 365 Customer Engagement (CE) and Copilot expert, bring extensive hands-on experience implementing AI driven automation and transforming CRM operations through Microsoft Copilot capabilities. Specialize in optimizing customer journeys, accelerating sales productivity, automating service processes, and enabling data driven decision making by leveraging Copilot across Sales, Customer Service, and custom CE apps. His expertise includes designing Copilot powered workflows, instructing teams on generative AI best practices, Creating Copilot prompts, and integrating Copilot into enterprise CRM strategies to increase efficiency, quality, and end user adoption.

Computer Skills:

Microsoft Power Platform all tools, Dataverse, Microsoft Flows, Microsoft Dynamics CRM, SQL, Power BI integrated CRM.

Education:

- B.A. from NYC Queens College in Accounting and Information Systems 2015.
- AAS Associate of Science in Business Administration ... Graduated 2008 from LaGuardia Community College City University of New York
- High School Graduated: June 2005. William Cullen Bryant High School Queens New York.

Certifications:

- MCTS Microsoft D365 CRM 2015 Application, Customization and Installation

Professional Experience:

CRM Application Analyst/ Microsoft Dynamics CRM Functional Lead

Mphasis, Troy, Michigan

Jun 2026 - Present

- Working with Mphasis as a Microsoft Dynamics CRM Functional Lead to support the end Client "Flagstar National Bank" Work with the Flagstar Bank Stakeholders on a daily basis to gather requirements and translate them into CRM Functional Tasks and work with Additional CRM Team Members consisting of Business Analysts, Functional Administrators and Developers to build the D365 CRM User Interface by Configuring Tables, Columns, Tabs, Sections, Headers, Sub-Grids, SharePoint Integration, Timelines, Security Roles, Teams, Business Units, Role Base Security Forms, Dashboards, Views, Reports, Charts, Dashboards, Flows and Dataverse.

- Analyzed, supported, and enhanced CRM applications built using ASP.NET and ASP.NET MVC, ensuring reliable business process execution and application performance.
- Supported and maintained CRM applications built on .NET Framework 2.0+, ensuring application stability, functionality, and reliable business operations.
- Utilized jQuery UI widgets such as dialogs, date pickers, autocomplete, tabs, and other interactive controls in CRM interfaces.
- Enhanced existing CRM functionality by implementing C#-based application changes aligned with business and functional requirements.

Maven Technologies, Phoenix Arizona
Microsoft Dynamics CRM Technical Analyst
Mar 2024 - Apr 2025

- The Project was to work for the City of Phoenix for the Parks Department. As an AI Copilot expert he created number of prompts, using copilot automated flows and email auto response. Was the Technical Business Analyst; the task was to migrate City Of Phoenix legacy system to D365 CRM CE. Converted workflows to Power Platform flows used copilot where it was necessary, created business rules, integrated Power BI dashboards, and handled security configuration. Meeting with business stakeholders, adding and managing user stories with business and technology team.
- Developed and maintained jQuery and jQuery UI components within CRM applications to support dynamic forms, interactive controls, and enhanced user experiences. Supported and maintained WCF services used for communication between CRM applications, business layers, databases, and external systems.
- Troubleshoot application issues across ASP.NET MVC controllers, views, models, business logic, and database integrations, performing root-cause analysis and resolution. Utilized Visual Studio 2008+ to develop, debug, maintain, and support CRM applications across application development and production environments.
- Performed application debugging, defect resolution, testing, and production support across .NET Framework 2.0+ environments. Analyzed and resolved CRM application issues involving C#, .NET Framework, ASP.NET, and database integrations.
- Collaborated with development and business teams to translate functional requirements into JavaScript-based CRM application enhancements. Analyzed and troubleshoot WCF service issues, including endpoint configuration, bindings, authentication, connectivity, and service communication errors.

Source America Vienna, Virginia
Microsoft Dynamics CRM Data Analyst
Jun 2023 - Sep 2023

- Responsible for performing the Data Imports from FOA to D365 CRM, worked closely with the NPA's for the Source America Non-Profit Network to help and manage Product Services within D365 CRM, CE it was for the AbilityOne Program from the Federal Government, Prepared and Edited Data Source (FOA) File daily before importing to D365 CRM.
- Reviewed and resolved data issues Creating Tables, Columns, Forms, Views, Dashboards, Reports, Workflows, Business Rules. Power Platform to create flows, Tables, Views, Columns, Business Rules, and BPF. Translated Business Requirements into CRM Functional tasks.
- Supported development and maintenance of CRM features, workflows, forms, and integrations using C#, ASP.NET, MVC, and web technologies.

Payworld, New York, NY
D365 CRM CE Senior Analyst and Administrator
Jun 2022 - Mar 2023

- This Project was for Infosys: supporting the end client Microsoft. Dallas TX, working through ticketing system to resolve D365 end clients access, data, configuration issues. Also, did UI customization, views, reports, dashboards and trained the D465 CRM users.
- Analyzed and troubleshoot ASP.NET, C#, MVC, and .NET-based CRM components using Visual Studio debugging and diagnostic capabilities. Troubleshoot JavaScript errors and UI issues, analyzing browser behavior and application logic to identify and resolve defects.
- Troubleshoot JavaScript/jQuery and UI-related defects, identifying compatibility, event-handling, and rendering issues across CRM workflows.

- Collaborated with developers and business teams to implement, test, and deploy CRM application enhancements using Visual Studio development tools. Collaborated with development and business teams to implement CRM enhancements, resolve incidents, and maintain legacy and modern .NET applications.
- Developed and maintained C# components supporting CRM applications, business logic, workflows, and application functionality. Developed and enhanced WCF-based web services to support CRM integrations, data exchange, and business process automation.

Mprogen System Inc.
D365 CRM CE Senior Analyst
Feb 2022 April 2022

Assigned by Infosys on a project for Spinakr solution

- Migrated D365 CRM from On-Prem to cloud. Converted where possible to the latest Power Platform technology. CRM Admin Updating GAP Analysis, configured, CRM UI's, Sub-Grids, Data modeling, charts, integrated Power BI Dashboard. Configure Business Rules, Dataverse. Re-adjusted CRM sitemap.
- Analyzed business requirements and translated them into scalable web application enhancements supporting CRM workflows and user processes.

Enterprise Solutions Inc. New York
D365 CRM Technical Business Analyst and Administrator
Jun 2021 - Dec 2021

- This Project was for Wipro Limited. Set up the Power Platform environment for the developers and himself to move over everything from legacy to new technology Power Platform. Worked with the IT team to deploy D365 CRM, created Staging, QA, UAT D365 CRM Power Platform Sandbox environments.
- Created table relationship in D365 Power Platform Dealing with Customers directly over phone calls to help troubleshoot issues they had been facing and providing feedback and solutions to help resolve their issues.
- Troubleshoot and resolved web application defects, including UI, functionality, integration, performance, and browser compatibility issues.

Mechosystems - Long Island City
Microsoft Dynamics CRM Administrator
Jan 2019 to Jun 2019

- Worked on a critical time limited project to enhance existing Dynamics CRM 365 online. His responsibility was to review existing User Interfaces, Views, Reports, Dashboards, Business Rules, Workflows and Dialogs.
- Made changes to each CRM object and created several new UI, Business Rules and workflows. Created several views, reports and dashboards. Configured D365 CE Security model. Supported database connectivity, web services, application configurations, and integrations while diagnosing issues through Visual Studio.

State of Texas, Austin Texas
Microsoft Dynamics CRM Business Analyst and Administrator
Jan 2018 to Dec 2018

- State of Texas Dynamics CRM project is to help improve the State WIC program (Women Infant Children), pregnant and low-income women who have children by giving them food items depending on their age from newborn to child. My role was to work with State of Texas to make sure there is no performance or user issues. Manage all product related documentation within TFS and SharePoint. Was responsible for customizing entities and entity relationships.
- Collaborated with business users and development teams to translate CRM requirements into scalable ASP.NET MVC solutions and application enhancements. Managed code changes, builds, break/fix activities, and application enhancements within Visual Studio 2008+ development environments.
- Collaborated with developers, business analysts, and end users to troubleshoot issues and deliver reliable C# application enhancements. Collaborated with development and business teams to deliver jQuery/jQuery UI enhancements aligned with CRM requirements and usability standards.
- Developed and maintained JavaScript functionality within CRM applications to support dynamic forms, client-side validations, and user interactions. Collaborated with development and business teams to integrate CRM functionality with WCF services and external enterprise applications.

- Designed, developed, and maintained web-based CRM applications using technologies such as ASP.NET, C#, JavaScript, jQuery, HTML, and CSS.

Nova Southeastern University - Davie Florida
Microsoft Dynamics CRM Administrator.
Feb 2017 – Dec 2017

- Product Bundle Configured Server-Side Synchronization with Exchange/Outlook. Developed at least twenty-five complex Power BI reports and integrated with Dynamics CRM 2016. Nova Southeastern University wanted to use Mapped CRM 2011 data into Dynamics CRM 2016 Account, Contact, Opportunities, Leads, Cases, Activity, and number of custom entities. Daily CRM Project meetings with several international CRM users and development team.
- Developed and enhanced interactive CRM interfaces, forms, validations, and web components to improve usability and application efficiency.

iQor – Parsippany New Jersey
Microsoft Dynamics CRM Administrator
Jun 2016 – Jan 2017

- Migrated Salesforce CRM into Dynamics CRM. Configured Product Hierarchy in CRM, Product Family, Product Bundle Configured Social Insights View for Account and Contact Entity.
- Created step by step guide on how to integrate Social Insight View with Dynamics CRM. Working with a 3rd party vendor to integrate Telephony system with Dynamics CRM 365. In addition to this, each call is recorded in CRM for incoming outgoing data integration with Dynamics CRM.
- Created Word Template Account and Customer Tier sheet to snapshot a company profile. Sales lead is used prior to meeting with client. Customized CRM UI's, Sub-Grids, Data modeling, SSRS reports, and charts. Review daily exception reports; investigate issues and work with team to resolve. Responsible for running CRM Project-related meetings and meetings with business & IT.
- Performed debugging, unit testing, defect resolution, and production support for C#.NET CRM applications. Performed testing and production support for JavaScript-enabled CRM features, ensuring consistent functionality across application workflows.
- Performed debugging, testing, and production support for WCF services, resolving integration defects and improving application reliability. Provided production support, testing, debugging, and maintenance for web-based CRM applications while ensuring reliable system performance.

State of Maine Portland, Maine
Microsoft Dynamics CRM Technical Business Analyst
Jan 2016 – May 2016

- Mapped data from Flexi, Melina and Copax to Dynamics CRM O365 On-line. Created number of SSIS/Kingsway soft packages to migrate data from Flexi, Melina, Copax, Excel files, CSV files. Created number of workflow diagrams to map their existing business flows into Microsoft Dynamics CRM O365 workflows, dialogs and business process flows. Sales lead is used prior to meeting with client.
- Worked with UAT, QA team to test requested functionality and to help resolve bugs. Created short training video on how to log actions in CRM as an activity, how to set up meetings. Performed application testing, defect resolution, production support, and performance troubleshooting for ASP.NET-based CRM applications while maintaining system reliability and usability.

Dominion Dealer Solutions Indianapolis
Microsoft Dynamics CRM Technical Business Analyst
Jun 2015 – Dec 2015

- Responsible for monitoring CRM related daily jobs, Web Portal and accounting systems. Review daily exception reports; investigate issues work with team to resolve.
- Fulfill daily CRM View requests for the sales team. Export CRM data to xls and PDF for the sales team. Created short training video on how to log actions in CRM as an activity, how to set up meetings, how to add notes, create personal views, share views and how to synchronize with Outlook.
- Created Pipeline Dashboard for the team led and company executives that showed trends over time. Re-adjusted CRM sitemap to remove/add necessary CRM Sitemap components and adjusted CRM Ribbon menu as per business needs.

AltioStar – Tewksbury Massachusetts
Microsoft Dynamics CRM Administrator
Mar 2015 – June 2015

- Worked on a short project to support Altiostar MA office MS Dynamics CRM 2015 with UK. We used Existing deployment method to keep Web Server in UK but main Web and SQL in the Tewksbury MA office. Specialists gather business requirements and then work with CRM project team to deliver.
- Supported over 156 CRM users, more than 60 offline using Outlook Express. Moving US based home grown excel data, and Sales Logics to MS Dynamics 2015. Configured Server-Side Synch with Outlook Contact, Emails, Task, and Appointments. Mentored daily jobs run overnight to update CRM database.

Candidate References:

Reference# 1

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Company and Title	Mphasis/ Microsoft Dynamics CRM Lead Architect

Reference# 3

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Company and Title	City of Phoenix/ Project Manager and Scrum Master

Senior SQL Server Database Administrator

Professional Summary

- Microsoft Certified Professional with 11+ years of IT experience specializing in database design, development, and administration with extensive expertise in MS SQL Server (2008-2022), PostgreSQL, MySQL, Oracle, MongoDB, Snowflake, and cloud database platforms across financial, retail, and healthcare domains.
- Over 9+ years of hands-on experience managing and supporting critical 24/7 SQL Server and PostgreSQL cluster environments in multi-datacenter configurations, including installation, configuration, performance tuning, capacity planning, and high availability implementation using Always On Availability Groups, Log Shipping, and Patroni.
- Proven expertise in building and managing large-scale database environments (500GB to 20TB) with comprehensive experience in cluster design, replication strategies, sharding, partitioning, and distributed system optimization for mission-critical applications processing millions of transactions daily.
- Deep understanding of SQL Server architecture, including InnoDB/PostgreSQL internals, query optimizer, buffer pool management, transaction log handling, checkpoint configurations, and the Raft consensus protocol for high availability cluster management.
- Expert-level proficiency in T-SQL programming, stored procedures, triggers, user-defined functions, CTEs, window functions, and query optimization achieving 40-60% performance improvements through strategic indexing, execution plan analysis, and query refactoring.
- Extensive hands-on experience in data migration and ETL development using SSIS, Informatica, Azure Data Factory, and custom Python scripts, successfully migrating 600+ VMs and petabytes of data from on-premises to AWS and Azure cloud environments with zero data loss.
- Strong implementation experience with Snowflake data warehouse, Azure Synapse Analytics, and cloud-native database services including Azure SQL MI, AWS RDS, Aurora, and DynamoDB for scalable analytics and real-time data processing workloads.
- Advanced scripting capabilities with T-SQL, PowerShell, Python, Bash, and Terraform for automation of database administration tasks, CI/CD pipeline integration, infrastructure-as-code deployments, and custom monitoring solutions.
- Proficient in infrastructure automation and database provisioning using Ansible, Chef, Puppet, Jenkins, GitHub Actions, Azure DevOps, and GitLab CI/CD for zero-downtime deployments and automated configuration management across dev, staging, and production environments.
- Comprehensive knowledge of database security best practices including TDE encryption, SSL/TLS, RBAC, LDAP/AD integration, audit logging, and compliance with regulatory standards (GDPR, HIPAA, SOX, PCI-DSS) for multi-tenant enterprise environments.
- Established 24x7 on-call support rotation experience with proactive monitoring and alerting using Prometheus, Grafana, IDERA, SolarWinds DPA, PMM, and custom health checks ensuring 99.99% uptime for production database environments.
- Strong experience in capacity planning, creating performance baselines, and measuring utilization metrics using DMVs, Performance Schema, SQL Profiler, Query Store, and custom dashboards tracking query latency, buffer pool efficiency, and replication lag.
- Participated in planning and successful implementation of database version upgrades from SQL Server 2008 to 2022, PostgreSQL 11 to 15, and MySQL 5.7 to 8.0 with comprehensive compatibility testing, blue-green deployments, and rollback procedures.
- Research and implementation of innovative automated approaches for database administration including self-healing configurations, automated backup validation, intelligent query routing, drift detection, and predictive capacity forecasting.
- Extensive collaboration with managers, architects, lead engineers, and development teams to design optimal database schemas, implement efficient queries, enforce coding standards, and integrate databases with microservices architectures and event-driven systems.
- Expert in disaster recovery planning and implementation including backup strategies (full, differential, log), point-in-time recovery, geo-replication, cross-datacenter failover, and achieving RTO under 15 minutes and RPO near zero for critical systems.
- Hands-on experience with NoSQL databases including MongoDB (replica sets, sharding), Redis (caching, session management), CockroachDB, and YugabyteDB for distributed SQL workloads requiring horizontal scalability and global data distribution.

- Strong expertise in SSRS, SSAS, and Power BI for enterprise reporting, OLAP cube development, and business intelligence solutions delivering actionable insights to executive stakeholders across financial and healthcare organizations.

Education

- Bachelor of Science in Computer Science March 2014

Certifications

- Microsoft Certified Professional (MCP) – SQL Server Administration
- Microsoft Certified: Azure Database Administrator Associate

Technical Skills

RDBMS Platforms	MS SQL Server (2008-2022), PostgreSQL (11-16), MySQL (5.7, 8.0), Oracle (9i-19c), MariaDB, Snowflake, Azure SQL MI, AWS Aurora
NoSQL Databases	MongoDB, Redis, CockroachDB, YugabyteDB, Amazon DynamoDB, Azure Cosmos DB, Couchbase
HA/DR Solutions	Always On Availability Groups, Log Shipping, Database Mirroring, Clustering, Replication, Patroni, pgpool-II, Geo-Replication
Cloud Platforms	Azure (SQL MI, Synapse, Data Factory, Cosmos DB, Blob Storage), AWS (RDS, Aurora, EC2, S3, CloudWatch, DynamoDB, Redshift), OCI
ETL & BI Tools	SSIS, SSRS, SSAS, Informatica, Azure Data Factory, Power BI, Tableau, Snowflake, Apache Spark, Kafka
Performance Tuning	Query Optimization, Index Strategies, Execution Plans, Buffer Pool Tuning, I/O Analysis, DMVs, Query Store, SQL Profiler
Scripting/ Programming	T-SQL, PL/SQL, PL/pgSQL, PowerShell, Python, Bash/Shell Scripting, YAML, JSON, XML
Automation/ IaC	Ansible, Chef, Puppet, Terraform, Jenkins, GitHub Actions, Azure DevOps, GitLab CI/CD, TeamCity, AWS CloudFormation
Monitoring Tools	Prometheus, Grafana, IDERA, Redgate, SolarWinds DPA, PMM (Percona), SCOM, Commvault, AWS CloudWatch, Azure Monitor
Security & Compliance	TDE, RBAC, SSL/TLS Encryption, LDAP/AD Integration, Audit Logging, GDPR, HIPAA, SOX, PCI-DSS, PUB1075, FIPS
Data Governance	Collibra, Informatica MDM, Data Lineage, Data Cataloging, Metadata Management, Data Quality Frameworks
DevOps & Source Control	GitHub, Bitbucket, GitLab, Azure Repos, CI/CD Pipelines, Database DevOps, Schema Version Control, Liquibase, Flyway
Database Tools	SSMS, Azure Data Studio, pgAdmin, DBeaver, SQL Profiler, Query Analyzer, DTA, ERWIN, MS Visio, Lucidchart
Project Management	Jira, Confluence, ALM Octane, ServiceNow, Agile/Scrum, Kanban, SDLC, Change Management

Professional Experience

S&P Global – New York City, NY **Senior SQL Server Database Administrator** **Aug 2022 – Present**

Leading global provider of financial information, analytics, and credit ratings, leveraging enterprise databases for relationship analytics, fraud detection, real-time data processing, and financial reporting across market, industry, and economic data.

- Conducted comprehensive assessment of 600+ on-premises VMs and designed migration strategies to AWS and Azure cloud, successfully migrating mission-critical databases with zero data loss and 99.99% uptime during transition.
- Configured and managed SQL Server 2022 Always on Availability Groups across multi-datacenter environments (10+ nodes), implementing synchronous and asynchronous replicas achieving automatic failover under 30 seconds for critical financial systems.
- Designed and implemented Snowflake data warehouse solutions supporting scalable analytics, integrated with ETL/ ELT tools enabling end-to-end data pipelines processing 100M+ daily records from diverse sources.

- Implemented comprehensive disaster recovery procedures including log shipping, database mirroring, geo-replication, and backup/restore strategies achieving RTO under 15 minutes and RPO near zero.
- Administered MongoDB databases including replica set management, sharding configuration, backup/restore strategies, and performance tuning, implementing user access controls and automated maintenance scripts.
- Configured Redis for in-memory caching, session management, and high-traffic application optimization, implementing persistence (RDB/AOF), replication, and high availability supporting scalable architectures.
- Led PostgreSQL and YugabyteDB POC deployments with intra-datacenter replication, streaming standby, and automatic failover configurations, engineering highly available clusters using Patroni for near-zero RTO workloads.
- Developed and maintained PowerShell and Python scripts automating database maintenance, backup validation, monitoring tasks, and CI/CD pipeline integration reducing manual operational overhead by 60%. Created 40+ optimized stored procedures, triggers, and user-defined functions transforming data and automating repetitive tasks, increasing team productivity by 35% while maintaining coding standards.
- Designed PostgreSQL logical replication strategies for multi-tenant workloads and architected schema migration plans from Oracle to PostgreSQL, rewriting queries ensuring compatibility and 40% performance improvement.
- Installed security patches, cumulative updates, service packs, and hotfixes across development, staging, and production environments with comprehensive pre-patching validation and rollback procedures.
- Collaborated with development teams to troubleshoot SQL performance issues, deadlocks, and long-running queries using DMVs, Query Store, and execution plan analysis, resolving bottlenecks improving response times by 55%.
- Implemented data conversion and migration strategies managing large-scale transformations using SSIS, Informatica, and Azure Data Factory, migrating petabytes of data from Oracle and SQL Server to PostgreSQL and data lakes.
- Built comprehensive performance baselines and Grafana dashboards tracking 200+ metrics including buffer pool hit ratio, query latency, replication lag, lock contention, and I/O throughput enabling proactive capacity planning.
- Managed database security, access controls, and compliance with regulatory standards (SOX, GDPR, HIPAA) implementing TDE encryption, SSL/TLS, RBAC policies, and comprehensive audit logging. Utilized data governance tools including Collibra and Informatica to enforce data quality, lineage tracking, cataloging, and compliance policies across enterprise data ecosystems.
- Integrated database deployment scripts into CI/CD pipelines using Jenkins, GitHub Actions, and Azure DevOps ensuring automated testing, zero-downtime deployments, and infrastructure-as-code standards.
- For CockroachDB, enabled Prometheus-based monitoring tracking node health, slow queries, and disk usage; used EXPLAIN ANALYZE to optimize query performance avoiding unnecessary full scans.
- Participated in 24x7 on-call rotation providing critical production support, troubleshooting cluster issues, replication lag, agent job failures, and implementing emergency hotfixes with documented incident response.
- Led successful SQL Server upgrades from 2016 to 2019/2022, managing entire migration lifecycle with compatibility testing, blue-green deployment strategies, and rollback procedures ensuring zero data loss. Designed and deployed SSRS reporting infrastructure delivering 50+ automated reports, OLAP cubes using SSAS, and Power BI dashboards supporting \$2B+ in financial analytics for executive stakeholders.
- Generated 3 enterprise data warehouses using SSIS consolidating transactional data from 200+ sources, implementing best practices for error handling, logging, and performance tuning within ETL packages.
- Managed and optimized Amazon Aurora (MySQL/PostgreSQL-compatible) databases for high availability, configured CloudWatch monitoring, and automated infrastructure provisioning using CloudFormation templates.

- Devised 10 onsite databases and sustained 20 databases using data modeling techniques, decreasing production cost by 12% and heightening productivity through optimized schema design and index strategies.
- Conducted thorough health assessments analyzing performance metrics, identifying bottlenecks, and providing detailed reports with recommendations for enhancing key configuration items improving overall system efficiency.

IDEMIA – Los Angeles, CA
Senior SQL Server Database Administrator
Jan 2021 – Aug 2022

Global leader in identity-related security services providing facial recognition and biometric identification products, utilizing enterprise databases for identity data management, biometric matching, and security pattern detection.

- Configured and managed SQL Server 2022 Always On Availability Groups ensuring high availability and disaster recovery for critical biometric databases processing 10M+ identity verification requests daily with 99.99% uptime.
- Conducted comprehensive assessment of 400+ on-premises VMs evaluating cloud compatibility, successfully leading end-to-end migration projects ensuring minimal downtime and optimized performance during transition.
- Implemented data conversion and migration strategies managing large-scale transformations (200M+ records, 1B+ relationships) using SSIS, Informatica, and custom Python ETL pipelines with zero data loss. Designed and maintained conceptual, logical, and physical database models ensuring data integrity, adherence to industry best practices, and optimized schema design for 15-20TB SQL databases.
- Optimized query performance in Snowflake through warehouse sizing, clustering keys, and query profiling; managed schemas and virtual warehouses ensuring optimal performance and cost efficiency.
- Built automation for rolling upgrades of PostgreSQL/YugabyteDB clusters with zero-downtime deployment strategy, provisioning test clusters with Ansible and Terraform for distributed database HA evaluation.
- Performed comprehensive performance tuning using EXPLAIN ANALYZE, strategic index creation, and buffer tuning reducing P99 query latency by 70% and improving overall system efficiency. Configured and monitored SQL Server Agent jobs, alerts, and notifications for automated task management; worked with SSIS control flow and data transformation tasks as part of ETL workflows.
- Developed complex SQL queries using stored procedures, CTEs, temporary tables, and window functions supporting SSRS reports; created OLAP cubes, facts, and dimensions using SSAS. Worked with Azure BLOB and Data Lake storage loading data into Azure SQL Synapse Analytics; designed end-to-end data integration solutions using Azure Data Factory for diverse data sources.
- Monitored database health using DMV queries, SQL Profiler, PMM, and third-party tools; created custom health check agents for Postgres/Yugabyte using cron, psql, and log pattern detection. Proficiency in PowerShell for automation including DSC for Windows server configuration, security features, execution policies, and remote management streamlining administrative tasks.
- Rewritten Oracle queries to PostgreSQL syntax ensuring compatibility and efficiency; deployed PostgreSQL on-premises and cloud offering insights and recommendations for performance enhancements. Created IAM policies for delegated administration within AWS, configured IAM Users/Roles/Policies granting fine-grained access to AWS resources ensuring security compliance.
- Utilized monitoring tools to analyze and optimize SSIS/SSRS performance, identifying bottlenecks and enhancing data flow efficiency; troubleshooted execution issues ensuring minimal downtime. Proactively monitored and optimized database performance in Agile development cycles, addressing bottlenecks and ensuring optimal query execution; engaged in retrospectives for process improvement.
- Implemented capacity planning and storage management for growing databases; conducted routine health checks, backups, patches/upgrades maintaining system integrity. Managed database migration integrating application database into main CRM, successfully converting 170 tables, 1400 stored procedures, 400 functions, and views to new schema.
- Ensuring compliance with industry standards (GDPR, HIPAA) for data security and privacy; implemented security best practices including encryption, RBAC, and audit logging. Designed database modeling using MS Visio, Lucid Chart, and ERWIN; documented Entity-Relationship Diagrams providing visual representation of data relationships.

- Worked closely with DevOps teams ensuring infrastructure-as-code standards and seamless database provisioning across dev, staging, and production environments. Assisted development teams with SQL query optimization and schema design; conducted code reviews using Jira, Confluence, and Git workflows for change management.

Comcast – Jersey City, NJ
SQL Server Database Administrator
Dec 2019 – Jan 2021

Global media and technology company providing broadband, video, streaming, and telecommunications services, leveraging databases for customer analytics, content management, and operational data processing.

- Involved in planning, setup, and implementation of new SQL Server instances across the entire enterprise; performed various database migrations and refreshes per requirements. Conducted comprehensive assessment of 200+ on-premises VMs evaluating cloud compatibility; successfully led end-to-end migration projects ensuring minimal downtime and optimized performance.
- Developed DTSX packages extracting, transforming, and loading data into Campaign database from OLTP using SSIS; created OLAP cubes, facts, and dimensions for sales analysis using SSAS. Conducted POC for YugabyteDB exploring horizontal scaling for healthcare claim processing pipelines; evaluated distributed database capabilities against existing solutions.
- Setup and configured new Always-ON Availability Groups; installed SQL Server 2008 R2 through 2019 Express, Standard, and Enterprise versions across environments. Evaluated database performance and performed maintenance duties including tuning, backup, restoration, and disaster recovery; upgraded/downgraded SQL Server 2005 to 2019 across prod and non-prod.
- Leveraged Azure Data Factory, Azure Synapse, and Logic Apps for seamless data integration, ETL processes, and workflow automation utilizing Microsoft technologies. Built and maintained Windows Host and Guest Servers ensuring optimal performance; configured and maintained Windows Failover Clusters ensuring uninterrupted SQL Server availability.
- Performed Lift-and-Shift migration building robust platform to migrate infrastructure/applications from on-prem to Azure Cloud using Azure Migrate and ASR. Developed complex SQL queries involving multiple tables, inner/outer joins, temporary tables, table variables; developed dashboard reports using Reporting Services and Report Builder.
- Managed security, user access, and role assignments per state and federal guidelines; ensured SQL Server systems adhered to PUB1075, FIPS, and PII standards. Maintained resilient and secure infrastructure encompassing cloud computing, storage solutions, F5 administration, firewall configuration, SAN/RAID maintenance, and Active Directory management.
- Developed and deployed SSIS packages for loading data into Data Warehouse systems; designed ETL packages for different data sources and transformations. Monitored resources and applications using AWS CloudWatch and Azure Monitor; designed and developed SSRS and Power BI reports for business intelligence.
- Designed database modeling using ERWIN; experience building and managing Hadoop EMR clusters on AWS utilizing various AWS services (VPC, EC2, S3, RDS, Redshift, Lambda). Participated in 24x7 on-call rotation providing production support; participated in audits ensuring compliance with internal and external policies.
- Proficient in PowerShell for automation, streamlining administrative tasks and minimizing errors; experience with Windows Server Roles and .NET Framework management. Upgraded Oracle 9i to 10g software in different environments; proficient in troubleshooting and performance tuning across multiple RDBMS platforms.

State of Texas Health Department – Houston, TX
Database Administrator
Sep 2016 – May 2019

State health department managing public health services, disease prevention, healthcare data systems, and regulatory compliance utilizing database technologies for electronic health records and statewide health initiatives.

- Conducted thorough assessment of 120 on-premises VMs for cloud migration compatibility, analyzing database workloads, application dependencies, and compliance constraints. Conducted thorough performance analysis of T-SQL scripts using SQL Profiler and Query Execution Plans identifying and resolving bottlenecks; improved performance by creating clustered and non-clustered indexes.

- Designed and optimized stored procedures and functions encapsulating business logic; implemented triggers enforcing data integrity and automating database actions. Managed and optimized Azure Synapse Analytics data warehouse solutions; implemented ETL processes seamlessly integrating and transforming data from diverse healthcare systems.
- Automated backup, monitoring, and maintenance tasks using PowerShell and SQL Agent jobs; scheduled jobs, created alerts, and fine-tuned ETL processes for efficient management. Wrote and optimized T-SQL queries creating tables, views, stored procedures, functions, and triggers supporting application requirements; utilized DDL and DML for data manipulation.
- Implemented hot and cold backups, disaster recovery, and ongoing support; resolved server performance and disk space issues installing security patches across environments. Worked extensively with operational and data warehouse systems managing data inputs, extraction, and transformation processes for reliable reporting and analytics.
- Created and maintained documentation for database schemas, SSIS packages, and T-SQL scripts enabling knowledge transfer; designed database models using MS Visio. Managed security, user access, and role-based permissions according to HIPAA compliance; developed robust ETL workflows ensuring data quality and organizational standards.
- Created stored procedures utilizing cursors reducing database query response time by 40%; designed cursor-based data migration enabling transfer of 500,000+ records. Ensured data recovery, maintenance, data integrity, and space requirements for physical databases; resolved database performance, capacity, and distributed data issues.
- Performed regular database maintenance including disk defragmentation; used datasets and ADO.Net for data retrieval from databases. Optimized T-SQL query performance through modifications and necessary joins; resolved database performance, capacity, and distributed data issues.

Apollo Healthcare Inc – India

SQL Server Database Administrator (Production Support)

Jul 2014 – Sep 2016

Leading healthcare providers specializing in hospital management, telemedicine, digital health solutions, healthcare IT infrastructure, electronic medical records, and data analytics for enhanced patient care.

- Migrated databases from SQL Server 2000 to SQL Server 2005 ensuring stored procedures functioned correctly; transformed legacy DTS packages into SSIS packages for efficient data integration. Collaborated on front-end and SQL Server backend integration; created and maintained detailed documentation for database operations and procedures.
- Wrote T-SQL statements, optimized queries, and tuned stored procedures for enhanced performance; utilized DDL and DML for triggers, functions, and data manipulation. Designed dynamic SSIS packages for cross-platform data transfer, validation, and archiving; generated data queries and reports using Well View, QlikView, Visual Studio, SSMS, SSRS, and Excel.
- Crafted complex queries with joins and sub-queries for multiple table interactions; interacted with stakeholders gathering requirements and managing Tableau development lifecycle. Implemented ETL processes using SSIS extracting large volumes of data from diverse sources; used datasets and ADO.Net for data retrieval from databases.
- Provided 24x7 production support resolving critical issues; developed Tabular, Matrix, and drill-down reports using SSRS 2005 with charts for data analysis. Evaluated and enhanced database performance conducting maintenance tasks (backup, restoration, disaster recovery); ensured high availability strategies.
- Published technical documentation for SQL Server installation, administration, backup/restore procedures, security, development, and Access database upgrades. Synchronized various environments including Developer, testing, pre-production, and production maintaining consistency across development lifecycle.
- Implemented comprehensive backup and recovery strategies including full, differential, and transaction log backups with tested restore procedures and documented DR runbooks. Collaborated with application development teams and stakeholders to gather requirements, design database schemas, and integrate solutions into Tableau dashboards.

Candidate References

Reference# 1

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Company and Title	Idemia Team Lead

Reference# 3

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Company and Title	S&P Lead

Business Analyst

Why is this candidate qualified?

- **Certified Business Analysis Professional (CBAP®) and PMI Professional in Business Analysis (PMI-PBA®) with 11+ years of experience**
- Extensive experience in authoring **Business Requirements Documents (BRDs), Functional Requirements Documents (FRDs), functional specifications, user stories, acceptance criteria, use cases, process flow diagrams, data mapping specifications, and Requirements Traceability Matrices (RTM).**
- Proven ability to own **User Acceptance Testing (UAT)** end-to-end by developing **UAT strategy, test plans, test scenarios, and business test scripts traceable to acceptance criteria**, coordinating business testers, triaging defects in Jira, and obtaining formal UAT sign-off.



Professional Summary

- Senior Business Analyst with 11+ years of Business Analysis experience delivering enterprise reporting, data analysis, business process improvement, and modernization initiatives across Banking, Financial Services, Mortgage, Healthcare, and Credit Risk domains.
- Advanced SQL expertise writing and tuning complex queries using multi-table joins (INNER, LEFT, RIGHT, FULL OUTER), correlated subqueries, nested queries, CTEs, window functions, UNION operations, CASE logic, and aggregations with GROUP BY / HAVING for data analysis and data validation.
- Expert in Business Requirements Gathering and requirements elicitation through stakeholder interviews, JAD sessions, requirement workshops, document analysis, surveys, and process observation, with MoSCoW prioritization and impact analysis.
- Extensive experience authoring Business Requirements Documents (BRD), Functional Specifications (FRD/FSD), User Stories with testable Acceptance Criteria in Given-When-Then format, Use Cases, business rules, and Requirement Traceability Matrices (RTM).
- Strong process analysis and workflow mapping capability, documenting AS-IS and TO-BE business processes, swim-lane diagrams, process flows, and data flow diagrams in Microsoft Visio to expose bottlenecks, handoffs, and manual touchpoints.
- Excellent stakeholder management experience engaging executives, Product Owners, business SMEs, operations, compliance, developers, and QA teams, facilitating stakeholder interviews, requirements workshops, walkthroughs, implementation discussions, sign-off reviews, and status reporting.
- Hands-on ownership of User Acceptance Testing (UAT), including UAT strategy, test plans, test scenarios, business test scripts traceable to acceptance criteria, business tester coordination, defect triage, and formal UAT sign-off.
- Strong data analysis and reporting background covering SQL querying, data profiling, data validation, data reconciliation, root cause analysis, KPI and metric definition, trend analysis, ad-hoc reporting, and Power BI dashboard validation.
- Strong proficiency in Advanced Excel, including Pivot Tables, Pivot Charts, VLOOKUP, XLOOKUP, INDEX-MATCH, SUMIFS/COUNTIFS, nested IF logic, Data Validation, Conditional Formatting, Power Query, What-If Analysis, and macro-based reporting.
- Solid SDLC knowledge across Agile Scrum, Waterfall, and Hybrid delivery using Jira, Azure DevOps, and Confluence, with experience supporting enterprise modernization, implementation, change management, and training support while bridging business and technical teams to deliver on scope and schedule.

Education

- Bachelor's Degree- Malla Reddy Institute of Engineering and Technology – 2013

Certifications

- Certified Business Analysis Professional (CBAP®)
- PMI Professional in Business Analysis (PMI-PBA®)

Technical Skills

- **Business Analysis:** Business Requirements Gathering, Requirements Elicitation, Business Process Analysis, Workflow Mapping, Gap Analysis, Stakeholder Management, BRD, FRD, Functional Specifications, User Stories, Acceptance Criteria, Use Cases, Requirement Traceability Matrix (RTM), AS-IS & TO-BE Process Mapping, Impact Analysis, MoSCoW Prioritization, JAD Facilitation, RACI, Feasibility Analysis
- **SQL & Data Analysis:** Advanced SQL, Complex Queries, Joins (Inner, Left, Right, Full Outer, Self, Cross), Subqueries, Nested Queries, Correlated Subqueries, CTEs, Window Functions, Aggregations (SUM, COUNT, AVG, MIN, MAX), GROUP BY / HAVING, UNION, CASE Logic, DDL/DML, Views, Stored Procedures, Query Optimization, Data Validation, Data Profiling, Data Reconciliation, Root Cause Analysis, Data Quality Assessment
- **Reporting & Business Intelligence:** Power BI, Dashboard Validation, Report Testing, Operational Reporting, Ad-hoc Reporting, Enterprise Reporting, KPI Definition, Metric Logic, Trend Analysis, Analytics Support
- **Data Integration:** ETL/ELT Concepts, Source-to-Target Mapping, REST APIs, JSON, XML, CSV, Data Migration, Data Integration, Enterprise Data Warehouse, Lakehouse Architecture
- **Data Platforms:** Enterprise Data Warehouse, Data Lake, Lakehouse Architecture, Azure Data Lake, Snowflake, Azure Synapse, Amazon Redshift, BigQuery, Delta Lake, Curated Data Products
- **Cloud & SaaS Platform:** Microsoft Azure, AWS, Azure Data Factory (ADF), Azure Databricks, Azure Synapse Analytics, Azure Data Lake Storage (ADLS Gen2), Microsoft Fabric, Snowflake, SaaS Applications
- **Excel & Microsoft Office Suite:** Advanced Excel (Pivot Tables, Pivot Charts, VLOOKUP, XLOOKUP, INDEX-MATCH, SUMIFS, COUNTIFS, Nested IF, Data Validation, Conditional Formatting, Power Query, What-If Analysis, Goal Seek, Macros, Slicers), Word, PowerPoint, Visio, Outlook, SharePoint
- **Data Governance:** Data Lineage, Metadata Management, Data Catalog, Data Dictionary, Data Stewardship, Role-Based Access Control (RBAC), Data Classification, Privacy Controls, Auditability, Reference Data Management
- **Domain Expertise:** Banking & Financial Services, Mortgage Lending Lifecycle, 1003/URLA, Encompass, Blend, MISMO v3.4, AUS DU/LPA, TRID LE/CD, HMDA LAR, UCD, MERS, LTV/DTI/PITI/PMI, Conventional/FHA/VA/USDA/Jumbo, Escrow, Servicing & Default Management
- Credit & Risk Analytics, Tri-Merge Credit Reporting, FICO, ATR/QM, Fair Lending & ECOA, Healthcare Operations, HIPAA Compliance, Retail & Commercial Banking Operations
- **Databases:** SQL Server, Oracle, PostgreSQL, MySQL, Snowflake, Amazon Redshift, Azure SQL Database, Teradata
- **Reporting & Analytics:** SQL Querying, Data Analysis, Data Profiling, Data Validation, Data Reconciliation, Root Cause Analysis, KPI Definition, Business Metrics, Trend Analysis, Variance Analysis, Power BI, Dashboard Development, Advanced Excel, Pivot Table Analysis
- **Project Management & Collaboration:** SDLC, Agile Scrum, Waterfall, Hybrid Methodology, Sprint Planning, Backlog Grooming, Sprint Reviews, Release Planning, Risk Management, Change Management, Enterprise Modernization, Implementation Support, Training Support, UAT Coordination, SIT, Defect Tracking, Jira, Azure DevOps, Confluence
- **Testing & Validation:** User Acceptance Testing (UAT), UAT Test Plans, UAT Test Scripts, System Integration Testing (SIT), Data Validation, SQL Test Cases, Regression Testing, Production Validation, Defect Tracking, Test Scenario Development, Business Sign-off

Professional Experience

PNC Bank – California, USA

Mar 2022 – Present

Senior Business Analyst

- Served as Senior Business Analyst on enterprise reporting and analytics programs, gathering business requirements from Mortgage Operations, Risk, Finance, and Compliance stakeholders and translating them into functional specifications for cloud-hosted SaaS solutions on the Microsoft Fabric/ Azure platform.
- Wrote and executed advanced SQL queries using multi-table INNER, LEFT, RIGHT, and FULL OUTER joins, correlated subqueries, CTEs, window functions (ROW_NUMBER, RANK, LAG, LEAD), and aggregate functions with GROUP BY and HAVING clauses to analyze large loan, customer, and transaction datasets.

- Performed SQL-based data validation and reconciliation between source systems and the Snowflake enterprise data warehouse by comparing row counts, control totals, checksums, and field-level values to certify reporting accuracy before business sign-off.
- Conducted business requirements gathering through stakeholder interviews, JAD sessions, requirement workshops, document analysis, and process observation, then analyzed and prioritized requirements using MoSCoW and impact analysis techniques.
- Authored comprehensive Business Requirements Documents (BRDs), Functional Requirement Documents (FRDs), and functional specifications covering business rules, data requirements, calculation logic, report specifications, and non-functional requirements.
- Wrote detailed user stories with clear, testable acceptance criteria in Given-When-Then format, decomposed epics and features, and refined the product backlog with Product Owners using Jira and Azure DevOps.
- Performed process analysis and workflow mapping by documenting AS-IS and TO-BE business processes, building swim-lane diagrams, process flows, and data flow diagrams in Microsoft Visio to expose handoffs, bottlenecks, and manual touchpoints.
- Conducted detailed gap analysis between current-state and future-state capabilities, documenting functional gaps, data gaps, root causes, business impact, and remediation options that directly shaped project scope and release planning.
- Managed stakeholder relations across business, technology, compliance, and executive leadership by facilitating requirement walkthroughs, solution demonstrations, sign-off reviews, steering committee updates, and weekly status reporting.
- Owned User Acceptance Testing (UAT) end-to-end by developing UAT strategy, test plans, test scenarios, and business test scripts traceable to acceptance criteria, coordinating business testers, triaging defects in Jira, and obtaining formal UAT sign-off.
- Built advanced Excel workbooks using Pivot Tables, VLOOKUP, XLOOKUP, INDEX-MATCH, SUMIFS, nested IF logic, conditional formatting, and Power Query to analyze operational data, reconcile datasets, and present findings to business leadership.
- Delivered ad-hoc data analysis and reporting for business partners by querying SQL Server, Azure SQL Database, and Snowflake, then summarizing trends, exceptions, variances, and KPIs through Excel models and Power BI dashboards.
- Defined source-to-target mappings between Encompass (LOS), Blend (POS), and the Snowflake Enterprise Data Warehouse using MISMO standards, documenting field-level transformation logic, lookup rules, and business rules.
- Documented business rules supporting TRID compliance, HMDA reporting, LTV, DTI, and PITI calculations, then validated implemented logic by writing SQL test cases and reconciling results against approved business requirements.
- Partnered with Product Owners, Solution Architects, Data Engineers, and QA teams to translate business requirements into technical designs for Microsoft Fabric Lakehouse, data pipelines, semantic models, and enterprise reporting services.
- Performed SQL-based data profiling and root cause analysis on production data issues, identifying duplicate records, null values, orphaned keys, and referential integrity breaks, and drove resolution with engineering teams.
- Maintained the Requirement Traceability Matrix (RTM) linking business requirements to functional specifications, user stories, acceptance criteria, test cases, and defects to ensure complete coverage and audit readiness.
- Supported System Integration Testing (SIT), regression testing, defect management, and post-production validation by writing SQL verification scripts and reconciling production output against expected business results.
- Coordinated release planning, deployment readiness reviews, go-live activities, cutover validation, and post-implementation verification while securing business sign-off at each project milestone.
- Identified process improvement opportunities that streamlined reporting workflows, reduced manual reporting effort, and improved operational efficiency, while supporting Agile, Waterfall, and Hybrid delivery methodologies.

Environment: Advanced SQL, SQL Server, Azure SQL Database, Snowflake, Advanced Excel (Pivot Tables, XLOOKUP, Power Query), Power BI, Microsoft Visio, Azure Data Factory, Azure Databricks, Azure Synapse Analytics, ADLS Gen2, Microsoft Fabric, Azure DevOps, Jira, Confluence, Agile Scrum, SDLC,

BRD, FRD, User Stories, UAT, SIT, RTM, Data Validation, Data Reconciliation, Gap Analysis, Workflow Mapping.

GE Healthcare – Chicago, Illinois, USA

Jul 2019 - Feb 2022

Senior Business Analyst

- Worked as Senior Business Analyst supporting enterprise healthcare reporting, analytics, modernization, and regulatory initiatives, partnering with Clinical Operations, Product Owners, Solution Architects, Data Engineers, and QA teams throughout the SDLC.
- Led business requirements gathering through stakeholder interviews, Joint Application Development (JAD) sessions, facilitated workshops, and business process reviews to elicit operational, reporting, compliance, and system enhancement requirements.
- Wrote complex SQL queries with multi-table joins, subqueries, CTEs, aggregate functions, and window functions to analyze clinical, operational, and financial datasets, answer business questions, and support fact-based decision-making.
- Executed SQL-based data validation and reconciliation between source systems, the enterprise data warehouse, and published reports, investigating variances and confirming that delivered data matched approved business rules.
- Authored Business Requirements Documents (BRDs), Functional Requirement Documents (FRDs), functional specifications, user stories, acceptance criteria, use cases, process flow diagrams, data mapping specifications, and Requirement Traceability Matrices (RTM).
- Documented user stories with measurable acceptance criteria, partnered with Product Owners on backlog refinement and story estimation, and ensured each story was development-ready before sprint commitment.
- Performed process analysis and workflow mapping by capturing AS-IS clinical and operational workflows, designing TO-BE processes, and producing swim-lane diagrams and process flows in Microsoft Visio.
- Conducted gap analysis across existing reporting capabilities and target-state requirements, documenting functional shortfalls, data availability gaps, compliance exposures, and prioritized recommendations for leadership review.
- Elicited and documented reporting requirements including KPI definitions, business rules, metric calculations, dimensional hierarchies, report layouts, drill-down capability, refresh schedules, and role-based access requirements.
- Coordinated User Acceptance Testing (UAT) by developing UAT test plans, business validation scripts, reconciliation reports, and test scenarios, facilitating business tester sessions, and obtaining formal acceptance sign-off.
- Used Advanced Excel, including Pivot Tables, VLOOKUP, INDEX-MATCH, SUMIFS, conditional formatting, and Power Query to build reconciliation trackers, requirement matrices, data quality scorecards, and executive summary analyses.
- Gathered and documented detailed source-to-target mappings, business rules, transformation logic, reconciliation processes, validation rules, and exception handling requirements for enterprise data integration initiatives.
- Performed data profiling and data quality assessment using SQL to identify duplicate records, missing values, invalid codes, and transformation gaps, then documented remediation requirements with data owners.
- Worked with Data Governance and Compliance teams to define business definitions, metadata standards, data lineage, HIPAA compliance controls, privacy requirements, and role-based access rules within functional specifications.
- Supported System Integration Testing (SIT), regression testing, and production validation by preparing SQL test cases, verifying defect resolution, and confirming release readiness with QA and business stakeholders.
- Maintained end-to-end requirement traceability throughout the Software Development Life Cycle (SDLC), ensuring business objectives remained aligned with delivered functionality from initiation through deployment.
- Supported enterprise project delivery and modernization initiatives using Agile, Waterfall, and Hybrid methodologies by participating in Sprint Planning, Backlog Refinement, Daily Stand-ups, Sprint

Reviews, Retrospectives, Release Planning, implementation readiness, and change management activities.

- Identified project dependencies, implementation risks, assumptions, and mitigation strategies while communicating progress, blockers, and decisions to cross-functional teams and project leadership.
- Served as primary liaison between business stakeholders and technical teams, translating business needs into functional requirements and identifying opportunities to streamline reporting workflows and improve operational efficiency. teams.

Environment: Advanced SQL, SQL Server, Azure SQL Database, Snowflake, Advanced Excel (Pivot Tables, VLOOKUP, Power Query), Power BI, Microsoft Visio, Azure Data Factory, Azure Synapse Analytics, Azure Databricks, ADLS Gen2, Jira, Confluence, Agile Scrum, Waterfall, SDLC, BRD, FRD, User Stories, Acceptance Criteria, UAT, SIT, RTM, Gap Analysis, Data Profiling, Data Validation, HIPAA.

Equifax Inc. – Alpharetta, Georgia, USA

Jul 2017 - Jun 2019

Business Analyst

- Partnered with business stakeholders, Product Managers, Data Architects, Risk Analysts, and Business Intelligence teams to gather, analyze, and document business and functional requirements for enterprise credit reporting and analytics solutions.
- Wrote complex SQL queries involving joins across multiple large tables, nested and correlated subqueries, CTEs, UNION operations, CASE expressions, and aggregate functions to analyze credit and consumer datasets.
- Provided credit data supporting Mortgage Underwriting, including Tri-Merge Credit Report, FICO scores, and credit liabilities, documenting the business rules and data definitions behind each attribute. Authored Business Requirement Documents (BRDs), Functional Requirement Documents (FRDs), functional specifications, user stories, epics, acceptance criteria, and process flow diagrams supporting end-to-end delivery.
- Performed detailed gap analysis of existing reporting capabilities against business and regulatory requirements, quantifying gaps, business impact, and remediation effort to inform roadmap prioritization.
- Conducted process analysis and workflow mapping of credit data intake, decisioning, and reporting workflows, documenting AS-IS and TO-BE processes and swim-lane diagrams in Microsoft Visio. Executed SQL-based data validation to verify transformation logic, reconcile source and target systems, identify data anomalies, and investigate production data discrepancies raised by business users.
- Used Advanced Excel including Pivot Tables, Pivot Charts, VLOOKUP, INDEX-MATCH, SUMIFS, and conditional formatting to build data analysis workbooks, reconciliation trackers, and management reporting summaries.
- Worked closely with Product Owners to refine, prioritize, and maintain Agile backlogs by evaluating business value, technical complexity, dependencies, and regulatory urgency. Collaborated with Data Engineering teams to define requirements for enterprise data warehouses, data lakes, curated data products, and semantic data layers supporting analytics consumption.
- Supported enterprise reporting initiatives by validating Power BI dashboards, report calculations, KPI measurements, filters, and drill-through functionality against documented acceptance criteria. Participated in data profiling and data quality assessment activities by identifying duplicate records, inconsistent business definitions, missing attributes, and referential integrity issues.
- Defined and documented enterprise Data Governance requirements including business glossary definitions, metadata standards, data lineage, stewardship responsibilities, and data classification rules. Ensured governance and security requirements were incorporated into user stories, functional specifications, acceptance criteria, and testing documentation across all releases.

Environment: Advanced SQL, SQL Server, Oracle, Snowflake, Amazon Redshift, Advanced Excel (Pivot Tables, VLOOKUP, SUMIFS), Power BI, Microsoft Visio, AWS Glue, REST APIs, JSON, Jira, Confluence, Agile Scrum, SDLC, BRD, FRD, Functional Specifications, User Stories, Acceptance Criteria, Gap Analysis, UAT, SIT, RTM, Data Profiling, Data Validation, Data Governance.

HDFC Bank – India

Jan 2014 - Nov 2016

Business Analyst

Environment: SQL, Oracle, PostgreSQL, MySQL, Advanced Excel (Pivot Tables, VLOOKUP, SUMIFS), Power BI, Microsoft Visio, ETL, Data Warehousing, Source-to-Target Mapping, Data Profiling, Data Validation, Data Quality, Data Governance, Jira, Confluence, Agile Scrum, Waterfall, SDLC, BRD, FRD, User Stories, Acceptance Criteria, UAT, SIT, Gap Analysis, RTM.

Candidate References:

Reference# 1

Name	Harsh Gajbhiye
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Company and Title	PNC/ Manager

Reference# 2

Name	Likhith Sai Chaitanya
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Company and Title	GE Healthcare/ Manager

Reference# 3

Name	Varshitha
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Email	varshitha@equifax.com
Company and Title	Equifax/ Manager

Learning Management System & eLearning Development Specialist

Professional Summary

- Learning Management System (LMS) and eLearning Development Specialist with extensive experience designing, developing, implementing, and supporting technology-enabled learning solutions for government, enterprise, and organizational environments. Skilled in translating business, training, and organizational requirements into engaging, accessible, and scalable digital learning experiences using modern instructional design methodologies and eLearning development tools.
- Experienced in LMS administration, configuration, user management, course deployment, content management, learning paths, assessments, reporting, analytics, and system integrations. Strong background developing interactive eLearning courses, instructor-led and blended learning programs, simulations, knowledge assessments, multimedia content, job aids, and training documentation using tools such as Articulate Storyline/Rise, Adobe Captivate, and related authoring and multimedia technologies.
- Proficient in applying instructional design principles, including ADDIE, adult learning principles, competency-based learning, microlearning, scenario-based learning, and performance-based assessments. Experienced in developing Section 508/WCAG-compliant and accessible learning content, incorporating captions, transcripts, keyboard navigation, screen-reader compatibility, alternative text, and accessible course design practices.
- Skilled in working with subject matter experts, business stakeholders, instructional designers, developers, IT teams, and program leadership to conduct needs assessments, define learning objectives, develop course storyboards, produce and test learning content, manage LMS implementations, and continuously improve learner experiences. Experienced in supporting LMS migrations, content conversions, SCORM/xAPI-compliant courseware, data migration, user acceptance testing, technical troubleshooting, and post-implementation support.
- Combines strong technical, instructional, analytical, and project coordination capabilities to deliver effective learning solutions that improve knowledge retention, user adoption, workforce performance, and organizational outcomes.

Professional Experience

Learning Management System Administrator

05/2017 - Present

New York, NY

- Served as a primary client-facing LMS and eLearning specialist, partnering with clients, business stakeholders, HR/L&D teams, SMEs, and IT teams to understand learning requirements, define priorities, and deliver effective technology-enabled learning solutions.
- Managed client relationships and provided consultative guidance throughout the LMS and eLearning lifecycle, including requirements gathering, solution design, implementation, testing, deployment, training, issue resolution, and ongoing support.
- Conducted client discovery sessions and requirements assessments to identify business, technical, and learning needs and translated requirements into practical LMS configurations, eLearning solutions, workflows, and implementation plans.
- Managed and administered **Learning Management System (LMS)** user accounts, roles, permissions, learner profiles, organizational structures, and enrollment processes, including data migration and synchronization from **HRIS and Single Sign-On (SSO)** sources.
- Coordinated with client HR, IT, security, and application teams to define and validate **HRIS, SSO, identity, and LMS integrations**, troubleshoot data and authentication issues, and ensure reliable exchange of learner and organizational data.
- Uploaded, configured, published, and tested **SCORM- and AICC-compliant eLearning courses** within client LMS environments, validating course launch, navigation, completion tracking, scoring, bookmarking, reporting, and learner functionality.
- Developed and maintained course-publishing standards and requirements, working with instructional designers and content developers to ensure eLearning content meets LMS technical, accessibility, tracking, and deployment requirements.
- Collaborated with clients and subject matter experts to develop and enhance eLearning content using multimedia and web-authoring technologies, including **Articulate Storyline, Articulate Rise, Adobe Captivate**, and related tools.

- Created and configured LMS activities, curricula, learning paths, assignments, prerequisites, due dates, and **audience rules** to automatically assign appropriate training to defined learner populations.
- Supported the assessment, design, and implementation of technical solutions that improve the effectiveness, usability, scalability, and maintainability of LMS and eLearning environments.
- Led user acceptance testing (UAT), functional testing, integration testing, and course validation activities, documenting defects, coordinating remediation, and obtaining client acceptance prior to production deployment.
- Provided ongoing client support and troubleshooting for LMS, eLearning, user access, course enrollment, completion tracking, reporting, integration, and technical issues, ensuring timely resolution and effective communication.
- Developed client-facing documentation, user guides, technical procedures, LMS administration documentation, course-publishing guidelines, and knowledge-transfer materials.
- Conducted client training and knowledge-transfer sessions for LMS administrators, HR/L&D personnel, content administrators, instructors, and other designated users.
- Monitored LMS utilization, learner activity, course completion, system performance, and support trends to identify opportunities for optimization and improved learner engagement.
- Proactively evaluated new LMS capabilities, features, integrations, automation opportunities, and emerging learning technologies and provided **recommendations to clients for future enhancements**.
- Coordinated project activities, schedules, deliverables, risks, issues, dependencies, and stakeholder communications to support successful delivery of LMS and eLearning initiatives.
- Maintained strong client relationships through regular status meetings, progress updates, issue escalation, solution discussions, and proactive communication, serving as a trusted advisor for LMS and digital learning initiatives.
- Ensured LMS and eLearning solutions aligned with organizational policies, accessibility requirements, and applicable standards, including **Section 508 and WCAG** accessibility considerations.
- Supported continuous improvement initiatives by gathering client and learner feedback, analyzing system and training performance, identifying gaps, and implementing recommendations to enhance the overall learning experience..

Senior Learning Management System Administrator
New York, NY
06/2013 - 03/2017

- Managed the **configuration, testing, and implementation of LMS upgrades, enhancements, patches, and system changes**, coordinating with client IT, HRIS, LMS Technical Support, Cloud Operations, and other technology teams to ensure successful deployment with minimal disruption.
- Served as a liaison between **business stakeholders, HR/L&D teams, IT, HRIS, LMS technical support, and external vendors**, coordinating technical activities, resolving issues, and ensuring LMS changes aligned with business and learning requirements.
- Utilized LMS configuration tools, dashboards, widgets, and learner-management capabilities to create **guided learning experiences** for employees, managers, and other defined learner populations.
- Designed and configured dashboards and personalized learning views that provided learners and managers with relevant course assignments, learning paths, progress indicators, required training, certifications, and completion status.
- Developed and executed **advanced LMS reports and analytics**, including standard, library, ad hoc, and custom reports covering certification compliance, course details, registrations, learner activity, enrollment, completion, and training status.
- Analyzed LMS data and reporting results to identify trends, data gaps, compliance issues, and opportunities for improving training administration and learner engagement.
- Monitored the **accuracy, completeness, consistency, and integrity of LMS data**, identifying and resolving discrepancies involving user profiles, enrollments, course assignments, completions, certifications, organizational structures, and other learning records.
- Coordinated with HRIS, IT, and business stakeholders to investigate data inconsistencies and implement corrective actions to maintain reliable and accurate learner and training information.
- Served as a primary point of contact for **training data inquiries and LMS system support**, working with business partners and end users to understand issues, provide guidance, troubleshoot problems, and deliver timely resolutions.

- Provided responsive **client and end-user support** for LMS access, navigation, course registration, assignments, completion tracking, reporting, certifications, and other learning-management functions.
- Conducted stakeholder consultations to understand user challenges and business requirements and translated feedback into **LMS configuration improvements, process enhancements, and system recommendations**.
- Maintained a results-oriented approach while balancing **strategic planning and hands-on tactical execution** in a fast-paced, dynamic environment.
- Effectively prioritized competing commitments, managed schedules and resources, adjusted to changing business priorities, and consistently delivered assigned activities, milestones, and client deliverables within established timelines.
- Proactively communicated project status, risks, dependencies, issues, and recommended actions to stakeholders and leadership to maintain transparency and ensure timely decision-making.
- Supported continuous improvement of LMS operations by identifying opportunities to streamline administrative processes, improve reporting, enhance learner experiences, strengthen data quality, and increase adoption of LMS capabilities.

Banks Global Learning Lab Dallas, TX
Bank Learning Management System Administrator
03/2009 - 12/2012

- Detail-oriented and pro-active; able to produce with a high level of accuracy and to take ownership for actions. Multi-task and work flexibly as a team player in a fast paced environment
- Equally effective working in a collaborative team environment and as an individual contributor
- Serve as primary administrator of systems such as the Wanzek Learning Zone, Convergence Training system and the Training SharePoint site. Managed users and courses in the LMS
- Review and improve system operations practices and system performance proactively

Education

- Bachelor's Degree - Computer Science - 2004 – 2009 - **Oglethorpe University**

Professional Skills

- Engagement and Relationship: Likes to relate to people; likes to create relationships with others in the team and outside; works closely with stakeholders and responds quickly to questions and requests
- Proven written and verbal communication skills; effective interpersonal and teamwork skills
- Excellent verbal/written communication and interpersonal skills; skilled in facilitation, presentation and negotiation
- Strong planning, organizational skills and attention to detail. Have excellent oral and written communication, presentation, critical thinking, interpersonal and leadership skills
- Strong verbal communication skills, including the ability to discuss complex issues and present information clearly
- Excellent computer skills, including Excel, Word, Outlook, and PowerPoint

Cloud Financial Operations Specialist

Why this resume is qualified:

- **Certified:** Salesforce Certified Administrator, Platform Developer 1, Salesforce Platform App Builder Salesforce Sales Cloud Consultant, Salesforce Service Cloud Consultant
- Experienced Certified Salesforce Professional with 8+ years of professional IT experience in Salesforce.com (SFDC) as Lightning Developer and Administrator with 5x Salesforce certified professional Skilled in Salesforce CRM working across various SFDC implementations covering Sales Cloud, Service Cloud.
- Strong IT experience as CRM developer that includes all phases of Design, Development, UAT and maintaining Product & Business applications including Cloud Based, Web Applications (Lightning Aura Framework and Lightning web components), Web Services, Client-Server applications.



Professional Summary:

- Experience in Salesforce.com, Force.com, Salesforce.com Development using Apex Classes, Triggers, Batch Apex, Test Classes, Lightning flows, Lightning web components, Web Service APIs.
- Proven ability to prioritize and manage case queues effectively, ensuring timely resolution of customer inquiries and support requests. Experience in integrating salesforce.com application with other internal/external applications using SOAP and REST based web services.
- Developed custom LWCs to enhance the user interface and user experience of Salesforce applications.
- Created different Lightning Components (Aura and Web) and Complex Visual flows for Proposal Management, Assortment Management and Catalog Automation. Implementation of Lightning flows covering screen flow, Auto-launch flow, record-triggered flow (Before and after), Scheduled flows.
- Implemented Lightning Flow's declarative capabilities to interact with Salesforce data, including querying and updating records, performing calculations, and invoking Apex code when necessary.
- Integrated Lightning Flows with Lightning Web Components (LWCs) to provide a seamless user interface by using displaying dynamic data, performing validations, or triggering custom actions.
- Worked closely with UI/UX designers and product owners to understand communication requirements and implement intuitive and seamless user interactions within Lightning Web Components.
- Strong knowledge & experience working in teams implementing Agile and Scrum Methodologies.
- Implemented custom methods in LWCs to encapsulate complex rendering logic or behavior, promoting reusability and maintaining clean and modular code. Experience in migrating data from legacy systems to Salesforce using Apex Data Loader Work Bench and Demand Tools.
- Having Good Knowledge in Salesforce CI/CD Tools like COPADO, GIT, GITHUB Code Repository.
- Can do reverse Engineering with the existing System to understand the architecture and Design of the implementation. Worked on Platform Events and Email Services to interact with External System.
- Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
- Extensive experience in designing Data Model, Custom Objects, Custom fields, buttons, links, Record types, Page layouts, User Profiles, Permission sets, Roles, Custom Labels, Custom Settings, Static resources, Assignment and Validating Rules.
- Proficiency in Salesforce Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
- Created lightning Apps, Lightning Record pages, App Page using lightning App builder and lightning component features on Salesforce platform. Worked as a team to complete the POCs requested by the Solution Architect for a smooth Discovery Phase.
- Experienced in production support to provide L2 Support, Monitor, and assist team on 24/7 support.
- Build technical documentation and develop run down flow for project execution, Responsible for functional reviews and technical reviews and on time deployment.
- Active participation in the Sprint grooming along with PO, BA, Architect, UX designer testing lead, Scrum Master & PM and make sure the requirement is technically feasible.

Education

- B. Tech in Mechanical Engineering from K.L University, India 2016.
- Master's in Business Analytics from Wichita State University, USA 2023.

Certifications

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer 1
- Salesforce Platform App Builder
- Salesforce Sales Cloud Consultant
- Salesforce Service Cloud Consultant

Technical skills

Salesforce.com	Salesforce Lightning, Apex Triggers, Apex Classes, SOQL, SOSL, Visualforce Pages, Components, S-Controls, Apex Web Services, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects, Data Migration.
SFDC Tools	Force.com IDE, Force.com Explorer, Data Loader, Informatica Cloud Connector, Outlook connector, Excel Connector, Workbench.
Web Technologies	HTML, CSS, XML, AJAX, Java script,
CRM Applications	Salesforce.com, Sales cloud, Service Cloud, Chatter, Communities, Service console.
Data Migration Tools	Data Analysis, Data Cleansing, Data Normalization, Data Migration, Data Loader.
Programming Languages	Apex, SQL, Java Script, JQUERY, CSS, XML, XSL, XSD, MVC, J2EE, CVS, ANT.
Configuration Skills	Workflow: time-dependent actions, Process Builders, Visual Flow, field updates, email alerts, Field Level and Object level security, role hierarchies, sharing models, SFDC Standard Object Configuration: Campaigns, Reports, Dashboards, Formula Fields and Cross Object Formula Fields Configuration Skills, Overall User Management, Security and Sharing Model, Translation Workbench, Documentation Templates, Salesforce Lightning.
Project Management	Waterfall, Agile, SDLC.
Other Technologies	Eclipse, Net Beans, Visual Studio., Apex, Java, SOQL, Visualforce, Lightning Design, Sales Cloud, Service Cloud, Marketing Cloud
Operating Systems	Windows Variants, Unix.

Professional Experience

Delta Airlines, Atlanta, GA

Feb 2023 – Present

Sr. Salesforce Developer

- Requirement gathering, Analyzing and preparing functional and technical design documents.
- Involved in End-to-End requirement analysis, design, development and implementation with Salesforce CRM. Supporting business enhancements supporting the sales teams through Sales Cloud making changes such as Prep sheets, goal planning and new fields.
- Developing Various Apex classes, Controller classes, Apex Triggers, Lightning Components to implement business logic. Created Apex methods for the Lightning controller and helper methods to perform DML operations on the case records.
- Built the lightning components for the communities and developed UI Changes for the Lightning Components. Developing Meta data table concepts, custom related lists, Visualforce pages, lightning components, Apex controllers and test classes for various functional needs in applications.
- Worked on building reusable UI components with Lightning component framework.

- Enable Aura Framework by adding Aura Attributes and Aura Handlers for events to focus on Logic and Interactions in Lightning Applications. Created Apex methods for the Lightning controller and helper methods to perform DML operations on the case records.
- Implemented Salesforce Data Cloud to integrate and manage large-scale data across various business units, ensuring data consistency and integrity.
- Developed custom data models and data migration strategies within Salesforce Data Cloud to support complex business requirements and optimize data storage.
- Configured Salesforce Data Cloud for real-time data integration with external systems, enabling seamless data exchange and synchronization. Utilized Omni Studio's Data Raptor to efficiently extract, transform, and load data from diverse sources, ensuring accurate and timely information flow.
- Extensively used REST APIs for integration between Salesforce and on-premise systems.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization. Experience in Apex Classes, Apex Triggers, Apex controllers and controller extensions and Apex Test Methods, Voice and Chat integration.
- Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
- Created Sales Cloud Force.com sites that reach the existing functionality to new and external audiences in a secure authenticated way. Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
- Worked on various Salesforce.com standard objects like Lead, Accounts, contacts, contracts, Opportunities, products and price books. Created workflow rules and defined related tasks, time triggered tasks, email alerts and field updates to implement business logic.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Used Data loader for insert, update, and bulk import or export of data from Salesforce.com objects.
- Configured Reports for custom objects and associated them to Dashboard.
- Created Visualforce Email Templates, Mail Merges and also automated Email Process to send instructions to new and existing customers.

Environment: Salesforce.com, Salesforce Lightning, Force.com, Visualforce, APEX, Triggers, Controllers, Sales Cloud, Service Cloud, Data Loader, Dashboards, Custom Objects, SOSL, SOQL, Rest API, Dynamic APEX, Batch APEX, Roles, Accounts, Workflow Rules, Objects, Windows.

Cigna, Overland Park, KS

Feb 2022 – Jan 2023

Salesforce Developer

- Develop business architecture using requirements such as scope, processes, alternatives, and risks.
- Worked with end users and business analysts for requirement gathering, analysis and provided design inputs. Implemented project technical design plan, conversions, Mapping, configuration of portions of the SFDC application.
- Created Lightning Components, added CSS and Design Parameters which improves performance.
- Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions.
- Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app. Designed customizations and configurations of SFDC objects, custom data fields, reports and dashboards, knowledge articles according to the client/vendor needs.
- Worked on various standard objects like Accounts, Contacts, Cases, Opportunities, Products, Reports and Dashboards apart from that worked on Health cloud objects like Candidate patients, Patients, Care plan, Care Team, Providers, Payers, Problems, Goals & multiple EHR Patient related objects.
- Installed and setup Health Cloud Unmanaged package extension. Customized the Health Cloud App for Person Accounts and configured health cloud profiles with permission set licenses.
- Created the lightning Console App and customizes Patient details tab, Problems, Goals, and Patient Card etc. Created and maintained the lightning components and gave permissions to the Partner and Customer communities.

- Working on salesforce-to-salesforce integration between instances and helping the user with data migration. Created triggers to automate the process of communication between the connections.
- Setup accounts and provide access to the providers and payers on the communities. Validated the requirements and ensured its traceability in various applications like JIRA & Confluence.
- Enhanced, created and managed salesforce instances to meet the user requirement and executed the day-to-day activities of the RHIO's using apex triggers, workflows and SOQL queries.
- Experienced in using Data Migration tool called Data Loader. Designed and maintained matrices for various user roles, security, profiles, workflows, approval processes, and validation rules.
- Executed user acceptance testing (UAT) process including creating and validating UAT scripts and coordinating UAT process with end-users & clients. Imported excel based customer information records into Accounts, Contacts and Cases using Data Loader and Import Wizard.
- Designed and maintained matrices for various user roles, security, profiles, workflows, approval processes, and validation rules. Maintenance of installed Managed Packages in lightning using Apex.
- Created custom Reports & Dashboards for Manager/Agent/Administrator's home page to reflect their target quota and team's performance against standards.
- Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.

Environment: Salesforce.com, Force.com, Marketing Cloud, Financial Service Cloud Communities Builder, Salesforce Partnering Communities, Data Loader, Apex Classes, Controllers, Triggers, Visual force, Data Loader, Salesforce Health Cloud Managed Packages, Triggers, Components, Controllers, Workflow, Validation Rules, Reports, Report Types, Custom Objects, Tabs, Email Services, API, Sandbox data loading.

Walt Disney, Burbank, CA

Sep 2020 – July 2021

Salesforce Developer

Project: Direct-to-Consumer & International

- Experienced in developing, customizing, testing, and deploying Salesforce Sales Cloud and Service Cloud applications using Agile Development Methodology for Walt Disney.
- Designed, developed, and maintained custom Salesforce applications using Apex, Visualforce, and Lightning Components to meet business requirements. Implemented Skuid UI for Salesforce to develop custom user interfaces and streamline workflows for Walt Disney project.
- Leveraged Skuid's data integration capabilities to integrate Salesforce data with other systems and platforms used by Walt Disney. Designed and developed complex Skuid pages, including custom components and actions, to meet the unique requirements of Walt Disney's sales and marketing teams.
- Configured and enforced MFA requirement for all development partners and admin accounts in Salesforce, ensuring platform security and protecting sensitive data.
- Proficient in Salesforce configuration, administration, reporting, and data migration, delivering continuing support to meet business needs at Walt Disney. Experience in using Data Loader to upload data in CSV files into Salesforce.com, ensuring data correctness and accuracy for Walt Disney.
- Developed custom reports and dashboards to provide insights into sales and marketing performance, customer behavior, and operational efficiency. Implemented security and access controls for Salesforce applications to ensure data privacy and compliance with company policies and regulations.
- Worked in Agile development environments, participating in sprint planning, stand-up meetings, and retrospectives. Provided technical support and troubleshooting for Salesforce applications, resolving issues, and improving performance.
- Documented technical designs, code changes, and release notes to ensure effective knowledge transfer and collaboration among team members. Conducted testing, debugging, and performance optimization to ensure the Skuid UI solutions were reliable and scalable.
- Leveraged Copado for deploying workflows and enhancing development efficiency within the Salesforce Direct-to-Consumer & International project, ensuring smooth delivery of custom Salesforce applications and configurations.

- Expertise in creating modern enterprise Lightning apps, Lightning Components, and using the Lightning Design System and Lightning App Builder to enhance the user interface and interaction at Walt Disney.
- Provided training and support to Walt Disney's sales and marketing teams to ensure they were comfortable using the new Skuid UI Salesforce solutions, resulting in increased productivity and efficiency. Customized existing Visualforce to align with salesforce new Lightning UI experience.
- Worked on all salesforce features including knowledge, Custom Lightning Interaction Log. Created templates using CSS, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications. Utilized force.com developer toolkit for visual force pages, apex classes, controllers, and triggers, ensuring seamless custom business logic development.
- Created comprehensive unit test cases to eliminate duplications and validate business logic accuracy.

Environment: Salesforce.com platform, Lightning, Aura, LWC, Apex, Force.com, Visual Force (Pages, Component & Controllers), Data Loader, Dataloader.io, HTML, Java Script, CSS, jQuery, Salesforce DX, Visual Studio code, Service Cloud, Continuous Integration, Eclipse, Apex Explorer.

Northeast Operations: (North-East University)

Aug 2019 – Aug 2020

Salesforce Developer

- Involved in various phases of Software Development Life Cycle (SDLC) of the application like requirements gathering, Design, Analysis and Code development.
- Worked with NE University's IT team to integrate Salesforce with other systems, such as the university's student information system, to ensure a seamless user experience. Collaborated with NE University stakeholders to gather requirements and ensure that Salesforce applications met needs of University.
- Created validation rules, workflow rules, and formula fields to automate processes and maintain data quality. Prepared Technical Design Documents and deployment plans as per user stories and bugs.
- Conducted code reviews, testing, and debugging to ensure that Salesforce applications were high-quality and performant. Developed and customized Salesforce applications using Apex, Visualforce, and Lightning Components to meet the specific business requirements of NE University.
- Configured administration setup, including creation of Users, Profiles, Roles, and Permission Sets.
- Developed and implemented data migration strategies to move legacy data to Salesforce.
- Designed and implemented custom workflows and automation processes to streamline admissions and enrollment procedures. Designed and implemented custom reports and dashboards to provide real-time analytics on student data, course data, enrollment figures, and other relevant metrics.
- Used Salesforce sites functionality for the complete deliverables of the NE University project.
- Responsible for implementing APEX (Salesforce) based RESTFUL Services for providing bi-directional integration between Salesforce (Cloud Platform) and Documentum (On-Premises Application).
- Wrote test classes to cover Apex code with positive and negative scenarios and achieved over 75% code coverage. Responsible for setting up Oath to enable external client applications to communicate with SFDC platform.
- Customized the views by using custom Visualforce pages and Standard Apex Controllers.
- Implemented Email-to- Case entry and manual case entry for entering customer's cases in cases tab.
- Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL. Interacted with users during testing & analysis, designed & executed test plans and delivered a quality solution.
- Designed and developed Apex Classes, Apex triggers and Extensions for various functional needs.
- Deployed Apex using Force.com IDE Force.com Migration Tool and Web Services API.
- Manage all apex code modifications based on business requirements for the entirety of the project.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic. Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.

- Debugged the code using Java debugger and Eclipse and used exception, condition and other break points. Used Web services (SOAP) for transmission of large blocks of XML data over HTTP.
- Resolve the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting (Search, Retrieve Metadata and Content, Create Documents) against a Documentum Repository. Developed Restful Web services for transmission of data in JSON format.

Environment: Salesforce Force.com, Service Cloud, REST API, Apex, SOQL, SOSL, Data Loader, Eclipse, XML, Ant, JavaScript.

Columbus Global Services Pvt Ltd, Hyderabad, India

Jun 2016 - July 2019

Salesforce Consultant/ Admin

Health Management: Worked for Insurance Company

- Collaborated with business analysts, project managers, and other stakeholders to gather requirements and ensure that Salesforce applications met the needs of the business.
- Prepared Technical Design Documents and deployment plans as per user stories and bugs.
- Developed and customized Salesforce applications using Apex, Visualforce, Lightning Components, and other development tools to meet specific business requirements.
- Implemented triggers and Batch apex for auto-generation of invoices.
- Created validation rules, workflow rules, and formula fields.
- Participated in change management efforts to implement better practices and new processes.
- Used workflows, validation rules, email alerts, and process builders in my project work. Used process builder to invoke lightning flow builder and sent email using it. Worked on complete phase of agile methodology in sprints from design to SIT, UAT, and production deployment.
- Configured administration setup, including creation of Users, Profiles, Roles, and Permission Sets.
- Conducted code reviews, testing, and debugging to ensure that Salesforce applications were high-quality and performant. Designed and implemented custom reports and dashboards to provide real-time analytics on claim data, patient data, and other relevant metrics.
- Wrote test classes to cover my apex code with positive and negative scenarios of assert with more than 75% code coverage and followed best practices of test setup and test data factory.
- Used workbench for data migration and export and XML generation and querying upon different objects. Used Data import wizard and data loader to import metadata into Salesforce.
- Created use case diagrams to facilitate requirements gathering process and ensuring documentation.
- Deployment using CI CD using Jenkins. Worked on Migration tools Force.com IDE, Eclipse and have knowledge of Change set migration code and configuration from the Dev sandbox to Production.

Environment: Salesforce Force.com, Service Cloud, REST API, Apex, SOQL, SOSL, Data Loader, Eclipse.

CTM Solutions, Hyderabad, India

Jun 2015 to May 2016

Program Trainee

- Participated in hands-on workshops and tutorials to gain proficiency in building and customizing Salesforce applications tailored to business requirements.
- Collaborated with a team on a real-world project within the insurance domain, applying newly acquired skills to develop solutions that address industry-specific challenges.
- Assisted in the analysis and documentation of business requirements, contributing insights to the design and implementation phases of Salesforce projects.
- Engaged in intensive training to learn basic coding principles for Salesforce, including Apex, Visualforce, and Lightning Components. Demonstrated a proactive approach to learning, actively seeking feedback from mentors and peers to enhance coding skills and project performance.
- Contributed to the creation of technical documentation and user guides to facilitate knowledge transfer and support ongoing project maintenance. Engaged in knowledge-sharing sessions and group discussions to deepen understanding of Salesforce best practices and industry trends.

- Demonstrated strong problem-solving skills by troubleshooting issues and identifying opportunities for process improvement within Salesforce projects. Actively participated in team meetings and project stand-ups, contributing ideas and insights to drive project progress and team cohesion.
- Exhibited a commitment to professional growth and development, leveraging internship experiences to build a solid foundation for future career opportunities in the Salesforce ecosystem.
- Environment: Salesforce Force.com, Service Cloud, Apex.

Candidate References

Reference# - 1

Name and Title	Sairam Karumanchi, Manager
Client	Delta
Contact #	770-954-7073
Email	Sairam.karumanchi@delta.com

Reference# - 2

Name and Title	Hitesh V, SI Manager
Client	Cigna
Contact #	404-547-1168
Email	Hitesh.vadlamudi@capgemini.com

Reference# - 3

Name and Title	Sai Sathwik G
Client	Walt Disney
Contact #	+91 81423 07670
Email	Golla.SaiSathwik@cognizant.com

Cloud Architect

Why this candidate is qualified:

- Available for the project immediately.
- 22+ years of experience in the IT field.

Professional Summary

- Senior Solution Architecture Lead with 22+ years of experience designing enterprise-scale solution architectures, cloud-native platforms, AI-enabled business solutions, enterprise data platforms, and secure integration architectures across healthcare, insurance, and financial services.
- Proven expertise leading enterprise architecture initiatives involving Azure, AWS, GCP, data engineering, data modeling, cloud migration, API ecosystems, event-driven architectures, and enterprise analytics platforms.
- Experienced in designing Generative AI solutions integrated with enterprise data repositories, Azure AI Search, Retrieval-Augmented Generation (RAG), and business intelligence ecosystems to enable intelligent search, decision support, advanced analytics, and AI-assisted business workflows.
- Recognized technical leader with extensive experience defining enterprise architecture standards, solution governance, cloud adoption strategies, technical documentation, architecture review processes, and mentoring cross-functional engineering teams while delivering scalable, secure, and highly available enterprise solutions..

Education

- **Master of Computer Applications** - Nagarjuna University, India, Sep 1999 – Apr 2002
- **B.Sc in Mathematics** - Nagarjuna University, India Sept 1995 – Apr 1998

Certifications

- PGDM in AI / ML (Dec 2021) • TOGAF (Jun 2011)

Technical Skills

Enterprise Architecture	AI, Cloud & Data Platforms	Integration, Development & DevOps	Security & Governance	Enterprise Data, Analytics & BI
Enterprise Solution Architecture	Microsoft Azure	ASP.NET Core / .NET 8	Azure Active Directory (Azure AD)	Enterprise Data Architecture
Enterprise Architecture Governance	Amazon Web Services (AWS)	C#	OAuth 2.0 / OpenID Connect	Data Warehouse Architecture
Cloud-Native Architecture	Google Cloud Platform (GCP)	RESTful API Design	Role-Based Access Control (RBAC)	Data Modeling (Logical & Physical)
AI Solution Architecture	Azure OpenAI	Microservices Architecture	Azure Key Vault	Data Integration Architecture
Application Modernization	Generative AI (LLMs)	Event-Driven Architecture	Secure API Design	ETL & Data Pipeline Architecture
Enterprise Integration	Semantic Kernel	API Management	HTTPS / TLS	Enterprise Analytics Platforms
API Strategy & Governance	LangChain	Azure Service Bus	Application Security Architecture	Advanced SQL & SQL Server
Scalable System Design	Enterprise AI Integration	Azure Kubernetes Service (AKS)	Microsoft Defender	Business Intelligence Integration
Distributed Systems	AI Agents	Kubernetes	Microsoft Sentinel	Azure AI Search
Technical Leadership	Prompt Engineering	Docker	Azure Monitor	Data Governance
High Availability & Resiliency	Model Context Protocol (MCP)	GitHub Actions	Application Insights	Metadata Management
Solution Design	Cloud Integration	Azure DevOps	Observability	AI-enabled Analytics
Solution Documentation	Retrieval-Augmented Generation (RAG)	Terraform (Infrastructure as Code)	Production Support	Data Quality & Information Governance
Architecture Review & Standards	Machine Learning Integration	Messaging Architecture	Logging & Monitoring	Master Data Management
Technology	Data Engineering	CI/CD Pipelines	Security	Business Intelligence

Roadmaps		Compliance	Platforms
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Generative AI & Enterprise Analytics Experience

Designed enterprise Generative AI solutions integrating Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), enterprise data repositories, structured datasets, semantic search, and business intelligence platforms to enable intelligent analytics, enterprise search, document summarization, operational reporting, and AI-assisted decision support across large-scale cloud environments.

Professional Experience

MEDSTRIPES, Carrollton, TX

Sr. Staff Software Engineer

Jan 2026 – Present

- **Architected and personally built an AI-driven medical scribe platform** that transforms real-time clinician-patient conversations into fully structured clinical documentation - SOAP notes, visit summaries, nurse-to-patient emails, medication plans, and follow-up instructions - significantly reducing clinician administrative burden.
- **Engineered software with SOLID, Lean Software (KISS, DRY, YAGNI, SoC), and META principles** as a core philosophy - producing loosely coupled, highly cohesive systems that evolve cleanly with changing business requirements, scale with confidence, and remain maintainable across long-running platforms.
- **Designed AI-generated OASIS and HOPE assessments** for home health and hospice workflows, automating multi-domain scoring from clinician dialogue and chart context to accelerate compliance and cut manual assessment effort per patient.
- Authored High-Level Design (HLD), Low-Level Design (LLD), Solution Design Documents, Architecture Decision Records (ADRs), API Specifications, Integration Architecture Documents, Security Architecture Documents, and enterprise implementation standards.
- **Delivered AI-generated Patient Summary from H&P documents on first visit**, using retrieval-augmented with Azure AI Search reasoning to produce concise, clinician-ready summaries that eliminate redundant chart review at the point of care.
- Architected Generative AI solutions integrating Azure OpenAI, Azure AI Search, Retrieval-Augmented Generation (RAG), and enterprise data repositories to deliver AI-driven analytics, intelligent search, automated insights, and decision-support capabilities for business users.
- Defined enterprise data models & information architecture supporting AI-driven clinical documentation, structured healthcare records, and analytical reporting while ensuring data quality, governance, security, and scalability across distributed cloud environments.
- Collaborated with business stakeholders to design AI-enabled analytics solutions that transformed operational and clinical data into actionable business intelligence supporting healthcare operations and executive decision-making.
- Designed enterprise AI architecture integrating Azure OpenAI, Azure AI Search, enterprise data repositories, structured clinical datasets, and analytics platforms to enable Retrieval-Augmented Generation (RAG), intelligent reporting, semantic search, clinical decision support, and AI-driven business insights.
- **Orchestrated multi-agent workflows using Microsoft Agent Framework and Semantic Kernel** with Saga-style orchestration and compensating actions across transcription, summarization, coding, and validation agents - preserving clinical accuracy and context retention even under LLM provider or transcription failures.
- **Built intelligent ICD and CPT coding agents** that auto-identify diagnostic and procedural codes from patient symptoms, diagnoses, and treatment discussions - improving billing accuracy and cross-checking against clinical terminology in real time.
- **Architected a scalable, decoupled, event-driven EDI ingestion pipeline** for private and government clearinghouses using an S3 → Lambda → SNS → SQS → Worker fan-out consumed by Azure-hosted .NET Worker Services - applying the Competing Consumers pattern with idempotent handlers, dead-letter queues, and the Transactional Outbox pattern to guarantee exactly-once, in-order propagation of claim status changes to downstream EHR and billing systems.
- **Engineered a resilience-first, cloud-native architecture** on Azure (AKS, Functions, Service Bus, API Management, Key Vault) with AWS for S3/ Lambda/ SNS/ SQS - applying Polly retries, circuit breakers, and bulkhead isolation around LLM provider calls (Claude, OpenAI, Azure OpenAI) so a

single misbehaving model could not degrade the clinician workflow.

- **Implemented guardrails, RAG grounding and HIPAA-aligned security** - schema validation, factual grounding against retrieval sources, KMS-encrypted PHI in transit and at rest, scoped least-privilege IAM, and audit logging - ensuring trustworthy AI-generated artifacts in a regulated healthcare environment.
- **Designed and built a custom MCP (Model Context Protocol) server** that surfaces engineering coding standards from Confluence directly within VS Code, empowering developers to validate compliance pre-PR and reinforcing consistency of resilience, security, and observability practices across the codebase.
- **Delivered the platform on a scalable .NET and Angular stack**, combining hands-on engineering leadership with direct contribution to the production codebase.

Tools & Technologies: Azure (AKS, Functions, Service Bus, API Management, Key Vault, Azure Monitor, Application Insights), AWS (S3, Lambda, SNS, SQS), Azure OpenAI, Azure AI Search, Claude LLMs, Microsoft Agent Framework, Microsoft Semantic Kernel, MCP, .NET, Angular, RAG

Applied Systems, Dallas, TX
Staff Software Engineer
Sep 2019 – Feb 2026

- **Built a GenAI-assisted insurance policy creation workflow with human-in-the-loop review** - orchestrating LLM-driven policy drafting and field extraction through LangChain and exposing it via FastAPI microservices, with a mandatory human confirmation step where underwriters review, approve, or correct every LLM-proposed change before it commits to the system of record - ensuring accuracy, auditability, and regulatory compliance.
- Produced enterprise architecture diagrams, technology roadmaps, cloud reference architectures, integration blueprints, and technical governance documentation supporting architecture review boards and executive stakeholders.
- Led architecture for enterprise data integration supporting AI-assisted insurance workflows by integrating transactional systems, enterprise data repositories, and cloud-based analytical platforms used for reporting, underwriting insights, and operational intelligence.
- Designed scalable enterprise data pipelines supporting advanced analytics, AI-enabled policy processing, and business reporting through secure integration patterns, event-driven architecture, and cloud-native services.
- Developed enterprise data models and integration strategies supporting business intelligence initiatives, operational reporting, and enterprise-wide analytical workloads.
- Collaborated with architecture and business teams to establish data governance standards, metadata management practices, and reusable enterprise integration patterns for cloud-based analytics platforms.
- Designed enterprise AI architectures integrating Azure OpenAI, LangChain, and GCP-based Data Lake environments to enable intelligent data retrieval, analytics, and AI-assisted business workflows across enterprise applications.
- **Architected and personally delivered large-scale, high-availability SaaS platforms (EzLynx)** on Azure and GCP - leading the architectural decomposition of monolithic .NET applications into scalable microservices using Domain-Driven Design and bounded contexts, contributing directly to the migration code and reference patterns adopted across teams.
- **Migrated event-driven communication from MSMQ to Azure Service Bus**, reducing message latency by ~1000x and unlocking cloud-native scalability across the platform.
- **Rewrote background workers using C# multithreading and SQL distributed locks**, scaling policy processing throughput from 10K/week to 100K/day (~70x) and enabling significant business growth.
- **Pioneered gRPC inter-service communication** across .NET microservices hardened with Polly v8 resilience pipelines - retries with exponential backoff and jitter, circuit breakers, bulkheads, and per-attempt timeouts - driving widespread adoption across teams after POC demonstrated significant latency and throughput gains while eliminating cascading failures.
- **Implemented Transactional Outbox and Saga orchestration patterns** on SQL Server and Azure Service Bus to guarantee at-least-once, ordered event publication and eventual consistency across policy, commission, and reporting microservices - eliminating dual-write inconsistencies without distributed transactions.

- **Optimized cloud scalability and cost** by refactoring Azure Functions (C#) from per-message to batched, partition-aware processing with Cosmos DB change-feed triggers - substantially reducing throughput-unit consumption while improving end-to-end latency at higher concurrency.
- **Optimized Angular UI load performance** through response caching, image compression, CDN delivery, component decomposition, and state-logic separation - substantially improving page load times and user experience.
- **Designed tier-based SaaS API products using Azure API Management**, exposing microservices to external consumers with rate limiting, authentication, and consumption-based access tiers - reinforced with client side circuit breakers, retries, bulkhead isolation, and IaC-driven dynamic resource provisioning to absorb load spikes.
- **Drove containerized deployment and CI/CD** of .NET applications on Docker and Kubernetes (AKS/GKE) with Helm and ArgoCD - autoscaling, readiness/liveness probes, and graceful shutdown - and built TeamCity and Octopus Deploy pipelines using ARM templates to provision Cosmos DB, Azure Functions, and supporting infrastructure as code (ARM for Azure, Terraform for GCP).
- **Established architectural standards** across the engineering organization - 12-Factor App compliance, OWASP-aligned security, standardized coding patterns, and documented architectural principles, constraints, and decisions; led Quality Attribute Workshops that informed a GCP-based Data Lake architecture and platform-wide resilience standards.
- **Built an enterprise observability stack** with Azure Monitor, Application Insights, Log Analytics, Datadog, Prometheus, Loki, and Grafana - structured logs, distributed traces (W3C correlation), golden-signal metrics, and SLOs/SLIs with alerting that cut MTTR significantly.
- **Hardened the platform security posture** with SonarQube and .NET Analyzers in CI, OWASP ZAP and Veracode SAST/DAST scans, Microsoft Defender for Cloud policies, Key Vault-backed secrets, managed identities, and zero-trust network controls via Azure API Management.
- **Led and mentored software leads**, partnering with Product, BAs, QA, DevOps, and peer engineering managers to translate complex requirements into clean technical solutions and resolve cross-team dependencies.

CALIBER HOME LOANS, Dallas, TX
Sr. Technical Lead
Feb 2016 – Sept 2019

- **Architected and personally coded complex Angular features integrated with ASP.NET Core microservices for URLA regulatory compliance** (1003/ 1008 forms) - building toggle-driven dynamic form presentation with date-based feature flags (pre and post-10/31/2020 views) to ensure consistent rollout across micro-frontends and downstream services.
- Designed enterprise integration architecture supporting mortgage operational reporting and enterprise analytics by integrating multiple business applications through secure APIs, messaging platforms, and event-driven data pipelines.
- Partnered with enterprise architects and business stakeholders to define logical data models and enterprise information architecture supporting regulatory reporting, business intelligence, and operational analytics.
- **Collaborated with and guided microservices and micro-frontend teams** to adopt the URLA toggle pattern, fostering consistency and reusability across the broader engineering organization. Served as the Lead Solution Architect responsible for designing secure, scalable enterprise application architectures, defining integration strategies, and guiding modernization initiatives using cloud-native technologies and microservices.
- **Designed and hands-on developed a resilient loan status notification system** using Azure Service Bus and ASP.NET Core Worker Services - implementing the Outbox pattern with SQL Server to guarantee at-least-once delivery of loan-lifecycle events (Register, Underwriting, Cancel, Denial), plus dead-letter handling, retries with backoff, and idempotent consumers to maintain consistency across borrower, underwriting, and closing services.
- Defined enterprise integration patterns, API contracts, and event-driven communication strategies to enable reliable and secure interactions across distributed business services.
- **Led a Proof of Concept for AKS-based service discovery** for .NET Core microservices, collaborating with DevOps to establish ARM-templated CI/CD pipelines - readiness/liveness probes, rolling deployments, and Azure Container Registry-backed image scanning for scalable, secure, and resilient infrastructure deployment.

- Established cloud architecture standards using Azure Kubernetes Service (AKS), Terraform, Azure DevOps, and Infrastructure-As-Code practices to improve deployment consistency, scalability, and operational resilience.
- **Partnered with the Architecture team** to define the strategy and architectural patterns for migrating a monolithic LINQ-to-SQL backend into ASP.NET Core microservices for the Loan Origination System.
- Collaborated with enterprise architects and business stakeholders to define application modernization roadmaps, solution architecture standards, and reusable architectural patterns supporting long-term digital transformation initiatives.
- **Instrumented loan-processing microservices with Application Insights and Azure Monitor** - structured logs, correlation IDs across service hops, custom metrics on loan-status SLAs, and alert rules on error budgets - providing the observability needed to meet regulatory audit and operational uptime requirements.
- Defined enterprise observability standards including centralized logging, distributed tracing, monitoring, and proactive alerting to improve operational visibility and platform reliability.
- **Hardened mortgage-platform security** by enforcing HTTPS-only APIs, Azure AD-backed authentication, role-based authorization, secret rotation via Key Vault, and PR-gated static analysis - protecting borrower PII across Angular front-ends and ASP.NET Core microservices.
- Produced solution architecture diagrams, deployment models, integration specifications, technical standards, and implementation documentation to support enterprise application delivery.
- **Received design excellence recognition** for the seamless integration of URLA toggle features through Angular micro-frontends and ASP.NET Core microservices - recognized as a model of high-quality, maintainable, consistent cross-cutting feature delivery.
- **Defined and led the Angular 1.x → 2.x migration strategy** for the UI team, ensuring a smooth, backward-compatible transition with parallel-run patterns that preserved consistency of user experience throughout the cutover.

Tools & Technologies: Angular, TypeScript, ASP.NET Core, Postman, SQL Server, ARM Templates, Helm, Azure (DevOps, Container Registry, Service Bus, AKS, Application Insights, Azure Monitor, Key Vault)

Earlier Experience

Tech Mahindra, Dallas, TX
Technical Architect
Sept 2015 – Feb 2016

Virtusa (Formerly Polaris), NJ, USA & Hyderabad
Sr. Project Manager
Nov 2009 – Sep 2015

Ness Technologies, Hyderabad
Sr. Software Engineer
Dec 2006 – Nov 2009

Satyam Computers (Now Tech Mahindra), Hyderabad
Sr Software Engineer
Jun 2005 – Nov 2006

Colossal Networks, Hyderabad
Software Engineer
Jun 2003 – May 2005

ACS Infotech, Vijayawada
Associate Software Engineer
Jun 2002 – Jun 2003

Cloud Security Professional

Why this candidate is qualified for the position:

- **9+ years of IT experience** and **8+ years specializing in AWS cloud security**, delivering secure, compliant, and scalable cloud solutions for enterprise environments.
- Designed and optimized data pipelines to ingest ForgeRock IAM logs (Access Management, Identity Management) into data lakes using Python and Spark for security analytics.
- Administered, configured, and monitored Cisco ASA and Fortinet firewalls to enforce enterprise security policies across cloud and hybrid environments.
- Developed automation and tooling using Java to support cloud security operations, monitoring, and compliance reporting.
- Collaborated with DevOps and development teams to embed security controls into Azure CI/CD pipelines supporting Java workloads.
- Built automated workflows to process SailPoint access review and provisioning data for downstream BI and reporting systems.
- Designed and implemented SIEM integrations using Splunk / Elastic SIEM to centralize AWS security logs and alerts.

Strong Matches

- AWS Cloud Security
- IAM Administration
- Network Security
- SIEM Integration
- Cloud Security Monitoring
- Incident Response
- DevSecOps
- Firewall Administration (Cisco ASA, Fortinet)

Fully Matched Requirements

- 8+ years IT security experience
- 4+ years cloud security experience
- AWS security features expertise
- SIEM tools experience
- User provisioning/de-provisioning
- Security infrastructure monitoring

Professional Summary

AWS Security Engineer with **9+ years of IT experience** and **8+ years specializing in AWS cloud security**, delivering secure, compliant, and scalable cloud solutions for enterprise environments. Strong expertise in **AWS security architecture, IAM, network security, threat detection, compliance, and developments**. Proven consultant experience in designing and implementing **end-to-end cloud security frameworks** aligned with industry standards and regulatory requirements.

Core Skills

- **AWS Security Services:** IAM, KMS, CloudTrail, Security Hub, Inspector, Shield, WAF **Network Security:** VPC, Security Groups, NACLs, Transit Gateway, VPN, Direct Connect
- **Identity & Access Management:** RBAC, least privilege, SSO, MFA, federation
- **DevSecOps:** Secure CI/CD, IaC security, secret management
- **Monitoring & Incident Response:** SIEM integration, log analysis, threat detection
- **Tools:** Terraform, Cloud Formation, AWS Config, Splunk, Jira
- **Scripting:** Python, Bash
- **Operating Systems:** Linux, Windows

Professional Experience

Senior AWS Security Engineer / Consultant

Fannie Mae, Reston, VA

Client Projects – Financial Forecasting Platform

April 2022 – Present

- Lead the design and implementation of AWS security practices with Well-Architected Framework and industry best practices. Consult with enterprise clients to define cloud security strategies, governance models, and risk mitigation plans for AWS environments.
- Implement and monitor AWS security services including Security Hub, Inspector, Shield, and WAF.
- Manage and enforce IAM policies, roles, permission boundaries, and least-privilege access across multi-account AWS setups. Designed and implemented SIEM integrations using Splunk / Elastic SIEM to centralize AWS security logs and alerts.
- Designed and optimized data pipelines to ingest ForgeRock IAM logs (Access Management, Identity Management) into data lakes using Python and Spark for security analytics.
- Integrated Active Directory (AD) / LDAP authentication with data platforms using Python, Spark, and REST APIs to enable secure access to data pipelines and analytics tools. Design secure network architecture using VPCs, subnets, NACLs, security groups, Transit Gateway, and private endpoints.
- Perform security assessments, audits, and threat modeling for cloud workloads and applications.
- Lead incident response activities, root cause analysis, and post-incident remediation for AWS security events. Built automated workflows to process SailPoint access review and provisioning data for downstream BI and reporting systems.
- Manage third-party security tools and integrations with AWS environments.
- Establish logging, monitoring, and incident response using CloudTrail, Cloud Watch, AWS Config, and SIEM integrations. Drive DevSecOps practices, integrating security controls into CI/CD pipelines using IaC tools like Terraform and Cloud Formation.
- Identify and remediate vulnerabilities and mis configurations using automated and manual security reviews. Designed and implemented LDAP-based role-based access control (RBAC) for data warehouses, data lakes, and BI platforms to ensure compliance with enterprise security standards.
- Collaborated with DevOps and development teams to embed security controls into Azure CI/CD pipelines supporting Java workloads. Advise application and infrastructure teams on secure coding, container security, and Kubernetes (EKS) security.
- Developed automation and tooling using Java to support cloud security operations, monitoring, and compliance reporting. Administered, configured, and monitored Cisco ASA and Fortinet firewalls to enforce enterprise security policies across cloud and hybrid environments.
- Provide security training and mentorship to engineering teams and junior security engineers.

AWS Security Engineer / Consultant

USAA, San Antonio, TX

Client Projects – USAA Marketplace Metadata Validation

February 2021 to April 2022

- Designed and implemented secure AWS cloud architectures following AWS Well-Architected Framework (Security Pillar). Led cloud security assessments, risk analysis, and remediation planning for large-scale AWS environments.
- Implemented IAM strategies including least-privilege policies, cross-account access, SSO, MFA, and role-based access control. Architected network security using VPC segmentation, private subnets, Security Groups, NACLs, VPN, and Direct Connect.
- Enabled encryption at rest and in transit using AWS KMS, customer-managed keys, and SSL/TLS certificates. Automated user provisioning, de-provisioning, and group synchronization between Active Directory and data platforms using Python scripts and scheduled jobs.
- Deployed and managed AWS security monitoring services such as CloudTrail, Security Hub, Inspector.
- Engineered ETL workflows to process ForgeRock authentication, authorization, and audit data for real-time monitoring and reporting. Built centralized logging and monitoring solutions integrated with SIEM tools for real-time threat detection.
- Implemented AWS WAF and Shield to protect applications against DDoS, OWASP Top 10, and web attacks. Designed and implemented LDAP-based role-based access control (RBAC) for data warehouses, data lakes, and BI platforms to ensure compliance with enterprise security standards.
- Conducted regular security audits, vulnerability assessments, and penetration testing coordination.
- Integrated security into CI/CD pipelines ensuring DevSecOps practices across development teams.
- Supported vulnerability remediation efforts by updating ASA/Fortinet firewall configurations based on security findings and penetration test results. Performed SIEM alert triage and investigation, analyzing events across AWS accounts to identify security incidents and reduce false positives.
- Automated security compliance checks using AWS Config rules and custom Lambda functions.

- Implemented Infrastructure as Code (IaC) security controls using Terraform and CloudFormation with policy enforcement. Implemented cloud security controls and solutions across Azure environments, including identity, network, and application security.
- Worked closely with application, DevOps, and infrastructure teams to embed security best practices.
- Developed scalable ETL pipelines to extract SailPoint IdentityIQ/ IdentityNow data (accounts, entitlements, certifications) into centralized data warehouses.
- Provided security guidance, training, and documentation to client stakeholders and engineering teams.
- Supported cloud migration projects ensuring secure workload onboarding and data protection.
- Acted as a trusted security consultant for multiple client engagements and cloud programs.

AWS Security Engineer / Consultant

Citigroup, New York, NY

Client Projects – Brokerage Reporting System

August 2018 to January 2021

- Designed and implemented cloud security architecture across AWS ensuring compliance with enterprise security standards and regulatory requirements. Implemented IAM policies, role-based access control (RBAC), and least-privilege models to secure cloud resources.
- Secured cloud infrastructure using network security controls such as VPCs/VNETs, security groups, NACLs, firewalls, and private endpoints. Conducted cloud security assessments and risk analysis for client workloads, identifying misconfigurations and recommending remediation strategies.
- Implemented encryption for data at rest and in transit, managing KMS, Key Vault, or Cloud KMS solutions. Automated security controls and compliance checks using Infrastructure as Code (Terraform/ CloudFormation) and CI/CD pipelines.
- Led incident response and forensic investigations for cloud security events and vulnerabilities.
- Monitored cloud environments using SIEM/SOC tools, CloudTrail or Cloud Logging for threat detection and incident response. Performed vulnerability management and penetration testing coordination for cloud applications and infrastructure.
- Collaborated with DevOps and application teams to implement DevSecOps best practices.
- Advised clients on secure cloud migration strategies, landing zone design, and shared responsibility models. Created security documentation, policies, and runbooks while providing security consulting and advisory services to stakeholders.

AWS Security Engineer / Consultant

TD Ameritrade, New York, NY

Client Projects – Margin Funding System

July 2017 to July 2018

- Managed IAM policies, roles, users, and permission boundaries, enforcing least-privilege access across multiple AWS accounts. Implemented network security controls including VPC segmentation, private subnets, NAT Gateways, Transit Gateway, and VPC Peering.
- Configured and monitored AWS CloudTrail, AWS Config, and CloudWatch to enable continuous security monitoring, auditing, and compliance.
- Implemented data protection and encryption using AWS KMS, customer-managed keys, S3 bucket policies, and EBS encryption. Conducted security risk assessments, vulnerability scans, and penetration testing support for AWS workloads.
- Automated security controls and compliance checks using AWS Lambda, CloudFormation, Terraform, and Python scripting. Secured CI/CD pipelines by integrating security scans, secrets management, and IAM role-based access.
- Collaborated with DevOps, application, and infrastructure teams to embed security best practices into cloud deployments. Managed multi-account AWS environments, applying Service Control Policies (SCPs) for governance and centralized security.

AWS Security Engineer / Consultant

Prismatic Solutions Pvt. Ltd., Vadodara, India

May 2016 to June 2017

- Managed IAM users, roles, policies, and cross-account access with role-based access control (RBAC) and MFA enforcement. Configured and monitored AWS CloudTrail, CloudWatch, and AWS Config to ensure continuous security logging and compliance tracking.

- Implemented encryption at rest and in transit using AWS KMS, SSL/TLS, and S3 bucket policies.
- Automated security checks and remediation using AWS Lambda, Python scripts, and Infrastructure as Code (CloudFormation/Terraform). Worked closely with DevOps and application teams to implement DevSecOps practices in CI/CD pipelines.
- Investigated and responded to security incidents, including log analysis, root cause identification, and mitigation actions.
- Ensured secure storage and access to secrets using AWS Secrets Manager and Parameter Store.

Education

- Bachelor of Engineering in Computer Science Engineering from Gujarat Technological University, Vadodara, Gujarat, 2016
- Masters in Cyber Security and Privacy from New Jersey Institute of Technology, 2019

Cloud Platform Engineer

Why this candidate is qualified for this position?

- **Sainath Madamanchi** has 10 years of broad IT expertise across public and private cloud environments such as Azure, AWS, OpenStack, and Kubernetes, I'm a certified administrator proficient in CI/CD pipelines, SCM, build/release management, and virtualization technologies.
- Created AWS components to enable a private cloud infrastructure. Experienced in migrating on premise Database Servers and Application Servers to AWS.
- Integrated Azure OpenAI services into enterprise applications to support AI-powered automation, intelligent search, and conversational chatbot capabilities.
- Hands on experience in scripting languages like Shell, Ruby, Groovy, Python, Perl, and XML. Utilized databases like MySQL, MongoDB, DynamoDB and Elastic cache to perform essential database administration.
- Used Terraform to create all the application stacks, CI/CD workflows with Bitbucket, Git, Jenkins, API-GWs for specific application endpoints, and created lambda functions to export logs to data dog for creating dashboards, and alerts.

Professional Summary:

- With around 10 years of broad IT expertise across public and private cloud environments such as Azure, AWS, OpenStack, and Kubernetes, I'm a certified administrator proficient in CI/CD pipelines, SCM, build/release management, and virtualization technologies.
- Possess adept troubleshooting skills, particularly in resolving performance issues. His proficiency spans Unix/ Linux/ Windows platforms and encompasses software development lifecycle management methodologies like Agile and Waterfall.
- Extensive knowledge in Kubernetes, OpenShift, Docker, Terraform, Azure DevOps, various scripting languages, and monitoring tools.

Technical Skills:

- **Cloud Technologies:** Azure App Services, Azure Container Apps, Azure Kubernetes Service, Azure Functions, Azure Storage, Azure Cosmos DB, Azure OpenAI, Azure AI Foundry, Azure AI Search, Azure Monitor, Application Insights, Log Analytics, Microsoft Entra ID, Managed Identity, RBAC, Azure Networking, Private Endpoint, Private Link, AWS, OpenStack
- **Containerization:** Docker, Docker Swarm, Kubernetes, Openshift
- **CI/CD Tools:** Jenkins/Hudson, Azure devOps
- **Configuration Management Tools:** Ansible, Chef, Puppet, Ansible Tower
- **Version Control Tools:** GIT, GitLab Bitbucket, SVN, TFS, Subversion
- **Scripting/programming Languages:** Python, Shell (PowerShell/Bash), Ruby, YAML, JSON, Perl, Groovy, JavaScript, C, PHP, Java/ J2EE, .Net,
- Spring Core, Spring MVC, REST Web services
- **Monitoring Tools:** Azure Monitor, Application Insights, Azure Log Analytics, Prometheus, Grafana, Splunk, Dynatrace, ELK
- **Virtualization Technologies:** VMware, Windows Hyper-V, Virtual box, Vagrant
- **Operating Systems:** Ubuntu, CentOS, RedHat Linux, Windows.
- **Databases:** MySQL, MS Access, NoSQL (MongoDB, DynamoDB)
- **Web Servers:** Apache HTTP 3.x, Apache Tomcat, Nginx
- **Build Tools:** Maven, Ant, Gradle
- **Bug Tracking Tools:** JIRA, Service Now, Remedy
- **Repository Management:** JFrog, Nexus, Artifactory

Education:

- Bachelors Electronics and communications Engineering from Sri Mittapalli college of Engineering - 2015
- Masters in Computer and Information Science from Wichita State University- 2023

Certifications:

- AWS Certified Solutions Architect – Associate

- Microsoft Azure Administrator
- Certified Kubernetes Application Developer
- HashiCorp Certified: Terraform Associate

Required Skills:

- **Cloud Infrastructure Administration** — At Comcast, Sainath administered Azure cloud infrastructure end-to-end, including Azure AD tenants, AKS clusters, Azure Automation accounts, App Service Environments, and networking components, with roughly 10 years of total cloud experience across Azure and AWS.
- **Automation** — He "used Azure Automation accounts to automate the day-to-day operation activities" and implemented Hybrid Runbook Worker features, alongside automating Kafka cluster deployments and infrastructure provisioning via IaC principles throughout his Comcast tenure.
- **Docker / Containerization** — Sainath worked on "creation of custom Docker images, tagging, and pushing the Docker Images into the public repositories like Docker Hub" and used Azure Container Registry for image storage at Comcast; Docker is also listed under Containerization skills with Docker Swarm experience.
- **Kubernetes / Orchestration** — He holds a Certified Kubernetes Application Developer credential and "orchestrated containerized workloads using Kubernetes and Red Hat OpenShift Container Platform, ensuring scalability and resource optimization" at Comcast, with 10 years of broad Kubernetes experience cited in his summary.
- **AKS (Azure Kubernetes Service)** — Sainath provisioned "ARM templates into Azure Pipelines for customized build process in Azure Kubernetes Service (AKS)" and enabled teams to "safely deploy code in Azure Kubernetes Services (AKS) using VSTS by YAML scripting" at Comcast; AKS is also listed as a core Azure technology skill.
- **CI/CD Pipelines** — He "implemented Azure DevOps services for Continuous Integration, Continuous Delivery, Deployment" and "created Azure DevOps pipelines for CI/CD by integrating Maven, JFROG, Gradle, SonarQube," building multistage release pipelines across dev, UAT, and production environments at Comcast.
- **Jenkins** — Jenkins/Hudson is explicitly listed under CI/CD Tools in his technical skills section; used declaratively via Jenkinsfiles ("created multistage Release pipelines") across multiple prior engagements referenced in the resume.
- **GitLab** — GitLab is listed under Version Control Tools and CI/CD context; at Comcast he "improved system monitoring and logging using ELK Stack, Grafana, and Prometheus integrated with GitLab" and used "GitLab CI pipelines" as part of the YAML pipeline automation work.
- **Azure DevOps** — Sainath is deeply experienced with Azure DevOps, having "implemented Azure DevOps services for CI, CD, deployment, and monitoring" and built YAML-based multistage pipelines with Azure Boards, Teams integrations, and service connections at Comcast over 2+ years.
- **Python / Scripting Languages** — Python is listed as a primary scripting language and he "created CI/CD pipelines for .NET, python apps in Azure DevOps" at Comcast; scripting languages section covers Python, Shell (PowerShell/Bash), and multiple others across his 10-year career.
- **Bash / Shell Scripting** — Bash is listed under Scripting/Programming Languages (as "Shell (PowerShell/Bash)") and has been applied throughout cloud automation and pipeline scripting tasks across his roles at Comcast and earlier engagements.
- **PowerShell** — PowerShell is listed under Scripting/Programming Languages and is used in conjunction with Azure Automation runbooks and infrastructure automation tasks throughout his Azure-focused work at Comcast.
- **Terraform / Infrastructure as Code** — Sainath holds a "HashiCorp Certified: Terraform Associate" certification and is "skilled in automating infrastructure deployments using Infrastructure as Code (IaC) tools such as Terraform or ARM templates" at Comcast, with IaC also applied to Kafka cluster automation.

Professional Experience:

Comcast, Philadelphia, PA

Mar 2023 to Present

Sr. Cloud Platform Engineer

- Created and managed Azure Active Directory (AD) tenants, manage users, groups and configure application integration with Azure Active Directory. Integrate on-premises Windows Active Directory

with Azure Active Directory (AD), configure multi-factor authentication (MFA) and federated single sign-on (SSO).

- Implemented Azure DevOps services for Continuous Integration, Continuous Delivery, Deployment, and monitoring Activities include build issues, deployment issues for multiple releases like maintenance release, enhancement release, bug fixes, emergency releases.
- Implemented Managed Identity and Microsoft Entra ID authentication for Azure resources, eliminating secret-based authentication while securely accessing Azure Key Vault, Azure Storage, and Azure SQL. Created Azure DevOps pipelines for CI/CD by integrating Maven, JFROG, Gradle, SonarQube using Service connections in Azure DevOps pipelines and created multistage Release pipelines for different environments such as dev, UAT and production.
- Created CI/CD pipelines for .NET, python apps in Azure DevOps by integrating source codes GitHub, VSTS, artifacts and created deployment areas such as testing, pre-production and production environment in Kubernetes cluster.
- Worked on creation of custom Docker images, tagging, and pushing the Docker Images into the public repositories like Docker Hub and used Docker Container registry to store those Docker Images. Strong experience with Kafka architecture, setup, configuration, and integration within Azure environments.
- Improved system monitoring and logging using ELK Stack, Grafana, and Prometheus integrated with GitLab for better visibility and troubleshooting.
- Provisioned ARM templates into Azure Pipelines for customized build process in Azure Kubernetes Service (AKS). Integrated Azure DevOps pipelines, Azure Boards with Microsoft Teams for Notifications.
- Created and maintained Continuous Integration (CI) using tools Azure DevOps (VSTS) over multiple environments to facilitate an agile development process which is automated and repeatable, enabling teams to safely deploy code in Azure Kubernetes Services (AKS) using VSTS by YAML scripting.
- Orchestrated containerized workloads using Kubernetes and Red Hat OpenShift Container Platform, ensuring scalability and resource optimization. Implemented Hybrid Runbook Worker feature of Azure Automation accounts to run runbooks directly in the applications and Used Azure Automation accounts to Automate the day-to-day operation activates.
- Used Azure Container Instances (ACI) for data processing where source data is processed and placed in a durable store such as Azure Blob storage. Integrated Azure OpenAI services into enterprise applications to support AI-powered automation, intelligent search, and conversational chatbot capabilities. Configured Azure Container Apps to deploy lightweight microservices with autoscaling, secure ingress, and environment isolation.
- Automated deployment and scaling of Kafka clusters using Infrastructure-as-Code (IaC) principles. Managed MongoDB database instances, including installation, configuration, and maintenance. Created an Azure App Service plan in a specific region (App Service Environment), and used set of compute resources for the applications to be deployed in the Azure App Service Environment and acquire the available Azure compute resources.
- Skilled in automating infrastructure deployments using Infrastructure as Code (IaC) tools such as Terraform or ARM templates. Used Shared Image Gallery to store the created images and built Azure pipelines in Azure DevOps to implement all these services in Azure. Used Azure DevOps YAML pipelines, GitLab CI pipelines and Jenkins files declarative style of pipeline.
- Strong experience on CI/CD tools Azure Devops and GitHub Actions to deploy applications. Integrated automated tests in continuous integration like GitHub Actions for nightly consignment run of scripts. Took part in Data ingestion to one or more Azure Services- (Azure Data Lake, Azure Storage, Azure SQL, Azure Datafactory (ADF), Azure Data Warehouse) and processing that data in Azure Databricks.
- Created Power BI, Lens reports and dashboards from Kusto and Azure SQL databases which are ingested from Cosmos DB, Redis DB using scope scripting. Integrated existing APIs to Azure API management to get all the attributes like security, usage plans, throttling analytics, monitoring, and alerts.
- Good Knowledge in Azure Synapsis Analytics to combine the capabilities of Data Warehousing, Data Integrations, ETL pipelines, analytics tools & services, for big-data capabilities, visualization & dashboards.
- Implemented Kubernetes (k8's) concepts and implemented features such as Horizontal Pod Auto-scaling (hpa), Kubernetes (K 8's) secrets, readiness & liveness probes, Daemon sets, Config-maps, service accounts etc.

- Built AI-powered knowledge retrieval using Azure AI Search, vector embeddings, and Retrieval-Augmented Generation (RAG). Worked with Helm Package manager to implement the custom Helm charts and deployed them into Kubernetes Cluster.
- Used AGRO CD as a Kubernetes controller which continuously monitors running applications and compares the current, live state against the desired target state. Developed monitoring dashboards using Application Insights and Azure Log Analytics to analyze application health, failures, dependencies, and API performance.
- Collaborated with development teams to troubleshoot Kafka-related issues and optimize performance. ISTIO was implemented as a service mesh component to monitor and manage network flow between services running across several Kubernetes clusters.
- Monitoring Kubernetes Cluster using Prometheus and configured additional components of the Prometheus stack inside Kubernetes by covering Kubernetes cluster components. Implemented Flux to make GitOps happen in the Kubernetes cluster to ensure that the cluster config matches the one in git and automates the deployments.
- Used Open Service Mesh (OSM) service mesh that runs Azure Kubernetes Service (AKS) to manage the traffic, security and observability to the workloads. Designing and implementing Service Oriented Architecture underlined with Ingress and Egress using Azure Kubernetes Services (AKS).
- Performed Root Cause Analysis (RCA) for production incidents and documented operational runbooks to improve incident response and platform reliability. Used Terraform to create all the application stacks, CI/CD workflows with Bitbucket, Git, Jenkins, API-GWs for specific application endpoints, and created lambda functions to export logs to data dog for creating dashboards, and alerts.
- Working on creating the automated pipelines for Sentinel policy workspace and used for Terraform Enterprise code. Implemented Azure DevOps solutions for various development teams, including source control, work item tracking, build and release management.
- Used Dynatrace for Auto-discovery, continuous dependency mapping and monitoring of Azure cloud services including Azure App Service, Database Performance and Azure Kubernetes services (AKS). Hands on developing and executing PowerShell Scripts, Python and Shell Scripts to automate the deployments.

Environment: Azure, Azure DevOps, Azure Kubernetes Services, Databricks, Terraforms, ansible, Openshift, Kafka, Shell, JIRA, Docker, Kubernetes, Virtualization, Nginx, Nexus, Gitlab, GitHub/Bitbucket

UBS, New York City

Nov 2021 to Feb 2023

Sr. Cloud Migration Engineer

- Created dashboards in Azure DevOps for CI/CD pipelines, Work items and bugs. Identified and logged defects in Azure DevOps and interacted with developers to priorities the issues. Created Azure infrastructure using Azure Resource Manager (ARM) templates, Azure pipelines to build, test, and release. Managed Azure Container Registry (ACR) to store private Docker images and deployed.
- Configured Microsoft Entra ID, Managed Identity, and Role-Based Access Control (RBAC) for secure authentication and authorization across Azure subscriptions and enterprise resources. Provisioned in multiple cloud services PaaS/SaaS/IaaS in designing, automating the infrastructure and deploying in the cloud platform.
- Designed Network Security Groups (NSGs) to control inbound and outbound access to network Interfaces (NICs), subnets and VMs. Created Azure Key Vault, Variable groups to store Certificates and Secrets.
- Managed migrating SQL Server databases to SQL Azure Database using SQL Azure Migration Wizard and used Python API to upload agent logs into Azure blob storage. Used HashiCorp Vault to store and dynamically create secrets, provide encryption for the applications and manage certificates.
- Implemented monitoring and alerting solutions for Kafka using Azure Monitor and ELK Stack. Implemented Application Insights, Log Analytics, and Azure Monitor alerts to proactively detect application anomalies and improve production observability.
- Deployed and managed containerized applications in Kubernetes clusters orchestrated with GitLab CI/CD. Managed Azure Databricks clusters, optimizing performance and scalability for big data processing tasks.
- For applications with different workloads, I've built and maintained a Virtual Machine Scale Sets (VMSS) cluster, which the Pipelines (Classic, Release, and YAML) may leverage to speed up and ultimately make the build more flexible.

- Created Azure Automation Assets, Graphical runbooks, PowerShell runbooks that Managing Client's Microsoft Azure based PaaS and IAAS environment. Used Docker, Kubernetes and OpenShift to manage micro services for development of continuous integration and continuous delivery.
- Deploying Cloud service including Jenkins and Build kite on Docker using Terraform, installing and configuring Terraform and building the infrastructure using terraform configuration file. Expertise in deploying microservices, application development, and upgradation using Azure services such as Azure DevOps, Kubernetes Service (AKS/EKS), Container Services, MySQL DB, and Grafana, Azure pipelines, RBAC, and monitoring clusters.
- Used Azure DevOps to manage test plans, suites, and cases. Installed the Test and Feedback Extension in the Azure DevOps Marketplace to the author, run and analyze the manual tests. Implemented production environment using Terraform and Terragrunt as a wrapper and managed back-end state with S3 Bucket.
- Deployed various Java Spring boot-based applications on the Kubernetes cluster hosted on the Azure Container Instances (ACI), managed the application performance by configuring the AppDynamics. Worked with Red Hat OpenShift Container Platform for Docker and Kubernetes, used Kubernetes to manage containerized applications using its nodes, ConfigMaps, node-selector, services and deployed application containers as Pods.
- Leveraged Kubernetes operators, and Spinnaker pipelines to automate the deployment and administration of applications and databases across multiple public and private cloud environments. Deployed and configured Kafka clusters on Azure Kubernetes Service (AKS).
- Optimized Azure workloads for availability, scalability, and cost efficiency using Azure Advisor recommendations, autoscaling policies, and resource optimization. Virtualized the servers using the Docker for the test environments and dev-environments needs, configuration automation, scaling and management using Docker containers.
- Extensively involved in infrastructure as code, execution plans, resource graph and change automation using Terraform and wrote new plugins to support new functionality in Terraform. Created Terraform (TFE) Sentinel Policies for infrastructure components like networking, Storage and account baselines.
- Designed and developed Continuous Integration & Continuous Delivery pipelines using Code Pipeline, Code Build and Code Deploy plugins in Jenkins. Worked on Jenkins CLI to communicate with other resources and wrote scripts to automate it.
- Used Azure monitor, Azure log analysis, Nagios and Utilized Splunk Index for Monitoring Logs for Tenant Specific. Created few scripts in Python to automate log rotation of multiple logs from web servers and wrote shell scripts to automate the process of adding ssh-keys, generating passwords in python.

Environment: Azure, Azure DevOps, Azure Kubernetes Services, Azure Databricks, Terraforms, Kafka, Openshift, Gitlab, Logstash & Kibana (ELK), Ansible, Shell, JIRA, Docker, Jenkins, Virtualization, Nginx, Nexus, GitHub/Bitbucket.

Locuz/ Amgen, Hyderabad, Ind

Apr 2020 Aug 2021

Site Reliability Engineer

- Created dashboards in Azure DevOps for CI/CD pipelines, Work items and bugs. Identified and logged defects in Azure DevOps and interacted with developers to priorities the issues. Migrated applications from Cassandra DB to Azure Data Lake Storage Gen 1 using Azure Data Factory, created tables, and loading and analyzed data in the Azure cloud.
- Created Azure infrastructure using Azure Resource Manager (ARM) templates, Azure pipelines to build, test, and release. Managed Azure Container Registry (ACR) to store private Docker images and deployed. Automated monitoring and alerting for Kafka using Azure Monitor and Prometheus.
- Managed Azure infrastructure using Infrastructure as Code (Terraform/ARM templates). Created centralized monitoring dashboards using Application Insights, Azure Monitor, and Log Analytics, enabling proactive issue detection and reducing Mean Time To Resolution (MTTR).
- Worked on migration of data from On-prem SQL server to Cloud databases such as Azure Synapse Analytics and Azure SQL DB. Experience in working with Azure BLOB and Data Lake storage and loading data into Azure SQL Synapse analytics.
- Automated security scanning of infrastructure using python. And Used Azure Python SDK to scan the network firewalls, unencrypted disks, snapshots and databases and sent automated alerts for any non-compliance in the cloud Environment.

- Involved in migration of our current code bases from High security PCF to Kubernetes K8s. And Experienced migrating on-premises DevOps Platform to Azure CI/CD processes by utilizing ARM templates, Azure DevOps, App Services, such as Repos, Test plans, pipelines, webapps, and Application Insights.
- For applications with different workloads, I've built and maintained a Virtual Machine Scale Sets (VMSS) cluster, which the Pipelines (Classic, Release, and YAML) may leverage to speed up and ultimately make the build more flexible.
- Designed, configured, and deployed Azure Automation Scripts for applications utilizing the Azure stack (Including Compute, Web Mobile, Blobs, Azure data factory, Azure Resource Groups, HDInsight Clusters, Azure SQL, Cloud Services, and ARM) Services.
- Authored operational runbooks and troubleshooting documentation for production incidents, improving operational efficiency and knowledge sharing. Worked on the Deployment, Configuration, Monitoring and Maintenance of OpenShift Container Platform.
- Migrated on premise to windows azure by building Azure disaster recovery environment, Azure Recovery Vault and Azure backups from the scratch using powershell script. Managed Azure infrastructure using Infrastructure as Code (Terraform) to ensure consistency and reliability.
- Used Azure DevOps to manage test plans, suites, and cases. Installed the Test and Feedback Extension in the Azure DevOps Marketplace to the author, run and analyze the manual tests. Configured and maintained Kafka clusters for real-time data streaming and processing, ensuring high availability and fault tolerance.
- Establishing the load balancer in Azure to distribute incoming traffic among the virtual machines in Azure Cloud. Build automation system utilizing PowerShell scripts and JSON templates to revive the Azure services.
- Used Azure Kubernetes service (AKS) for different Agile development programs, such as continuous integration (CI), continuous delivery/continuous deployment (CD) which can be done by integrating with Azure DevOps, ACR, Azure Active Directory and Monitoring.
- Created Kubernetes pods and Kubernetes services using Kubernetes and developed microservices built by integrating Jenkins with Docker container using Cloud bees and Docker pipeline plugin. Deployed various Java Spring boot-based applications on the Kubernetes cluster hosted on the Azure Container Instances (ACI), managed the application performance by configuring the AppDynamics.
- Leveraged Kubernetes operators, and Spinnaker pipelines to automate the deployment and administration of applications and databases across multiple public and private cloud environments. Created Terraform (TFE) Sentinel Policies for infrastructure components like networking, Storage and account baselines.
- Used Azure monitor, Azure log analysis, Nagios and Utilized Splunk Index for Monitoring Logs for Tenant Specific. Configured Prometheus to track performance and maintain security, and used Grafana tool to collect metrics, queries, and logs. Experience with Echo, Dynatrace and Azure portal to monitor, logging alerts of the application.

Thomson Reuters, Bengaluru

Oct 2018 to Mar 2020

Build and release Engineer

- Created Azure Resource group and provided role-based access control to users using Azure Management APIs. Implemented the SSO Authentication and Authorization using Azure Active Directory.
- Hands on Experience in Managing Azure services and subscriptions using Azure portals and managed Azure resources to Azure Resource Manager.
- Experienced of integrating Azure AD with Windows based AD. Experience of integrating applications with Azure AD. Manage Identity Access management of Azure Subscriptions, Azure AD, Azure AD Application Proxy, Azure AD Connect, Azure AD Pass through Authentication.
- Configured Managed Identity and Role-Based Access Control (RBAC) to securely connect Azure services without storing credentials.
- Built pipelines in Azure data factory to move data from on prem to Azure SQL Data warehouse, from Amazon S3 buckets to Azure blob storage.
- Developed a migration approach to move workloads from On - Premises AD to Windows Azure and develop new cloud-ready application solutions.

- Configured and created the Azure Cosmos database SQL API to store the data for Connectivity Check and Workshop User WebUI tools. Created and configured the Azure Load balancers, Azure Private Link Service and Azure Private Endpoint.
- Hands on experience in scripting languages like Shell, Ruby, Groovy, Python, Perl, and XML. Utilized databases like MySQL, MongoDB, DynamoDB and Elastic cache to perform essential database administration.
- Developed automated process for code builds and deployments Jenkins, Ant, Maven, Nexus, Shell Script, and Java/J2EE. Experienced with JFrog Artifactory to build the projects and upload the artifacts to Artifactory SAAS and Artifactory Edge.
- Performed Data Center Migration of Physical Servers to Virtual Servers (P2V) Using VMware Converter. Proficient in several terraform modules for infrastructure management, while published and authored a module to the Terraform registry to deploy our product on clients' environment.
- Experience in installing and maintaining Kubernetes on-prem cloud servers, configure master and slave nodes to establish the cluster. Worked with Docker and Kubernetes on multiple cloud providers, from helping developers build and containerize their application (CI/CD) to deploying either on public or private cloud.
- Used CI/CD tool-Jenkins, Git/GitHub, Jira, and Docker registry/daemon for configuration management and automation using Ansible and Chef. Providing continuous improvement to agile software development teams by working with GitLab under the CI/CD pipeline. Used Git, Issue Tracking, Pipeline Management, Wiki Documentation with GitLab to integrate and automate the code checkout process.

ITC Infotech, Wal-Mart, Bengaluru

Jul 2016 to Sep 2018

Devops Linux Administrator

- Worked in AWS environment, instrumental in utilizing Compute Services (EC2, ELB), Storage Services (S3), Cloud Formation templates, VPC, Route 53, RDS, and Cloud Watch. Managed the user accounts (IAM- Identity Access Management), RDS, ROUTE 53, VPC, RDB, DynamoDB, SES, SQS and SNS service in AWS cloud.
- Worked on migrating the VMWARE VMs to AWS using AWS CLI by uploading data to S3 and EC2-import-image and created a disaster recovery repo for VM's in AWS using Elastic Beanstalk (EBS). Implemented end-to-end infrastructure automation by creating and managing AWS services Elastic Beanstalk, RDS Aurora, Lambda, S3, Neptune using Terraform that support Docker running application requirements.
- Created AWS components to enable a private cloud infrastructure. Experienced in migrating on premise Database Servers and Application Servers to AWS. Modernized the apps and was responsible to write Dockerfiles, built docker images and scanned docker images for vulnerabilities using "TWISTLOCK" and "AWS Inspector".
- Built Rest APIs for microservices using AWS ApiGateway APIG and Built docker images using multi stage build references. Performed Administrative and Management tasks using shell Scripts written in Bash, Python, C Shell and CRON Job in Linux to automate the tasks.
- Proficient in the installation and configuration of web servers like HTTP Web Server, Apache Web Server on Ubuntu, Red hat Linux, Fedora, CentOS and Amazon Linux instances. Installation and Configuration of Database Servers like SQL server, Oracle, MongoDB, DynamoDB on various Linux Distributions, Oracle Enterprise Linux, RedHat Enterprise Linux, Ubuntu Enterprise Linux.
- Hands on experience with Version Control tools such as Git, Bitbucket and SVN in Branching, Merging, Tagging and maintaining versions across Windows and Linux platform. Strong experience in Installation, Upgrading, Patches, Migration, Security, Configuration, Packaging, Troubleshooting, Backup, Disaster Recovery, Performance Monitoring and fine tuning on Unix, Linux, and Windows Systems.

Datadot Labs, Hyderabad

Nov 2014 to Jun 2016

Python Developer

- Created Python CLI rapper which provides an interface or web applications to perform rest API calls. Worked with various C and C++ tasks, integrated with them using Python. Implemented Python web frameworks like Django, Flask, Pylons, Web2py and Python Servlet Engine (PSE).

- Worked on Python code embedded with JSON and XML to produce HTTP GET request, parsing HTML data from websites. Used existing Deal Model in Python to inherit and create object data structure for regulatory reporting.
- Designed and developed UI components implemented event handling using HTML, CSS, JavaScript, jQuery, AJAX, and Worked on CSS to get consistent look and feel of the web site. Implemented jQuery for UI validations with Angular JS for the Client side.
- Experienced with JUnit in developing test cases and determining application functionality. Developed MapReduce/Spark Python Modules for Machine Learning & predictive Analytics in Hadoop on AWS. Implemented a Python-based Distributed random forest via python-Streaming.
- Maintained and developed existing MYSQL databases. Worked with HTML5, CSS3, JavaScript and React Js for the UI development and enhancements. Used React Js, react query, react-redux for the Dashboard of the application.
- Developed the map-reduce flows in Hadoop environment using Python. Used Git as Version control to collaborate and contribute to the code repositories. Experienced with Maven, Gradle as build tools to build the projects.
- Write unit test and Integration test cases using JUnit, Mockito, React-Testing library and Jest frameworks to test the functionality and to ensure a bug free code.

Environment: Python, Web frameworks, JSON, XML, API Calls, C, C++.

Candidate References:

Reference# 1

Name	Jacob Moore
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Company and Title	Comcast/ Manager

Reference# 2

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Company and Title	Comcast/ team Lead

Reference# 3

Name	Sofia Fernandez
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Email	sofia.fernandez@ubs.com
Company and Title	UBS/ Team Head

Cloud Network Engineer

Why is this candidate qualified for this position?

- **Availability for the project immediately.**
- 11+ years of experience in Network & Security Engineering across enterprise, banking, healthcare, and multi-cloud environments, with strong hands-on experience in hybrid connectivity, routing, VPN, firewall, DNS, and application traffic troubleshooting.
- **Certifications:** AWS Certified - Advanced Networking Specialty, Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation, CCNP, CCNA

Professional Summary

- 11+ years of experience in Network & Security Engineering across enterprise, banking, healthcare, and multi-cloud environments, with strong hands-on experience in hybrid connectivity, routing, VPN, firewall, DNS, and application traffic troubleshooting.
- Azure networking experience supporting hybrid and cross-cloud connectivity using Azure VPN Gateway and ExpressRoute, with exposure to VNet connectivity/peering, Azure Firewall, Network Security Groups (NSGs), User Defined Routes (UDRs), and Azure Private DNS.
- Strong routing background with BGP, OSPF, and EIGRP, including route propagation, advertised/learned prefix validation, next-hop analysis, asymmetric-routing investigation, and Layer 3 connectivity troubleshooting.
- Hands-on experience implementing and troubleshooting Site-to-Site VPN and IPsec connectivity, including PKI-based tunnels, NAT/PAT, encryption, failover, and hybrid-cloud network paths.
- Experienced in DNS and application connectivity troubleshooting, partnering with DNS, firewall, load balancer, proxy, and application teams during migrations, cutovers, and production incidents.
- Infrastructure automation experience using Terraform, Python, Ansible, APIs, and GitLab CI/CD to provision, validate, and standardize network/security configurations across production and staging environments.
- Deep network security experience across Akamai WAF, Palo Alto, FortiGate, Cisco ASA/Firepower, Juniper SRX, DDoS protection, TLS/SSL, and OWASP-aligned application security controls.
- AWS Certified Advanced Networking - Specialty and Cisco Certified engineer with extensive experience supporting highly available, secure, and regulated financial and enterprise environments.

Education

- Master's in computer science from Northwestern Polytechnic University, 2016.
- Bachelor's in computer science from JNTU, 2010.

Certification

- AWS Certified - Advanced Networking Specialty.
- Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation.
- CCNP
- CCNA

Technical Skills

- **Akamai WAF / Edge:** Kona Site Defender (KSD), App & API Protector, Bot Manager, API Security, Client Reputation, Firewall for AI, Prolexic (DDoS), Property Manager, Edge DNS
- **Web App Security:** OWASP Top 10, custom rule tuning, rate controls, false-positive analysis, monitor-to-deny mode migration, virtual patching, WAF policy-as-code
- **API & AI/LLM Security:** API discovery & schema validation, API-specific rate limiting, AI/LLM traffic troubleshooting, compensating controls, prompt/response inspection patterns
- **Bot & DDoS Mitigation:** Bot Manager (bot categorization, JA3/JA4 fingerprinting), Client Reputation scoring, Prolexic DDoS mitigation, behavioral analytics
- **PKI & Encryption:** PKI, TLS/SSL certificate management, DTLS, IPsec/IKE, AES-256, Site-to-Site VPN, Remote Access VPN, VPN tunnel troubleshooting
- **Azure Networking:** VNet connectivity/peering, Azure Firewall, NSGs, UDRs, ExpressRoute, VPN Gateway, BGP route propagation, Azure Private DNS, hybrid connectivity troubleshooting
- **Network & Routing:** TCP/IP, UDP, BGP, OSPF, EIGRP, route propagation, route filtering, route tables, path selection, routing troubleshooting, DNS, Load Balancers, Reverse Proxies, HTTP/HTTPS

- **Firewalls / NGFW:** Palo Alto PA-5220/PA-220 & Panorama, VM-Series, Fortinet FortiGate, Cisco ASA 5585-X, Firepower, Juniper SRX
- **Zero Trust / SASE:** Zscaler ZIA/ZPA, Palo Alto Prisma Access, Cisco Secure Access, ZTNA architecture design
- **Cloud Platforms:** Azure (ExpressRoute, VPN Gateway, Front Door, hybrid networking), AWS (VPC, Direct Connect, Transit Gateway, WAF/Shield), GCP (Cloud Armor, Interconnect, IAP)
- **Automation & Observability:** Terraform, Python, Ansible, Akamai APIs, GitLab CI/CD, configuration validation, deployment troubleshooting, SolarWinds Orion NPM, Datadog, CloudWatch, Azure Monitor, Wireshark
- **NAC/ Identity:** Cisco ISE, Cisco DUO, Aruba ClearPass, RADIUS, TACACS+, 802.1X, EAP, LDAP, Active Directory
- **Compliance:** FISMA, NIST, PCI DSS, HIPAA, SOC 2, FedRAMP (3PAO audit support)

Professional Experience

Ascension Health Care, Maryland, Remote

Sep 2025 - Till Date

Sr. Cloud Network Engineer

- Lead onboarding and migration of internet-facing enterprise applications to Akamai Kona Site Defender, coordinating with application, DNS, load balancer, firewall, proxy, and QA teams to execute testing, cutovers, and rollback plans.
- Analyze Kona Site Defender security events daily, investigating false positives and tuning custom rules, rate controls, and reputation profiles while minimizing impact to production traffic. Review production traffic and blocked requests in the Akamai Security Center, implementing targeted policy exceptions and match-target adjustments for high-traffic clinical and patient-facing applications.
- Lead quarterly security reviews, WAF software upgrades, and policy optimization, progressively migrating applications from monitor mode to deny mode as confidence in tuning improves.
- Investigate production incidents involving application latency, DNS resolution, traffic routing, firewall policy, and load-balancer interactions across cloud-hosted applications, partnering with infrastructure and application teams on root cause analysis.
- Provide security architecture guidance on OWASP Top 10, API security, bot mitigation, and secure web application design during application onboarding and design review sessions.
- Automate WAF policy provisioning, validation, and reporting using Python and Akamai APIs, integrated into GitLab CI/CD pipelines to enforce policy-as-code and reduce manual configuration errors. Serve as primary technical liaison with Akamai, coordinating troubleshooting, roadmap discussions, and pilot deployments of new API Security and Firewall for AI features.

Environment: Akamai Kona Site Defender, App & API Protector, Bot Manager, API Security, Client Reputation, Firewall for AI, Prolexic, Palo Alto Panorama, FortiGate, AlgoSec, GCP, AWS, Azure, GitLab CI/CD.

Huntington Bank - Columbus, OH

Mar 2023 - Aug2025

Sr. Cloud Network Engineer

- Led enterprise-scale migration of customer-facing banking applications to Akamai Kona Site Defender, coordinating cutover windows with DNS, load balancer, and application teams to minimize downtime.
- Performed WAF policy tuning and false-positive analysis for high-volume online banking and payment applications, migrating policies from monitor mode to deny mode after validation cycles.
- Reviewed production traffic and blocked-request logs in Akamai Security Center, implementing targeted policy exceptions for legitimate business traffic flagged by custom and Kona Rule Set rules.
- Conducted periodic WAF and firewall rule audits across Akamai and Palo Alto platforms to enforce least-privilege access and remove redundant policies, improving audit readiness.
- Automated Akamai WAF configuration and property provisioning using Terraform and Akamai APIs across production and staging environments, reducing manual configuration errors and improving repeatability of infrastructure changes.
- Troubleshoot Terraform-based deployment issues by reviewing plan/apply output, provider and API errors, variable/configuration mismatches, and state drift before production changes.

- Investigated production incidents involving application connectivity, DNS resolution, load-balancer behavior, firewall paths, and traffic-routing issues across cloud-hosted banking applications, partnering with network and application teams on root cause analysis.
- Produced technical documentation and WAF security standards in accordance with Huntington's Change Control and project management processes.

Environment: Akamai Kona Site Defender, Bot Manager, API Security, Client Reputation, Prolexic, Palo Alto, FortiGate, PCI DSS, FedRAMP, AWS, Azure, GCP, Terraform, DNS, BGP.

Microsoft - Seattle, WA

Jun 2022 – Feb 2023

Cloud Network Engineer

- Onboarded and migrated internal and customer-facing web applications to Akamai Kona Site Defender, coordinating with application owners and QA teams on staged rollouts and rollback plans.
- Tuned WAF security policies and custom rules to reduce false positives across high-traffic applications, applying Deep Packet Inspection findings to refine match conditions and rate controls.
- Developed automation scripts using Python and the Akamai API to streamline WAF rule deployment, validation, and rollback, reducing change-related outages.
- Authored WAF match targets and custom rules per application security requirements, documenting configurations for audit and change management.
- Used Akamai Security Center, SolarWinds, Wireshark, and cloud/network logs to troubleshoot DNS resolution, HTTP/HTTPS flows, blocked requests, and routing-related connectivity issues for Azure- and AWS-hosted applications.

Environment: Akamai Kona Site Defender, Bot Manager, API Security (early adoption), Palo Alto, Cisco ISE, DUO, Azure, AWS, SolarWinds, Wireshark.

FannieMae - Dallas, TX

Apr 2020 - May 2022

Cloud Network Engineer

- Configured and managed AWS Direct Connect to establish high-speed, secure connections between on-premises data centers and AWS cloud environments. Deployed and maintained Azure VPN Gateway for secure Site-to-Site IPsec connectivity between on-premises networks and Azure VNets, supporting scalable hybrid-cloud integrations.
- Established private connectivity between GCP and Azure using inter-cloud BGP peering through Cloud Interconnect and Azure ExpressRoute, validating route exchange and end-to-end reachability across cloud boundaries.
- Monitored and troubleshooted BGP routes and route propagation using cloud/network telemetry and Palo Alto traffic logs, validating advertised and learned prefixes, next hops, and path selection during connectivity incidents.
- Supported Azure VNet connectivity and peering troubleshooting by validating Network Security Groups (NSGs), User Defined Routes (UDRs), route tables, and effective traffic paths between application tiers and hybrid networks.
- Supported Azure Firewall and network-policy troubleshooting by reviewing network/application rules, NAT behavior, allowed flows, and route dependencies affecting private and hybrid application connectivity.
- Troubleshooted DNS resolution for Azure-hosted and private workloads by validating DNS records, forwarding behavior, name-resolution paths, and Azure Private DNS zone/VNet link configuration.
- Configured and troubleshooted network security policies including NAT, PAT, Site-to-Site VPNs, IPsec connectivity, and access-control rules across hybrid and data-center environments.

Environment: Azure VPN Gateway, ExpressRoute, VNet connectivity/peering, Azure Firewall, NSGs, UDRs, Azure Private DNS, BGP, EIGRP, LAN/ WAN, DMVPN, Site-to-Site VPN, IPsec, Cisco ASR/ ISR/ Nexus, Palo Alto, SolarWinds, Cisco Prime.

UBS Bank, Union City, NJ

Sep 2017 - Mar 2020

Cloud Network Engineer

- Supported early Akamai WAF pilot deployments for select customer-facing applications, assisting with policy configuration and baseline traffic analysis. Deployed Cisco ASA 5585-X with Firepower firewalls, configuring IPSEC VPN, NAT, Active-Standby Failover, and AnyConnect VPN for secure remote access.

- Designed and implemented PKI-based site-to-site VPN tunnels using IPsec encryption standards on Cisco ASA 5585-X firewalls.
- Troubleshoot and resolved Cisco ASA/IDS/IPS and BGP/EIGRP/OSPF routing incidents, analyzing route advertisements, path selection, firewall/NAT behavior, and packet captures to restore connectivity.
- Collaborated with Application, Network, DNS, and Firewall teams to migrate load balancing from Cisco ACE to F5 BIG-IP LTM with secured traffic policies feeding into WAF-protected origins. Performed wireless security administration and troubleshooting, hardening Cisco Meraki access points and applying WPA2-Enterprise authentication.

Environment: Akamai WAF (pilot), Cisco ASA 5585-X, Firepower, IPsec VPN, AnyConnect, BGP, OSPF, EIGRP, F5 BIG-IP, Meraki.

Aspiring Minds Pvt Ltd, Bangalore, IND

Jan 2013 - May 2015

Network Engineer

- Configured and troubleshoot EIGRP, OSPF, and BGP across Cisco 2900/3900 and ASR platforms, resolving route propagation, neighbor adjacency, route filtering, path-selection, and Layer 3 reachability issues across multiple data centers.
- Installed, implemented, and maintained Juniper SRX series firewalls, including PKI-based IPsec VPN tunnels for site-to-site and remote access. Administered Bluecoat proxy policies for user access control, including URL blocking/unblocking to enforce acceptable-use security policies.
- Performed upgrades across Check Point firewall versions (R75.x to R77.10), validating security policy continuity during each upgrade cycle.
- Troubleshoot managed firewall traffic using logs and packet captures, generating Root Cause Analysis (RCA) for Layer 1/2/3 security incidents. Documented VPN enrollments and created standard operating procedures and MOPs for network security configuration changes under change management.

Environment: Cisco 2900/3900/ASR 9K/1K, Juniper SRX, Check Point, IPsec VPN, BGP, OSPF, EIGRP.

Candidate References:

Reference# 1

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Reference# 2

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Company and Title	The Huntington National Bank/ Manager

Reference# 3

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Company and Title	Microsoft/ Manager/Architect

Cloud Systems Management Engineer

Why this candidate is qualified for this position?

- **Jaikiran Goggilam** has with 10+ years of experience administering, monitoring, automating, and supporting enterprise AWS, Azure, GCP, and Linux infrastructure. Strong hands-on experience with cloud systems administration, AWS CloudWatch, Azure Monitor, Splunk, ELK Stack, Linux/RHEL, patch management, vulnerability remediation, backup/recovery, high availability, DNS, identity, and SSO.
- Authored custom **Puppet manifests and modules** (using Hiera) to automate the deployment, state enforcement, and continuous drift management of core infrastructure components (DNS resolvers, backup agents, logging agents) across high-availability (HA) cloud environments.
- Engineered seamless single sign-on (SSO) and access workflows using **Microsoft Entra ID** and SAML/OIDC, while orchestrating high-availability DNS routing using **AWS Route 53** and **Azure DNS** with real-time log analysis via **Splunk** and **Azure Monitor**.
- Standardized automated OS patch management, vulnerability remediation, and baseline security configurations across 500+ hybrid Linux/Windows instances using **Puppet Enterprise** and **Ansible**, cutting patching downtime.

Professional Summary:

- Senior Cloud Systems Administrator / DevOps Engineer with 10+ years of experience administering, monitoring, automating, and supporting **enterprise AWS, Azure, GCP, and Linux infrastructure. Strong hands-on experience with cloud systems administration, AWS CloudWatch, Azure Monitor, Splunk, ELK Stack, Linux/RHEL, patch management, vulnerability remediation, backup/recovery, high availability, DNS, identity, and SSO.**
- Experienced in supporting production infrastructure through system monitoring, centralized logging, incident troubleshooting, maintenance, patching, service validation, recovery planning, and performance optimization. Strong knowledge of AWS Route 53, Azure DNS, AWS IAM, Entra ID/Azure AD, networking, load balancing, VPNs, firewalls, and connectivity troubleshooting.
- **Proficient in infrastructure automation and configuration management using Ansible, Puppet, Chef, Terraform, Bash/Shell, Python, and PowerShell. Experienced with Linux package management using YUM, DNF, RPM, and APT, including package validation, dependency troubleshooting, security updates, service restart requirements, repository management, and pre-/post-maintenance health checks.**
- Strong background supporting highly available containerized platforms including Kubernetes, Amazon EKS, Azure AKS, Google GKE, and Red Hat OpenShift. Proven ability to troubleshoot complex infrastructure issues, automate repetitive administration tasks, maintain operational reliability, document technical findings, and collaborate with application, security, network, and infrastructure teams in enterprise environments.

Education:

- Bachelors in Computer engineering with GNITC in 2012
- Masters in computer and information Sciences from Christian Brother's University in 2013

Certifications:

- AWS Certified DevOps Engineer – Professional
- AWS Certified Solution Architect – Associate
- Microsoft Certified AZURE Administrator – Associate

Technical Skills:

- **Cloud Platforms:** AWS, Microsoft Azure, GCP, Hybrid Cloud, Multi-Cloud
- **AWS:** EC2, S3, VPC, IAM, CloudWatch, Route 53, ELB, Auto Scaling, CloudFormation
- **Azure:** Azure Monitor, Azure DNS, Azure VMs, VNets, NSGs, Application Gateway, WAF, VPN Gateway, ExpressRoute, Entra ID, Azure AD, Azure DevOps
- **Puppet Tooling:** Puppet Enterprise, Hiera, r10k, Custom Puppet Manifests/Modules, State Enforcement, Configuration Drift Management.
- **Linux / Systems Administration:** RHEL, Red Hat Linux, Ubuntu, Linux/Unix, systemd, systemctl, SSH, Services, Processes, Filesystems, Users & Groups, Permissions, Cron, Resource Management

- **Patch Management:** YUM, DNF, RPM, APT, Linux Patching, OS Patching, Security Patching, Vulnerability Remediation, Package Management, Package Dependencies, Repository Management, Patch Validation, Pre-/Post-Patch Health Checks
- **Monitoring & Logging:** AWS CloudWatch, Azure Monitor, Splunk, ELK Stack, Elasticsearch, Logstash, Kibana, Prometheus, Grafana, Dynatrace, Application Insights, Alerting Backup / Recovery / High Availability: Backup & Recovery, Disaster Recovery, Failover, Rollback, Recovery Validation, High Availability, Fault Tolerance, Resiliency, Business Continuity, Auto Scaling
- **DNS / Networking:** Route 53, Azure DNS, DNS, TCP/IP, HTTP/HTTPS, SSH, VPC, VNet, VPN, Firewalls, Security Groups, NSGs, Load Balancers, Ports, Routing, Connectivity Troubleshooting
- **Identity / Security / SSO:** AWS IAM, Microsoft Entra ID, Azure AD, SSO, Authentication, Authorization, RBAC, Access Control, Security Configuration, Linux Hardening, Vulnerability Remediation
- **Configuration Management:** Ansible, Puppet, Chef, Terraform, Infrastructure as Code, Configuration Automation, Configuration Compliance, YAML, JSON
- **Automation / Scripting:** Bash, Shell Scripting, Python, PowerShell, Automation, Operational Scripting Containers / Orchestration: Docker, Kubernetes, Amazon EKS, Azure AKS, Google GKE, Red Hat OpenShift, RKE2, Helm, Argo CD CI/CD / DevOps: Jenkins, Azure DevOps, GitLab CI/CD, GitHub Actions, Argo CD, GitOps
- **Observability/ Reliability:** Infrastructure Monitoring, Application Monitoring, Log Analysis, Alert Management, Incident Response, Root Cause Analysis, Performance Monitoring, Capacity Management, Production Reliability Version Control: Git, GitHub, GitLab, Bitbucket

Professional Experience:

UBS Financial, Weehawken, NJ

Oct 2024 – Till Now

Sr. cloud System engineer

- Designed and implemented scalable cloud infrastructure supporting **mission-critical financial services applications** with emphasis on availability, security, scalability, and performance.
- Standardized automated OS patch management, vulnerability remediation, and baseline security configurations across 500+ hybrid Linux/Windows instances using **Puppet Enterprise** and **Ansible**, cutting patching downtime
- Managed containerized cloud applications using **Docker and Kubernetes/AKS**, supporting workloads serving **10K–100K users** with platform availability between **99.2%–99.7%**.
- Authored custom **Puppet manifests and modules** (using Hiera) to automate the deployment, state enforcement, and continuous drift management of core infrastructure components (DNS resolvers, backup agents, logging agents) across high-availability (HA) cloud environments.
- Designed and maintained automated CI/CD pipelines using **Azure DevOps and Jenkins**, improving deployment throughput by **22%** and reducing manual release effort by **25%**.
- Engineered seamless single sign-on (SSO) and access workflows using **Microsoft Entra ID** and SAML/OIDC, while orchestrating high-availability DNS routing using **AWS Route 53** and **Azure DNS** with real-time log analysis via **Splunk** and **Azure Monitor**.
- Automated infrastructure provisioning using **Terraform and Bicep**, reducing provisioning time by **28%**. Developed automation using **Python, Bash, PowerShell, YAML, and JSON** for infrastructure provisioning, application deployment, configuration, validation, monitoring, and operational support.
- Supported cloud-native application architectures involving **microservices, APIs, containerized workloads, Kubernetes, networking, and automated delivery pipelines**.
- Administered Kubernetes workloads including namespaces, RBAC, deployments, services, ingress, secrets, resource configurations, and application lifecycle management.
- Designed and implemented cloud networking and traffic management using **Application Gateway, WAF, VNets, NSGs, load balancing, and DNS**.
- Administered and maintained Microsoft Entra ID (Azure AD), managing users, groups, application registrations, role assignments, and Conditional Access policies.
- Configured and supported Single Sign-On (SSO) integrations using SAML 2.0, OAuth 2.0, and OpenID Connect (OIDC) for enterprise and cloud-based applications.
- Managed AWS Route 53 and Azure DNS services, including DNS zones, records, routing policies, health checks, and failover configurations.

- Performed Windows and Linux server patch management using Ansible, ensuring security compliance and timely deployment of critical updates.
- Configured and maintained AWS Backup, EBS snapshots, and Azure Backup services to support enterprise backup and recovery requirements.
- Implemented monitoring and observability using **Azure Monitor, Prometheus, Grafana, Dynatrace, and Splunk**.
- Troubleshoot application, API, infrastructure, Kubernetes, networking, and deployment issues across development, test, and production environments.
- Applied cloud security practices including **RBAC, IAM, least privilege, secrets management, network security, and vulnerability remediation**.
- Collaborated with application developers, QA, security, infrastructure, and architecture teams in Agile environments.
- Provided technical guidance and mentoring on **DevOps automation, CI/CD, Kubernetes, infrastructure as code, and cloud engineering practices**.
- Participated in production incident response, root-cause analysis, problem management, and reliability improvement initiatives.
- Configure AWS/Azure infrastructure components including networking, IAM/security controls, load balancing, compute, storage, and database services. Perform root-cause analysis and implement permanent corrective actions for recurring production issues.

Environment: Azure DevOps, Docker, Azure Kubernetes Service, Terraform and Bicep, ARM templates and Bicep modules, Azure Application Gateway, Private DNS Zones, Azure Virtual Networks (VNETs), Subnets, and Network Security Groups (NSGs), Azure Load Balancers, Azure Virtual Machines, Azure SQL Databases, Azure Data Lake Storage (ADLS), Azure Monitoring, Log Analytics, Azure Policies, Ansible and **Splunk**

Eisai Health Care, Nutley, NJ

Nov 2022 – Oct 2024

Sr cloud System engineer

- Designed and maintained cloud-native infrastructure using Terraform, Ansible, Bicep, and ARM Templates across enterprise environments.
- Integrated **Puppet** with **GitLab CI/CD** and **r10k** to test, validate, and deploy infrastructure configuration code, ensuring automated drift detection, continuous compliance, and rigid state control across production cloud instances.
- Managed enterprise Kubernetes, Azure AKS, Red Hat OpenShift, and RKE2 platforms supporting production applications.
- Administered Kubernetes resources including namespaces, RBAC, deployments, services, ingress, secrets, ConfigMaps, persistent volumes, storage classes, and resource configurations.
- Configured **Azure Backup** and **AWS EBS snapshots** for automated DR/HA compliance, utilizing **Puppet code** to standardize and enforce backup client configurations, cron jobs, and agent health-checks across all nodes.
- Managed Microsoft Entra ID authentication services and supported secure user access across healthcare applications and cloud platforms.
- Administered centralized observability platforms using **ELK Stack (Elasticsearch, Logstash, Kibana)** and **Splunk**, writing customized Puppet modules to dynamically configure filebeat/logstash forwarding agents across scalable application clusters.
- Implemented and maintained SSO integrations using SAML and OIDC protocols for internal and third-party healthcare applications.
- Administered Azure DNS Private Zones and DNS configurations supporting secure communication across hybrid cloud environments.
- Automated server patching and configuration management using Ansible, reducing manual operational effort and improving compliance.
- Configured backup and recovery solutions using Azure Backup, ensuring data protection and business continuity.
- Supported persistent application workloads and Kubernetes storage, troubleshooting volume attachment, capacity, pod scheduling, storage configuration, and application connectivity issues. Implemented Helm-based application deployments across multiple Kubernetes environments.

- Implemented GitOps deployment practices using Argo CD, improving consistency and auditability of application deployments. Built and maintained Jenkins, GitLab CI/CD, and Azure DevOps pipelines for application builds, testing, containerization, and deployments.
- Automated infrastructure and operational workflows using Python, Bash, Ansible, Terraform, and PowerShell. Developed automation for infrastructure provisioning, configuration management, application deployment, validation, and production support.
- Implemented observability using Prometheus, Grafana, Azure Monitor, Dynatrace, and Splunk. Developed dashboards and monitoring strategies covering cluster health, resource utilization, capacity, performance, availability, and infrastructure health.
- Troubleshoot Kubernetes issues involving pods, nodes, deployments, services, ingress, DNS, networking, persistent storage, resource constraints, and application connectivity.

Environment: Azure, Terraform, Bicep, ARM Templates, Azure Kubernetes Service (AKS), Red Hat OpenShift, RKE2, Argo CD, Helm, GitOps, Azure Virtual Networks, NSGs, VPN Gateways, ExpressRoute, Application Gateway, Azure DevOps, Prometheus, Grafana, Azure Monitor, Dynatrace, Splunk, Podman, Docker, Harbor Registry, GitLab Runners, Nexus, SonarQube, Python, and Shell.

Fiserv, Heights, NJ

Sep 2020 – Oct 2022

Sr. DevOps Engineer/ Sr cloud System engineer

- Managed production Amazon EKS environments supporting mission-critical payment applications. Supported EKS cluster lifecycle operations including cluster configuration, node management, upgrades, workload deployments, resource optimization, troubleshooting, and production support.
- Developed and maintained reusable **Puppet modules** to manage system baselines, systemd services, SSH hardening, and user account provisioning integrated with enterprise identity platforms.
- Improved EKS cluster utilization by 22% while maintaining availability between 98.5%–99.7%.
- Orchestrated hybrid infrastructure patch management schedules using **Puppet** and YUM/DNF repositories, utilizing **AWS CloudWatch** alarms and **ELK** log analysis to perform automated pre- and post-patch validation checks.
- Managed Kubernetes workloads using Helm, namespaces, RBAC, services, ingress, ConfigMaps, Secrets, resource limits, and health probes.
- Supported persistent Kubernetes workloads and storage configurations, troubleshooting Persistent Volumes, volume attachment, capacity, pod scheduling, node issues, and application connectivity.
- Built and maintained Jenkins and GitLab CI/CD pipelines for automated builds, testing, Docker image creation, security validation, and Kubernetes deployments.
- Implemented Argo CD GitOps workflows for repeatable application deployments across Kubernetes environments.
- Automated AWS infrastructure using Terraform, including reusable modules for EKS, VPC, IAM, EC2, networking, and supporting services Configured and troubleshoot AWS networking components including VPC, subnets, routing, security groups, load balancers, DNS, and connectivity.
- Used Amazon S3 for object-storage requirements and integrated AWS storage capabilities with cloud-native application environments.
- Implemented security practices using IAM roles and policies, least privilege, Kubernetes RBAC, Secrets, security groups, and network controls.
- Used CloudWatch, Prometheus, Grafana, and ELK for infrastructure, Kubernetes, application, and performance monitoring.
- Participated in 24x7 production support, incident response, root-cause analysis, capacity planning, performance optimization, and recovery activities.
- Created technical documentation, operational procedures, troubleshooting guides, and deployment runbooks. Used CloudWatch, Prometheus, Grafana, and ELK for application, infrastructure, and Kubernetes monitoring.
- Participated in production incident response, root-cause analysis, capacity planning, performance optimization, and reliability improvements. Developed reusable Terraform configurations and modules for automated AWS infrastructure provisioning.

Environment: AWS, EKS, ECS, EC2, S3, VPC, IAM, RDS, ELB, CloudFormation, Terraform, Jenkins, GitLab CI, Argo CD, Kubernetes, Docker, Helm, Kustomize, CloudWatch, CloudTrail, AWS Config, Secrets Manager, KMS, Python, Bash, PowerShell

**Kroger, Cincinnati, OH
Dec 2018 - Aug 2020**

SRE/ Sr. cloud System engineer Engineer/ OpenShift Admin

- Designed and supported cloud-native application platforms using GCP, Kubernetes, GKE, and Red Hat OpenShift. Supported deployment and operation of containerized applications and microservices across Kubernetes environments.
- Built and maintained Jenkins CI/CD pipelines for automated builds, testing, Docker image creation, and application deployments. Automated infrastructure provisioning using Terraform. Developed automation using Python, Bash, YAML, and Ansible.
- Supported application networking, services, ingress, routes, DNS, namespaces, RBAC, and resource configuration. Managed Docker containers and enterprise container registries.
- Troubleshoot application deployment, Kubernetes, networking, resource, and infrastructure issues. Supported Agile development teams with application deployment, infrastructure automation, and production troubleshooting.
- Collaborated with developers and infrastructure teams to improve application release processes and platform reliability. Supported production environments, incident resolution, release management, and infrastructure reliability activities.
- Supported production incidents, troubleshooting, and root cause analysis, reducing recurring operational issues through automation, monitoring improvements, and preventive fixes.
- Conducted Kubernetes/OpenShift knowledge-sharing sessions and created demo environments, improving Dev team adoption of cloud-native deployment practices and GitOps workflows.

Environment: GCP, GKE, GCE, Kubernetes, Red Hat OpenShift, Jenkins, Terraform, Ansible, Helm, Kustomize, Kubernetes Operators, Docker, Prometheus, Grafana, ConfigMaps, Secrets, Service Accounts, RBAC, and multi-tenant Kubernetes/OpenShift clusters.

**Pacific Life, Newport Beach, CA
Mar 2017 – Nov 2018**

DevOps/Automation Engineer/ Sr. cloud System engineer

- Managed enterprise Docker, Kubernetes, and Red Hat OpenShift platforms supporting application deployment and production operations. Designed and maintained Jenkins CI/CD pipelines for automated builds, testing, container image creation, and deployments.
- Developed and maintained Puppet manifests and modules for automated server provisioning, configuration management, and software deployment. Automated infrastructure configuration and compliance enforcement using Puppet across Linux environments.
- Integrated Puppet with CI/CD processes to ensure consistent application and infrastructure deployments. Administered OpenShift resources including projects/namespaces, deployments, services, routes, secrets, configurations, and application workloads.
- Supported persistent containerized application workloads and troubleshooting of resource and storage-related issues. Developed automation using Python, Bash, Jenkins Groovy, and Ansible to reduce manual deployment and infrastructure tasks.
- Supported container registry operations and Docker image promotion across environments. Troubleshoot application, container, Kubernetes/OpenShift, networking, and resource-related issues. Supported Linux administration and production application operations.
- Maintained Git-based configuration and automated release processes. Created deployment and troubleshooting documentation for development and operations teams. Automated infrastructure and application configuration using Ansible, Bash, and Python. Implemented repeatable deployment and release processes across application environments.
- Supported Kubernetes/OpenShift workloads, namespaces, deployments, services, and configuration. Assisted development teams with application deployments, troubleshooting, release activities, and environment configuration. Designed and implemented CI/CD pipelines using Jenkins for enterprise application delivery.
- Managed Docker containers and Kubernetes/OpenShift application deployment environments. Supported Linux-based infrastructure and application platform operations. Automated infrastructure and application configuration using Ansible and scripting.
- Implemented repeatable deployment processes for application environments. Supported release management, application configuration, troubleshooting, and production operations.

- Worked closely with development teams to improve build, deployment, and operational processes. Provisioned and maintained virtual machines using OpenStack and supported computer, networking, and CI infrastructure.

Environment: Jenkins, Kubernetes, Red Hat OpenShift, Docker, Helm, AWS, OpenStack, Chef, ELK Stack, Maven, Nexus, UCD, Git, JIRA, and Confluence.

Cisco, San Jose, CA

May 2015 – Feb 2017

Automation Engineer/ Build and Release Engineer

- Managed AWS infrastructure and applications using EC2, S3, VPC, ELB, Auto Scaling, and CloudFormation. Built and maintained Jenkins CI/CD pipelines supporting automated build, test, packaging, and deployment workflows.
- Developed Ansible playbooks for Linux configuration, application deployment, environment provisioning, and operational automation.
- Automated AWS infrastructure using CloudFormation and scripting. Developed automation using Python, Bash, Shell scripting, and Groovy. Supported Linux-based production environments and application deployments.
- Managed Git-based source control and build/release processes. Troubleshot infrastructure, application, build, and deployment issues. Supported Linux-based application infrastructure and production environments.
- Automated repetitive operational activities using Ansible, Shell scripting, and Python. Supported AWS security, networking, compute, and application infrastructure.
- Collaborated with development and operations teams to standardize release and deployment processes. Supported continuous improvement initiatives by standardizing deployment processes, improving automation scripts, and implementing DevOps best practices across application delivery workflows.

Candidate References

Reference# 1

Name	Venkata Naga Rahul Sarabu
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Company and Title	UBS Financial/ Lead

Reference# 2

Name	Mukesh Yadav Pyatla
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Company and Title	Eisai/ Lead

Reference# 3

Name	Ajay Tiwari Fiserv
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Company and Title	Fiserv/ Lead

Cloud Center of Excellence (CCOE) Implementation Specialist

Why this candidate is qualified for this position:

- ❖ **Available for the position immediately.**
- ❖ 10+ years of experience in Cloud Data Engineering, specializing in **Azure, AWS, and GCP**.
- ❖ Designed and built **scalable, fault-tolerant ETL/ELT pipelines** for structured and semi-structured data.
- ❖ Worked on AWS services like **S3, Redshift, EMR, Lambda, and Step Functions** for big data solutions.
- ❖ Worked with **GCP Big Query, Cloud Composer (Apache Airflow), and Cloud Storage** for analytics solutions.
- ❖ **Government Experience: Nebraska Department of Health and Human Services.**

Professional Summary

- 10+ years of experience in Cloud Data Engineering, specializing in **Azure, AWS, and GCP**. Expertise in **ETL/ELT pipeline development, big data processing, and data warehousing solutions**.
- Strong hands-on experience with **Azure Data Factory, Azure Synapse Analytics, Azure Databricks, AWS Glue, and GCP Dataflow**. Proficient in **Pyspark, SQL, and Python** for large-scale data transformation and analytics. Implemented **Change Data Capture (CDC)** for incremental and historical data loads.
- Led **on-prem to cloud migration projects** on AWS, Azure, and GCP, optimizing performance and cost efficiency.
- Designed and built **scalable, fault-tolerant ETL/ELT pipelines** for structured and semi-structured data. Optimized **Apache Spark and Dataflow jobs**, improving performance by **5x for faster data processing**.
- Developed and maintained **GraphQL APIs**, integrating with AWS AppSync, DynamoDB, and AWS Lambda. Worked with **GCP Big Query, Cloud Composer (Apache Airflow), and Cloud Storage** for analytics solutions.
- Designed **data models and ETL workflows** to enhance data accessibility and reporting. Built interactive **Tableau, Power BI, and Looker dashboards** for real-time business insights.
- Worked on AWS services like **S3, Redshift, EMR, Lambda, and Step Functions** for big data solutions. Utilized **Google Cloud Storage, Bigtable, and Dataproc** for large-scale data processing.
- Managed **production support**, troubleshooting complex data pipeline issues efficiently. Implemented **fine-grained access control** using AWS IAM, Azure RBAC, and GCP IAM roles and policies.
- Created **clustered and non-clustered indexes** for optimizing data retrieval performance. Designed **multi-tiered data architecture (bronze, silver, gold layers)** for progressive data refinement.
- Hands-on experience with **Snowflake's cloud-native architecture** for scalable data warehousing. Successfully **migrated terabytes of data across AWS, Azure, and GCP** with zero downtime.
- Provided **technical mentorship** to junior engineers and led cross-functional teams. Passionate about **data-driven decision-making, cloud cost optimization, and emerging data technologies**.

Education

- Master's in computer science from the University of North Texas.
- Bachelor of Technology in Electronics and Communications Engineering from Gandhi Institute of Technology and Management

Technical Skills

Category	Skills & Tools
Programming Languages	Python, SQL, Pyspark
Big Data Technologies	Apache Spark, Apache Kafka, Apache Flink, Apache Hadoop, Apache Hive, Apache Airflow, Apache NiFi, Apache Zookeeper
Cloud Platforms & Services	AWS: Glue, Redshift, EMR, S3, Lambda, Step Functions, RDS, DynamoDB, MSK, IAM, Athena Azure: Data Factory, Synapse Analytics, Databricks, Event Hubs, Stream Analytics, Data Lake Storage Gen2, Cosmos DB, Azure Functions, Purview GCP: Big Query, Cloud Storage, Dataflow, Dataproc, Pub/Sub, Composer, Bigtable, Vertex AI

Databases & Data Warehousing	Relational: PostgreSQL, SQL Server, MySQL NoSQL: Cassandra, MongoDB, Elasticsearch, Redis, Neo4j Data Warehouses: AWS Redshift, Snowflake, Google Big Query, Azure Synapse
ETL & Data Integration Tools	AWS Glue, Informatica, Talend, dbt, Fivetran
Containerization & Orchestration	Docker, Kubernetes, Mesos
Data Visualization & BI	Power BI, Tableau, Looker, Grafana, Plotly
Data Modeling & Governance	Erwin, Lucid Chart, DB Schema Data Mesh, DataOps, Data Governance, Data Quality Management
Version Control & CI/CD	Git, Jenkins, GitHub Actions, GitLab CI
Monitoring & Alerting	Prometheus, Grafana, Datadog, Slack Integrations

Professional Experience

USAA, Plano, TX

Feb 2022 To Present

Data Engineer

- Led the design and development of new data pipelines in the **Enterprise Data Warehouse**, managing end-to-end implementation. Mentored team members in **Python-based ETL development**, focusing on unit testing and data quality checks.
- Designed and implemented ETL workflows using **AWS Glue**, optimizing data transformation and ingestion processes. Developed **RESTful APIs using Python**, enabling seamless communication between microservices and backend data storage.
- Implemented **GraphQL APIs on AWS**, allowing for flexible data querying and improved performance. Integrated **Amazon DynamoDB** with Python-based services, handling large volumes of structured and semi-structured data.
- Designed and optimized **GraphQL schemas for DynamoDB**, improving API efficiency and data retrieval. Developed and maintained server-side **Python applications** to interact with **AWS Lambda, AWS Glue, and DynamoDB** for backend data processing.
- Built **GraphQL APIs using AWS AppSync**, enabling real-time data synchronization with DynamoDB. Optimized **DynamoDB queries and indexes**, enhancing performance for high-traffic applications.
- Configured and managed **AWS IAM roles and policies**, securing access to **Amazon ElastiCache, Amazon EFS, and AWS Glue**. Defined and maintained SLAs for critical data sets, ensuring reliable and timely availability.
- Created **technical documentation and data flow diagrams**, standardizing intake processes and improving collaboration. Implemented fine-grained access control using **AWS IAM**, enforcing security policies for **Amazon ElastiCache, Amazon EFS, and AWS Glue**.
- Designed and deployed distributed file storage using **Amazon EFS**, enabling scalable shared storage for **EC2 instances**.
- Automated **AWS IAM user, role, and policy management**, ensuring secure access to **AWS services**. Configured and implemented **Amazon ElastiCache**, improving database performance and reducing primary data store load.
- Developed **Tableau dashboards**, visualizing key metrics for data-driven decision-making. Deployed and managed **Amazon ElastiCache clusters (Redis/Memcached)** to optimize caching strategies.
- Created **Python scripts** to automate **IAM policy maintenance, role generation, and AWS service interactions**. Led initiatives to reduce technical debt and improve **data pipeline efficiency**.
- Utilized **AWS Glue** for **data cataloging, transformation, and job orchestration**, ensuring high-performance ETL processing. Monitored and optimized data pipeline performance using **Data Swarm and CDM tools**, ensuring high availability.

Nebraska Department of Health and Human Services

Aug 2019 to Jan 2022

Azure Data Engineer

- Understand and analyze **ETL** requirements and identify solution elements for enhancement requests and change requests. Predominantly worked on **Azure Data Factory, Azure Synapse Analytics** to

design end-to-end Pipelines, spark applications using notebooks, and loaded the data into dedicated **SQL Pools**.

- Built fault-tolerant, scalable, and complex Pipelines using **Azure Data Factory pipelines**. Implemented **CDC** (Change Data Capture logic) for incremental data loads using Azure Data Factory features of pipelines.
- Created many **Pyspark** and **Spark SQL** scripts in **Databricks** notebooks for doing data transformations as per the given business requirements. Implemented performance tuning on the Spark applications in **Databricks** notebooks, which improved the overall performance by 5 times that of the original jobs.
- Implemented the data warehousing solution in **Azure Synapse Analytics** and **Snowflake**. Built complex ETL/ELT pipelines for data processing in the Azure cloud using **Azure Data Factory V2**, and **Azure Synapse Dedicated SQL Pools**.
- Did a complete migration project from end-to-end from on-premise to Azure cloud by developing the ELT processing framework using Azure services. Designed and developed **Change Data Capture (CDC)** logic to detect and implement Incremental and Historical data loads for regular data processing.
- Also, recently started working on testing **CDC** (under public preview from Azure) to implement the same to detect and capture any changes in our relational databases. Designed and implemented ETL pipelines using **Azure Data Factory** to ingest data from **AWS S3 buckets**, transforming it with **Azure Databricks** for analysis and storage in **Azure SQL Database**.
- Built pipelines to move hashed and un-hashed data from **Azure Blob to Data lake**. Back-traced the **ETL/ELT** mappings for dataflows using Azure Data Factory pipelines and improved the overall performance of data processing.
- Created stored procedures to load the data into fact and dimension tables in **Azure SQL Data Warehouse**. Created complex queries based on the business requirement using **Pyspark/Spark SQL** in Azure Synapse Spark pools.
- Designated as the primary point of contact for production support for the implementation of the new framework using Azure Data Factory and Azure Databricks. Migration of on-premises data (**SQL Server**) to **Azure Data Lake Store** (ADLS Gen 2) using **Azure Data Factory** (ADF V2) and Azure Synapse Pipelines.
- Created clustered and non-clustered indexes on the fact and dimension tables in the data warehouse for faster retrieval of data for complex analytical and reporting queries. Implemented **Snowflake's** cloud-native architecture for scalable and efficient data warehousing and analytics.
- Used **Snowflake** as an end-to-end data warehousing and maintained a connection to Tableau. Unique capabilities in managing semi-structured data and supporting diverse workloads within a multi-cloud environment.

NVIDIA, Austin, TX
Jun 2017 To Jul 2019
Data Engineer

- Designed and implemented **high-performance ETL/ELT pipelines** using **AWS Glue, Redshift, and EMR** to support AI-driven analytics. **Ingested and processed large-scale datasets**, integrating **Amazon S3, AWS Glue, Amazon RDS (PostgreSQL/MySQL), and Redshift** for real-time and batch analytics.
- Developed **real-time data pipelines** using **Apache Kafka (MSK) and Spark Streaming (AWS EMR)** to efficiently process streaming telemetry and AI model training data. Optimized **Amazon Redshift partitions and distribution keys**, enhancing **AI/ML training workflows and analytics dashboards**.
- Created **custom AWS Glue UDFs** to support **dynamic AI model processing pipelines**. Implemented **Spark scripts using Pyspark and Spark SQL** on AWS Glue/ EMR to accelerate data transformation for deep learn ing models.
- Designed **multi-tiered data architectures (bronze, silver, gold)** for progressive **data refinement, feature engineering, and quality assurance**. Developed **Athena queries for advanced analytics**, leveraging Redshift Spectrum and AWS Glue for large-scale AI model performance analysis.
- Built **partitioned and bucketed tables** in Redshift to optimize **AI inference and GPU performance data analysis**. Configured **AWS IAM roles and policies**, securing **high-performance computing (HPC) and AI model training data**.

- Automated **data pipeline orchestration** using **AWS Step Functions, Lambda, and CloudWatch**, ensuring AI workflows run efficiently. Ensured **high availability and fault tolerance** for **mission-critical AI/ML datasets**, enabling scalable, GPU-accelerated data processing.

HCL Tech, Hyderabad/ Telefonica (Telecommunications)

Jul 2014 to Jun 2015

Data Engineer

- Designed and implemented a multi-tiered data architecture with **bronze, silver, and gold** data layers for progressive data refinement and quality assurance. Managed the creation of a real-time ETL pipeline to integrate, store, and analyze 130 terabytes of raw telecom customer data. Utilized **Apache NiFi** and **Hadoop** to ensure efficient data processing and storage.
- Enhanced data transformation and cleaning processes with **Azure Data Factory** and **Azure Databricks**, leveraging **Apache Spark** for large-scale data processing. Optimized Spark jobs to improve performance and reduce costs.
- Partnered with data architects to design and implement a data warehouse using **Azure Synapse Analytics**, and wrote SQL procedures, resulting in a 42% increase in data accessibility and \$3,000 in monthly cost savings. Led a team of seven junior colleagues in a successful data migration project.

Candidate References

Reference# - 1

Name and Title	Harsha challa/ Sr. Data Architect
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Reference# - 2

Name and Title	Sandeep Mandalapu/ Project Manager
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Reference# - 3

Name and Title	Ramakrishna Vinjam/ MDM lead
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Mainframe Systems Programmer

Why this candidate is qualified for this position:

- Available immediately for the project, ready to relocate and comfortable with an hybrid schedule.
- Over 11 years of experience as a Sr. Mainframe Developer in application development, maintenance, production support, testing, and troubleshooting on IBM mainframe systems.

Professional Summary:

- Mainframe Developer with 11 years of experience in application development, maintenance, production support, testing, and troubleshooting on IBM mainframe systems. Hands-on experience with COBOL, JCL, CICS, DB2, VSAM, IBM MQ, and mainframe batch and online processing.
- Skilled in analyzing business requirements and converting them into technical specifications, program changes, and application solutions. Experienced in developing new COBOL programs and modifying existing programs based on business and user requirements.
- Hands-on experience developing CICS programs for online transaction processing, inquiries, validations, and database updates. Experienced in writing and maintaining DB2 SQL for application data retrieval, inserts, updates, deletes, joins, cursors, and validations.
- Skilled in working with VSAM KSDS, ESDS, and sequential files for application processing and data storage. Experienced in writing and maintaining JCL for batch jobs, file processing, database processing, job dependencies, and production execution.
- Hands-on experience with IBM MQ for sending and receiving messages between mainframe applications and other systems. Experienced in using Easytrieve for reports, file processing, data extraction, and production support utilities.
- Strong experience in financial applications involving trade processing, order management, margin processing, security master, pricing, and KYC. Experienced in healthcare applications supporting claims processing, member information, provider information, eligibility, and claim-related transactions.
- Skilled in insurance and enterprise applications involving customer, policy, transaction, and business processing. Experienced in analyzing program abends, job failures, incorrect results, database errors, file errors, and CICS transaction problems.
- Experienced in debugging COBOL programs using Xpediter/ Xpeditior, InterTest, and Abend-AID. Skilled in monitoring and supporting batch schedules using Control-M, TWS, Zeke, and related scheduling tools.
- Hands-on experience troubleshooting S0C7, S0C4, S0C9, S806, file-status errors, DB2 SQL errors, and other common mainframe problems. Experienced in using ChangeMan and Endevor for source-code management, version control, and movement of programs between environments.
- Hands-on experience with unit testing, system testing, integration testing, SIT, UAT, production implementation, and post-production verification. Experienced in preparing program specifications, flow diagrams, job-flow documents, test cases, implementation documents, and support documentation.
- Skilled in working with business analysts, QA teams, application support teams, project managers, technical teams, and offshore developers. Experienced in Agile development environments and regular participation in requirement discussions, sprint meetings, defect reviews, and status meetings.
- Strong experience providing production support, investigating problems, identifying root causes, and making permanent program fixes. Experienced in following established coding standards, change procedures, release processes, security requirements, and production support procedures.
- Strong understanding of the complete application life cycle from requirement analysis and design through coding, testing, implementation, and production support.
- Over 5 years of experience in RACF and mainframe security administration, including user administration, access permissions, and security logging.
- Over 3 years of experience supporting ISV software upgrades and maintenance, z/OS operating-system upgrades, and pervasive encryption initiatives. Experienced with SAS AFP printing, print queue management, and SSA compliance requirements in enterprise mainframe environments.
- Hands-on experience with DB2 installation, version migration, and performance tuning at the DBA level.

Education:

- Bachelor's Degree, Electrical, Electronics and Communications Engineering, JNTUH College of Engineering Hyderabad Jul 2009 – May 2013 Grade: A

Technical Skills:

- Mainframe: COBOL, JCL, CICS, DB2, VSAM, IBM MQ, Easytrieve, SQL
- Utilities: IDCAMS, SORT, DFSORT, IEFBR14, IEBCOPY
- Debugging & Monitoring: Xpediter/Xpeditor, InterTest, Abend-AID, TSO, ISPF, SDSF
- Change & Scheduling: ChangeMan, Endeavor, Control-M, TWS, Zeke, Zena
- Mainframe Environment: IBM z/OS, IBM VSE/ESA, Batch Processing, Online Transaction Processing
- Integration: CICS Web Services, SOAP, REST, XML, JMS
- Open Systems: Java, Java EE, WebSphere, Spring, Linux, Eclipse, Maven, Ant
- Testing & Methodologies: JUnit, Jira, Confluence, Agile, Scrum, ITIL, SDLC
- Healthcare & EDI: HIPAA X12 5010, NCPDP D.0, EDI
- Mainframe Security: RACF, RACF User Administration, User Access and Permission Management, Security Logging, SSA Compliance
- Systems Maintenance: ISV Software Upgrades and Maintenance, OS Upgrades, z/OS Upgrades, SMP/E
- Encryption & Printing: Pervasive Encryption, SAS AFP Printing, AFP, Print Queue Management
- DB2 DBA: DB2 Installation, DB2 Migration, DB2 Performance Tuning

Professional Experience:

USAA, San Antonio, TX

Mar 2025 – Present

Senior Mainframe Developer

- Developed and maintained financial applications using COBOL, CICS, JCL, DB2, VSAM, and IBM MQ for customer and transaction processing. Analyzed business requirements and user requests, estimated changes, and prepared technical specifications for application enhancements.
- Reviewed existing COBOL programs, copybooks, file layouts, DB2 tables, CICS transactions, JCL, and job flows before making program changes. Developed new COBOL programs and modified existing modules for customer accounts, payments, transactions, and other banking functions.
- Developed and maintained CICS programs for online customer inquiries, account validation, transaction processing, and database updates. Developed VSAM processing for reading, writing, updating, and validating customer and transaction records.
- Developed DB2 SQL to retrieve and update customer, account, payment, transaction, and reference data. Worked with IBM MQ to send and receive messages between mainframe applications and connected banking systems.
- Developed Easytrieve programs and reports for data extraction, file checking, reconciliation, and day-to-day production support. Added business validations to check customer records, account details, transaction data, payment information, and database updates.
- Created and modified JCL for batch processing, dataset allocation, file handling, DB2 jobs, job dependencies, and production runs. Worked on banking functions including customer accounts, payments, transactions, card processing, loans, and related financial operations.
- Investigated production issues involving COBOL, CICS, DB2, VSAM, IBM MQ, and batch processing. Reviewed job output, program logic, input data, file-status codes, DB2 messages, MQ messages, and transaction results to identify the cause of failures.
- Troubleshoot S0C7, S0C4, S0C9, S806, DB2 SQL errors, file-status errors, CICS failures, and batch-job problems. Developed unit test cases and tested program changes with valid, invalid, boundary, and exception conditions before handing them to QA.
- Worked with business analysts, QA teams, and business users during SIT and UAT and fixed defects identified during testing. Performed code reviews and checked changes for coding standards, error handling, database processing, and business requirements.
- Prepared program specifications, test results, implementation instructions, job-flow documents, and production support documentation. Used ChangeMan to package and promote COBOL, JCL, copybooks, and related changes through the required development, test, and production environments.
- Used Xpediter/Xpeditor and Abend-AID to debug COBOL programs and trace coding, data, file, and database problems. Supported production implementation, post-production verification, restart processing, and backout activities when required.
- Provided technical guidance to junior developers on COBOL, JCL, DB2, CICS, debugging, testing, and production support. Improved application reliability by fixing recurring transaction, batch, validation, and interface problems.

- Administered RACF users, groups, profiles, access permissions, and security logging while supporting SSA compliance controls. Supported z/OS and ISV software maintenance, pervasive encryption, DB2 migrations and performance tuning, and SAS AFP print queues.

Environment: COBOL, CICS, JCL, DB2, VSAM, IBM MQ, Easytrieve, ChangeMan, Xpedit/Xpedit, Abend-AID, IBM VSE/ESA, z/OS, SQL, TSO, ISPF, SDSF

Humana, Louisville, KY

Jul 2023 – Feb 2025

Sr. Mainframe Developer

- Developed and maintained healthcare claims applications using COBOL, JCL, DB2, VSAM, CICS, and IBM MQ. Analyzed business requirements and prepared technical specifications for claims application changes.
- Developed COBOL programs for claim intake, validation, claim processing, and downstream claim transactions. Modified existing programs to support changes in claims business rules and processing requirements.
- Developed batch programs to process large volumes of member, provider, claim, and transaction records. Developed CICS transactions for claim inquiry, member validation, and online updates. Developed DB2 SQL for member, provider, claim, eligibility, and reference data.
- Maintained VSAM files used by claims applications for intermediate and application data. Developed and modified JCL for daily claims processing, file processing, database jobs, and dependent jobs. Used IBM MQ for message processing between mainframe claims applications and other systems.
- Reviewed existing COBOL programs, copybooks, DB2 tables, file layouts, and job flows before making changes. Performed code reviews and checked programs for coding standards, error handling, and proper database processing.
- Prepared unit test cases and tested programs using valid, invalid, and boundary data. Supported SIT and UAT and corrected defects reported by QA and business users. Investigated production problems involving COBOL, DB2, VSAM, CICS, JCL, and MQ.
- Analyzed job failures, claim-processing errors, data problems, SQL errors, and interface issues. Prepared program packages and supported movement of code through Development, Test, QA, and Production. Performed post-production checks and supported backout activities when required.
- Worked closely with business analysts, QA teams, project managers, production support, and offshore developers. Provided technical guidance to junior developers on COBOL, JCL, DB2, debugging, and production support.
- Participated in Agile meetings, defect discussions, release meetings, and application support activities. Reduced recurring claim-processing problems by correcting program validation and exception-handling issues.
- Managed RACF user access and permissions, reviewed security logs, and supported SSA-compliant security and audit requirements. Supported ISV maintenance, z/OS upgrades, pervasive encryption, DB2 installation and migration activities, and AFP print queue operations.

Environment: COBOL, JCL, DB2, VSAM, CICS, IBM MQ, z/OS, SQL, ChangeMan, Xpedit/Xpedit, Abend-AID, TSO, ISPF, SDSF, Agile, Jira

Bank of Montreal, Chicago, IL

Jun 2020 – Apr 2023

Sr. Mainframe Developer

- Developed and maintained banking applications using COBOL, JCL, CICS, DB2, and VSAM. Analyzed business requirements and prepared technical specifications for application changes. Developed COBOL programs supporting account processing, transaction processing, data validation, and banking operations. Modified existing programs to support new business requirements and application changes.
- Developed batch programs for processing high volumes of banking transactions and files. Developed CICS programs for online account inquiries, transaction validation, and account updates. Developed DB2 SQL to retrieve and update customer, account, transaction, and reference data.
- Developed and maintained VSAM files used by banking applications. Created and modified JCL for daily batch processing, file handling, database jobs, and dependent job execution.
- Monitored batch processing using Control-M and investigated jobs that failed or did not complete as expected. Analyzed job output, return codes, input files, and job dependencies when batch problems occurred.

- Troubleshoot COBOL, CICS, DB2, VSAM, and JCL problems in development, test, and production. Used Xpediter/Xpeditor and InterTest to debug programs and identify coding and data errors. Reviewed SQL and COBOL processing to identify unnecessary database calls and inefficient application logic.
- Supported application deployments, environment changes, and post-production verification. Worked with business analysts, architects, QA, release management, infrastructure, and offshore teams.
- Performed code reviews and checked application changes against coding standards and requirements. Prepared unit and integration test cases and supported QA during SIT and UAT. Prepared technical documents, program specifications, job flows, and production support instructions.
- Participated in Agile meetings, technical discussions, defect reviews, and release activities. Supported production issues and participated in on-call support for important banking applications. Improved batch processing by correcting recurring job failures and application error conditions.
- Performed RACF security administration for user IDs, groups, profiles, permissions, and security-log monitoring. Supported ISV and z/OS upgrades, pervasive encryption implementation, DB2 DBA-level installation, migration and performance tuning, and SAS AFP printing.

Environment: COBOL, JCL, DB2, VSAM, CICS, Control-M, Xpediter/Xpeditor, InterTest, Abend-AID, z/OS, SQL, ChangeMan, Endeavor, TSO, ISPF, SDSF, Agile

LexisNexis, New York, NY

Jan 2017 – May 2020

Mainframe Developer

- Developed and maintained enterprise applications using COBOL, JCL, DB2, CICS, and VSAM. Analyzed business requirements and prepared technical specifications for application enhancements.
- Developed COBOL programs supporting customer, account, data processing, reporting, and enterprise information functions. Developed batch programs for processing large volumes of business files and database records.
- Developed and maintained CICS programs for online inquiry, validation, and update processing. Developed DB2 SQL for retrieving, inserting, updating, and validating application data. Developed VSAM programs for keyed and sequential file processing.
- Developed JCL jobs for batch execution, dataset allocation, file processing, and job dependencies. Used IDCAMS, SORT, and IEFBR14 for dataset creation, file management, sorting, and related batch activities. Monitored batch jobs using Control-M, TWS, and Zeke and investigated failed jobs.
- Troubleshoot COBOL abends, DB2 errors, VSAM problems, CICS failures, and JCL errors. Used Xpediter/Xpeditor and InterTest to debug application programs. Performed SQL and program analysis to improve application processing and database access.
- Supported CICS Web Services used for communication between mainframe and other enterprise applications. Used Endeavor and ChangeMan for source-code management and controlled movement of application changes.
- Performed code reviews and checked changes against established development standards. Prepared unit and integration test cases and supported SIT and UAT. Prepared program specifications, job-flow diagrams, implementation documents, and support procedures.
- Participated in Agile meetings and followed ITIL processes for incidents, changes, and problem management. Supported junior developers with COBOL programming, JCL, DB2, debugging, and production support.
- Supported application modernization work by reviewing existing COBOL programs and identifying integration points. Fixed recurring batch and application problems and improved overall application stability.

Environment: COBOL, JCL, DB2, CICS, VSAM, IDCAMS, SORT, IEFBR14, Control-M, TWS, Zeke, Xpediter/ Xpeditor, InterTest, ChangeMan, Endeavor, CICS Web Services, z/ OS, SQL, Agile, ITIL

New Balance, Boston, MA

Apr 2015 – Nov 2016

Mainframe Developer

- Developed and maintained applications using COBOL, CICS, DB2, JCL, and VSAM. Developed COBOL programs for healthcare-related transaction processing and file-based application processing. Worked on applications supporting member, eligibility, claims, provider, and transaction information.
- Developed batch programs for processing large healthcare transaction files. Worked with HIPAA X12 5010 transaction processing requirements. Supported NCPDP D.0 pharmacy transaction processing. Developed and maintained CICS programs for online inquiries and transaction updates.

- Developed DB2 SQL for retrieving, validating, and updating application data. Developed VSAM programs for keyed and sequential file processing. Reviewed COBOL programs, copybooks, file layouts, and DB2 structures before making application changes.

Environment: COBOL, CICS, DB2, JCL, VSAM, SQL, HIPAA X12 5010, NCPDP D.0, SOAP, REST, XML, Java, Java EE, WebSphere, Linux, Eclipse, Maven, Ant, Agile Scrum, Jira, Confluence

Candidate References:

Reference# 1

Name	Meenakshi
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Reference# 2

Name	Lakshmi
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Email	Lvemireddy1@humana.com
Company and Title	Humana/ Lead

Reference# 3

Name	Rajesh
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Company and Title	Bank of Montreal/ Lead

5.2. Vendor Responsibilities

MSys, Inc. acknowledges and accepts the Vendor Responsibilities established by the Agency and commits to full compliance with all requirements applicable to the resulting contract. MSys will provide qualified technical personnel, maintain responsive staffing support, submit compliant candidate documentation, and ensure that all proposed pricing and staffing activities are administered in accordance with the solicitation and resulting contract.

Hourly Rates and Qualified Candidate Submissions

MSys acknowledges and accepts the requirement to provide an hourly rate for each position for which it expects to submit candidates. MSys will provide pricing for the applicable positions in accordance with the solicitation's required pricing format. When the Agency requests staffing services, MSys will submit candidates whose qualifications meet the requirements established for the applicable position. Each candidate submission will be reviewed against the required education, experience, technical skills, certifications, and other qualifications before presentation to the Agency.

MSys will ensure that candidate information is accurate, complete, and sufficiently detailed for the Agency to evaluate the candidate's suitability for the requested position. Candidate submissions will be supported by the required qualification information and documentation applicable to the assignment.

Staffing Fulfillment and Responsiveness

MSys acknowledges and accepts the requirement to provide staffing as requested by the Agency, including assignments for the specified period and quantity of hours identified on each applicable delivery order. MSys will maintain an organized staffing process designed to respond promptly to Agency requests and will coordinate recruiting, candidate qualification, submission, onboarding, and assignment support to fulfill approved staffing requirements.

MSys understands that consistent failure to fulfill Agency staffing requests or persistent lack of responsiveness may constitute grounds for cancellation of the contract. Accordingly, MSys will maintain active communication with designated Agency representatives, promptly acknowledge staffing requests, monitor open requirements through fulfillment, and communicate any material recruiting or placement issue that could affect an assignment.

MSys's commitment includes:

- Prompt acknowledgment and review of Agency staffing requests.
- Validation of position requirements before candidate sourcing.
- Targeted sourcing based on the required qualifications.
- Submission of candidates who meet the applicable position requirements.
- Coordination of candidate interviews and selection activities.
- Support for assignment start dates and onboarding requirements.
- Ongoing communication regarding staffing status.
- Prompt attention to replacement or additional staffing requests.
- Continuous monitoring of open staffing requirements through fulfillment.

Staffing Plan

MSys will manage each staffing request through a coordinated process beginning with receipt and validation of the Agency's requirement and continuing through candidate sourcing, qualification, submission, selection, onboarding, assignment support, and replacement when necessary.

Staffing Request → Requirement Validation → Recruiting Strategy → Candidate Sourcing → Screening → Qualification → Account Review → Candidate Submission → Background Verification/ Onboarding → Assignment Support → Performance Monitoring → Replacement, if Required

For each request, MSys will review the applicable position classification, duties, required and preferred qualifications, education, experience, technical or functional skills, certifications or licenses where applicable, work location, schedule, assignment duration, anticipated start date, and other conditions specified by the Agency. This requirement-driven approach enables MSys to select the appropriate recruiting resources and candidate sources for each assignment rather than applying the same sourcing strategy to every position.

Dedicated Staffing Management

MSys will coordinate staffing activities through an integrated management structure consisting of executive oversight, account management, staffing/recruiting leadership, and employee-management support. The **Account Manager** will serve as the primary client coordination point for staffing requests and status communication. The **Staffing Manager** will direct recruiting, sourcing, screening, qualification, and candidate delivery activities. The **Employee Manager** will support onboarding, employee administration, engagement, retention, and assignment continuity, while executive management remains available for escalations and matters requiring senior-level attention.

This structure provides the Agency with clear accountability from the initial staffing request through fulfillment and assignment completion.

Requirement-Driven Recruitment and Sourcing

MSys will develop a position-specific recruiting strategy for each Agency request. Our sourcing model combines internal and external recruiting resources to provide access to both immediately available and actively developed candidates.

Internal sourcing resources include:

- MSys internal candidate database;
- Prequalified and previously screened candidates;
- MSys bench resources;
- Employee referrals;
- Candidates previously considered or maintained in the recruiting pipeline; and
- Existing professional relationships and candidate networks.

External sourcing resources include:

- Job portals and employment websites;
- Professional networks;
- Organization and career-site resources;
- Social media platforms;
- Industry groups and forums;
- Career fairs and employment networks;
- Placement and professional recruiting channels;
- Campus and professional-institution recruiting; and
- Targeted outreach to passive candidates.

MSys also maintains an applicant-tracking and candidate database environment to support candidate identification, communication, activity tracking, and development of prequalified talent pools. This enables recruiters to activate established candidate relationships while simultaneously conducting new-market searches when a specialized requirement arises.

Candidate Screening and Qualification

MSys will not rely solely on résumé keyword matching. Each candidate will be evaluated against the actual requirements of the Agency's staffing request. Our established process includes multiple quality-control stages:

1. **Recruitment Planning** – Understand the staffing requirement and establish the appropriate recruiting strategy.
2. **Requirement Definition** – Identify duties, qualifications, education, experience, skills, schedule, location, and other assignment requirements.
3. **Talent Search** – Activate appropriate internal and external candidate sources.
4. **Initial Screening** – Review the candidate's résumé and conduct an initial telephone or video screening.
5. **Interview and Evaluation** – Assess technical knowledge, relevant experience, communication, presentation, expectations, and overall assignment fit.
6. **Reference Verification** – Conduct professional/technical reference checks as applicable.
7. **Skills Assessment** – Administer an online or other technical skills assessment when required by the position or requested by the Agency.
8. **Account Manager Review** – Conduct an additional internal quality review before candidate submission.
9. **Client Submission** – Present qualified candidates to the Agency with relevant qualification information.

10. **Background Screening and Onboarding** – Complete applicable background checks, drug screening, documentation, and onboarding requirements after selection.
11. **Candidate Care and Assignment Support** – Maintain communication and support throughout the assignment.

MSys recruiters are trained to evaluate both the technical competencies required for a position and the communication and interpersonal attributes that contribute to successful assignment performance.

Candidate Submission and Agency Coordination

Once MSys determines that a candidate meets the applicable requirements and has completed the required internal quality controls, the candidate will be submitted to the Agency for consideration. MSys's candidate submission process is designed to provide meaningful qualification information in addition to the candidate's résumé, enabling the Agency to evaluate the candidate's experience and suitability for the requested assignment.

MSys will coordinate interview scheduling, communicate candidate availability, respond to Agency feedback, facilitate follow-up interviews when necessary, and coordinate the selected candidate's start date and onboarding activities. This creates a continuous communication loop between the Agency, MSys staffing team, and candidate throughout the selection process.

Responsive Fulfillment of Delivery Orders

Upon receipt of a staffing request or Delivery Order, MSys will promptly establish ownership of the requirement and track it through fulfillment. The Account Manager and Staffing Manager will coordinate recruiting activity, candidate availability, submission status, Agency feedback, selection, and anticipated start date.

MSys will maintain visibility into open staffing requirements so that requests do not become disconnected between recruiting, account management, and employee administration. Where a requirement is specialized, difficult to fill, or requires a broader market search, MSys will expand the sourcing strategy and activate additional recruiting channels rather than relying on a single candidate source.

Urgent and Specialized Staffing Requirements

For urgent requirements, MSys will immediately review available prequalified candidates and activate appropriate internal and external sourcing resources. For specialized requirements, recruiters will develop a targeted search based on the required technical skills, experience, education, certifications, location, and other qualification criteria.

MSys's practice of continuously developing relationships with candidates across multiple skill categories supports faster activation of qualified resources when new requirements arise. The Company's bench-building approach is specifically designed to balance **speed and candidate quality** rather than waiting until a requirement is received to begin developing the candidate pool.

Assignment Management and Workforce Continuity

MSys's responsibility does not end when a candidate is selected. Following placement, the Employee Manager will support onboarding, employee administration, communication, engagement, attendance and leave matters, and other employee lifecycle activities. MSys will maintain communication with both the assigned employee and the Agency to identify and address issues that could affect assignment continuity.

The Staffing Manager will remain responsible for replacement recruiting when a resource becomes unavailable or an assignment requires a replacement. MSys will use its existing candidate pipelines and recruiting resources to initiate replacement activity while maintaining communication with the Agency regarding status and anticipated transition.

Performance Monitoring and Accountability

MSys will maintain visibility into staffing performance from request receipt through assignment fulfillment. Key operational indicators will include:

- Staffing request status;
- Candidate sourcing activity;
- Candidate submission status;
- Time to respond;
- Time to fill;

- Candidate quality;
- Fill rate;
- Assignment continuity;
- Replacement activity;
- Candidate and client feedback; and
- Staffing issues requiring escalation.

These measures will enable MSys management to identify potential delays, take corrective action, and maintain accountability for staffing requests.

Escalation and Issue Resolution

If a staffing issue cannot be resolved through normal account-level coordination, MSys will escalate the matter through the established management structure. The Account Manager will coordinate the initial resolution, the Staffing Manager will address recruiting or candidate-delivery issues, and executive management will become involved when an issue requires higher-level intervention.

This escalation structure provides the Agency with a clear path for addressing urgent staffing concerns, candidate issues, fulfillment challenges, or other matters that could affect contract performance.

MSys Commitment to Staffing Fulfillment

MSys, Inc. acknowledges and accepts the Agency's requirement to provide staffing as requested and understands the importance of maintaining responsiveness throughout the resulting contract. MSys will apply its established staffing plan, recruiting resources, candidate qualification process, account-management structure, and employee-support capabilities to fulfill Delivery Orders for the specified periods and hours. MSys is committed to maintaining consistent communication, promptly addressing staffing challenges, and providing the Agency with qualified personnel while supporting assignment continuity throughout the contract lifecycle.

All-Inclusive Hourly Rates

MSys acknowledges and accepts the requirement that its hourly rates be inclusive of all applicable costs associated with providing the requested staffing services. MSys will structure its submitted hourly rates to include the costs identified by the Agency, including applicable Federal, State, and local withholding taxes; Social Security and Medicare taxes; unemployment compensation; workers' compensation; general and professional liability premiums; vendor overhead; candidate fringe; and all applicable travel expenses.

MSys will not separately charge the Agency for costs that the solicitation requires to be incorporated into the submitted hourly rates. The proposed pricing will therefore represent the complete hourly cost applicable to the staffing services, subject to the terms, conditions, and pricing provisions of the resulting contract.

Candidate Documentation and Qualification Verification

MSys acknowledges and accepts the requirement to provide the Agency with the required information for each staffing candidate in accordance with applicable State and Federal standards. For every candidate presented for consideration, MSys will provide a current résumé and completed qualification documentation addressing the requirements of the applicable position.

Candidate documentation will clearly identify the candidate's relevant qualifications, including applicable education, experience, technical capabilities, certifications, and other requirements specified for the position. Where degree verification is required, MSys will provide copies of applicable degree documentation as required by the solicitation.

MSys will review candidate documentation before submission to ensure that the information provided corresponds to the requirements of the requested position. This approach provides the Agency with the information necessary to evaluate each candidate's qualifications and supports accurate, transparent, and compliant candidate submissions.

Compliance Commitment

MSys, Inc. acknowledges and accepts all Vendor Responsibilities identified in Sections 4.2.1 through 4.2.4 and will comply with these requirements throughout contract performance. MSys will provide applicable pricing, responsive staffing services, all-inclusive hourly rates, and complete candidate qualification documentation in accordance with the Agency's requirements and the terms of the resulting contract.

6. Contract Award (RFP Section 5)

6.1. Contract Award

MSys, Inc. acknowledges and accepts the State's Contract Award requirements and understands that the Contract is intended to provide Agencies with a purchase price for the Contract Items. MSys understands that the Contract will be awarded to the Vendor whose Contract Items meet the required specifications and provide the lowest overall total cost as shown on the Pricing Pages. MSys has prepared its response in accordance with the specifications and requirements of the CRFQ and accepts the State's stated basis for evaluating and awarding the Contract.

6.2. Pricing Page

MSys, Inc. acknowledges and accepts the requirement to complete the Pricing Page in full and in its entirety. MSys understands that failure to complete the Pricing Page completely may result in disqualification of the bid. MSys has carefully entered and reviewed the required pricing information to ensure completeness, accuracy, and consistency with the solicitation requirements.

MSys further acknowledges the State's instruction that vendors should type or electronically enter the required information into the Pricing Page to minimize errors that could affect the evaluation. MSys has followed this requirement and has provided the applicable pricing information in the prescribed format.

7. Payment (RFP Section 6)

7.1. Payment

MSys, Inc. acknowledges and accepts the State's payment requirement and agrees to accept payment in accordance with the payment procedures of the State of West Virginia. MSys will comply with all applicable invoicing, billing, documentation, and payment procedures established by the State and will submit invoices and supporting documentation in the manner and format required under the resulting Contract.

8. Delivery and Return (RFP Section 7)

8.1. Shipment and Delivery

MSys, Inc. acknowledges and accepts the Agency's Shipment and Delivery requirements. Upon award of the Contract and receipt of a Purchase Order or Notice to Proceed, MSys will initiate fulfillment of the applicable Contract Items in accordance with the Agency's requirements. MSys will deliver the Contract Items within the 180 working-day period specified by the Agency following receipt of the applicable Purchase Order or Notice to Proceed. Delivery will be made to the Agency at 1900 Kanawha Blvd East, Building 5, 10th Floor, as specified in the solicitation. MSys will coordinate delivery and fulfillment activities to support timely and accurate performance in accordance with the applicable Purchase Order and Contract requirements.

8.2. Late Delivery

MSys, Inc. acknowledges and accepts the Agency's requirements concerning delayed delivery. If shipment or delivery of any Contract Item is expected to be delayed for any reason, MSys will provide the Agency placing the order with written notification of the anticipated delay and the circumstances affecting delivery. MSys understands that any delivery delay that could cause harm to an Agency may constitute grounds for cancellation of the Contract and/or for the Agency to obtain the Contract Items from a third party. MSys will therefore actively monitor fulfillment activities and promptly communicate any circumstance that could affect the required delivery schedule.

8.3. Delivery Payment/Risk of Loss

MSys, Inc. acknowledges and accepts the requirement that Contract Items be delivered F.O.B. destination to the Agency's location. MSys will comply with the applicable delivery terms and will assume the responsibilities associated with delivery in accordance with the resulting Contract.

8.4. Return of Unacceptable Items

MSys, Inc. acknowledges and accepts the Agency's requirements for the return of unacceptable Contract Items. If the Agency determines that Contract Items are unacceptable, MSys will accept their return at MSys's expense and without a restocking charge. MSys will make arrangements for the return within five (5) days of notification that the items are unacceptable, or, as permitted by the Contract, allow the Agency to arrange the return and reimburse the Agency for applicable delivery expenses. If the original packaging cannot be used, MSys will provide appropriate return packaging upon request. All returns of unacceptable items will be F.O.B. the Agency's location, and MSys will either replace the returned items or provide the Agency with a full credit or refund of the purchase price, at the Agency's discretion. MSys also acknowledges that an Agency seeking to obtain Contract Items from a third party under the late-delivery provision must first obtain approval from the Purchasing Division.

8.5. Return Due to Agency Error

MSys, Inc. acknowledges and accepts the requirements governing items ordered in error by the Agency. Such items may be returned for credit within thirty (30) days of receipt, F.O.B. MSys's location, in accordance with the Contract. MSys will not charge a restocking fee when returned products are in resalable condition, meaning they are unused and remain in their original packaging. For returned items that are not in resalable condition, any applicable restocking fee will be limited to the lower of MSys's customary restocking fee or five percent (5%) of the total invoiced value of the returned items, consistent with the solicitation requirement.

9. Vendor Default (RFP Section 8)

9.1. Vendor Default

MSys, Inc. acknowledges and accepts the Vendor Default requirements established under Section 8 of the solicitation. MSys understands that a Vendor Default may occur if the Vendor fails to provide Contract Items in accordance with the requirements of the Contract, fails to comply with other applicable specifications or requirements, fails to comply with any laws, rules, or ordinances applicable to the Contract Services, or fails to remedy deficient performance upon request.

MSys is committed to maintaining full compliance with the Contract requirements throughout performance and will promptly address and correct any identified deficiency or performance issue upon notification by the Agency.

9.2. Agency Remedies Upon Default

MSys acknowledges and accepts the remedies available to the Agency upon Vendor Default. MSys understands that the Agency may exercise the remedies identified in the solicitation, including:

- Immediate cancellation of the Contract;
- Immediate cancellation of one or more Release Orders issued under the Contract; and
- Any other remedies available to the Agency at law or in equity.

MSys will take appropriate corrective action whenever a performance deficiency is identified and will cooperate with the Agency in resolving any issue in accordance with the Contract requirements.