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Header 4 List View

General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 2020855

Procurement Type: Statewide MA (Open End)

Vendor ID: VS0000053858 

Legal Name: Profile Tech, Inc.

Alias/DBA:

Total Bid: \$2,676,960.00

Response Date: 09/21/2026 

Response Time: 16:39

Responded By User ID: Profile_Ikbal 

First Name: Ikbal

Last Name: Gur

Email: ikbal@profiletech.com

Phone: 4152371377

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: 4

Total of All Attachments: 4



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

State of West Virginia
Solicitation Response

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

Solicitation Closes	Solicitation Response	Version
2026-09-23 13:30	SR 0231 ESR09212600000002642	1

VENDOR

VS0000053858
Progile Tech, Inc.

Solicitation Number: CRFQ 0231 OOT2700000006
Total Bid: 2676960
Response Date: 2026-09-21
Response Time: 16:39:40
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	82.000000	170560.00

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	79.000000	164320.00

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	120.000000	249600.00

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	70.000000	145600.00

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	71.000000	147680.00

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	94.000000	195520.00

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	129.000000	268320.00

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	125.000000	260000.00

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	103.000000	214240.00

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	110.000000	228800.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Cloud Systems Management Engineer	2080.0000	HOUR	94.000000	195520.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.0000	HOUR	116.000000	241280.00

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	94.000000	195520.00

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.

**QUOTE FOR CRFQ 0231
OOT2700000006 — TEMPORARY
TECHNICAL STAFFING SERVICES**

PREPARED FOR:
PURCHASING DIVISION, STATE OF WEST VIRGINIA /
WEST VIRGINIA OFFICE OF TECHNOLOGY (WVOT)

SUBMITTED BY:
PROGILE TECH, INC
333 W. SAN CARLOS STREET, #600
SAN JOSE, CA 95110



Letter of Transmittal

From: ProGile Tech, Inc.

Date: September 15, 2026

To: Purchasing Division, State of West Virginia / West Virginia Office of Technology (WVOT)

RE: Quote for CRFQ 0231 OOT2700000006 — Temporary Technical Staffing Services

Dear Evaluation Committee,

ProGile Tech, Inc. is pleased to submit this quote in response to the West Virginia Purchasing Division's solicitation on behalf of the West Virginia Office of Technology (WVOT) for Temporary Technical Staffing Services.

ProGile Tech is a California-certified Small Business Enterprise (SBE) and Minority Business Enterprise (MBE) IT consulting and staffing firm with a decade of experience supporting enterprise organizations and public-sector agencies with specialized technical talent across web development, cloud infrastructure, database administration, and mainframe systems.

ProGile Tech brings a proven ability to source, vet, and deliver technical staff matched precisely to classification-specific technical requirements, backed by a documented placement history and a scalable recruiting bench ready to support WVOT's statewide technical staffing needs.

We appreciate the opportunity to participate in this procurement and would be honored to support WVOT in advancing its technology initiatives.

Thank you for your consideration.

Sincerely,

Signature: *Jaganmay Deb*
Jaganmay Deb (Sep 21, 2026 10:12:29 PDT)

Email: jagan@progiletech.com

Jaganmay Deb

CEO & President

jagan@progiletech.com | (415) 964-9410

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1. Executive Summary

ProGile Tech is pleased to submit this quote to the West Virginia Office of Technology (WVOT) for Temporary Technical Staffing Services covering thirteen specialized IT classifications spanning web application development, CRM, database administration, cloud architecture and security, cloud platform and network engineering, and mainframe systems programming.

WVOT requires more than resumes — it requires a staffing partner capable of sourcing pre-vetted technical talent against detailed, classification-specific mandatory requirements, providing knowledge-transfer and mentorship support to State analysts, and delivering reliably across statewide assignments.

ProGile Tech's staffing model is built around rigorous technical vetting, a documented placement history, and flexible onsite/hybrid/remote delivery — providing WVOT the depth and reliability needed to support its technology initiatives.

Why ProGile Tech

- A decade of IT staffing and consulting experience supporting enterprise organizations and public-sector agencies
- Established recruiting bench across .NET/web development, Salesforce/CRM, SQL Server database administration, cloud architecture/security/platform/network engineering, and mainframe systems
- Documented placement history exceeding WVOT's minimum requirement, with named client references available for verification
- California-certified Small Business Enterprise (SBE) and Minority Business Enterprise (MBE)
- Flexible delivery model supporting onsite, hybrid, and remote assignments statewide
- Rigorous candidate vetting against classification-specific technical requirements before submission

2. Company Qualifications (Section 3.1)

ProGile Tech, Inc. is a California corporation (S-Corp election), Entity No. 3863058, incorporated January 11, 2016, and has continuously provided IT staffing and consulting services for over ten (10) years, exceeding the Solicitation's five (5) year minimum.

Company Snapshot	
Founded	2016
Headquarters	San Jose, California
Business Certifications	California DGS Certified Small Business (SBE), Minority Business Enterprise (MBE), NMSDC Western Regional MBE, CMAS Contract 3-24-11-1047, SBA Certification 2041724
Core Services	• IT Staff Augmentation & Technical Staffing • Application Development & Support (.NET, CRM) • Database Administration (SQL Server) • Cloud Architecture, Security, Platform & Network Engineering • Mainframe Systems Engineering • Project Management & Business Analysis Services
DUNS #	01-447-7377
FEIN	81-1115609
Corporate Contacts	Jaganmay Deb CEO & President San Jose, CA (415) 964-9410 jagan@progiletech.com

ProGile Tech, Inc. brings more than 10 years of technology staffing and delivery experience supporting government agencies and Fortune 500 organizations operating in complex, highly governed, multi-stakeholder technology environments. Our experience includes supporting organizations such as CalSTRS, the City and County of San Francisco, and Santa Clara County, where successful delivery requires disciplined coordination, accountability, technical expertise, and the ability to provide qualified resources aligned to client requirements.

For this solicitation, ProGile demonstrates its staffing capability through representative historical placements in technical roles relevant to WVOT's requested classifications, including Business Analyst, Cloud Architect, and Cloud Network Engineer. These placements demonstrate ProGile's experience identifying, qualifying, and successfully staffing technical professionals for enterprise technology environments.

			
			
			

Representative Clients

3. Solicitation Requirements & ProGile Response

The table below summarizes how ProGile Tech's staffing model addresses WVOT's core requirements under this Solicitation.

WVOT REQUIREMENT	PROGILE RESPONSE
13 technical staffing classifications across web, cloud, database, and mainframe domains	Established recruiting bench across .NET/web development, CRM, database administration, cloud architecture/security/platform/network engineering, and mainframe systems, with candidates pre-qualified against each classification's mandatory requirements
Documented placement history within the past 5 years (Section 3.2)	8 verified placements documented with named client entities, client contacts, and engagement dates, exceeding the Solicitation's 6-individual minimum
Statewide delivery, with services potentially requested anywhere in West Virginia	Flexible staffing model supporting onsite, hybrid, and remote delivery based on Agency location and assignment needs

WVOT REQUIREMENT	PROGILE RESPONSE
Knowledge-transfer, mentorship, and shadowing responsibilities for State analysts	Candidates vetted for collaborative delivery experience, including cross-functional coordination, documentation, and structured knowledge transfer on prior engagements
Firm with 5+ years providing similar IT staffing services (Section 3.1)	ProGile Tech has provided IT staffing and consulting services since 2016, holding SBE/MBE certification and a track record of public- and private-sector placements
Fully burdened, all-inclusive hourly rates (Section 4.2.3)	Rates benchmarked against comparable WV state IT staff-augmentation contracts and current market data, inclusive of taxes, benefits, overhead, and travel
Resumes and qualification documentation for each proposed candidate (Section 4.2.4)	Current resumes and classification-mapped qualification documentation provided for all proposed candidates

4. Placement History Documentation (Section 3.2)

ProGile Tech has provided staffing of the following individuals within the classifications listed in Section 1 of the Solicitation within the past five (5) years. Supporting contact information for each placement is provided below for verification. Eight (8) placements are documented below, satisfying the Solicitation's requirement of at least six (6) individuals within the listed classifications.

1. Thomas A. Benton — Cloud Center of Excellence (CCOE) Implementation Specialist

Client Entity	California State Teachers' Retirement System (CalSTRS)
Client Contact	Joshua McCloskey, CalSTRS Business Contract Manager JMcCloskey@CalSTRS.com (916) 414-6411
Engagement Dates	May 4, 2026 – May 3, 2028 (Agreement term; ongoing)

Summary of Relevant Experience:

Engaged as Senior Project Manager, managing CalSTRS technology projects from initiation to close-out using PMBOK, SDLC, Agile, and ITIL methodologies. Defines and manages project scope, schedule, resources, risk, and budget; develops project artifacts including charters, schedules, communication and risk/issue management plans, training and transition plans, and status reports. Ensures adherence to CalSTRS' Project Oversight Councils, Project Management Methodology, SDLC, and PMO standards. Coordinates with project sponsors, business leads, subject matter experts, vendors, the Project Management Office, and the CalSTRS Executive Team; assists stakeholders in developing and implementing organizational change-management strategy; mentors CalSTRS project managers; and leads continuous knowledge transfer to State employees. This engagement directly reflects the CCOE Implementation Specialist classification's requirements for cloud/IT program leadership, governance and methodology standards, organizational change management, and cross-functional stakeholder communication (Section 4.1.12.1–4.1.12.4).

2. Ravi Sureshchandra Pandya — Cloud Architect

Client Entity	RH, LLC
Client Contact	Anshuman Awasthi, Sr. Director, Infrastructure aawasthi@rh.com (925) 400-6894
Engagement Dates	06/10/2024 – Present

Summary of Relevant Experience:

Engaged as Cloud Architect (hybrid, on-site in Pleasanton, CA), instrumenting observability in a distributed e-commerce environment to enable rapid issue response and resolution for SRE and Engineering teams. Led incident resolution and drove cross-functional communication and accountability across engineering/QA teams for change review and testing. Served as subject matter expert on SRE/DevOps best practices including CloudFormation, Auto Scaling Groups, build tools, monitoring, and configuration management; drove continuous automation of SRE processes and coordinated offshore SRE coverage. Reviewed and audited existing solution/system architecture and performed profiling and troubleshooting to improve system performance. This engagement reflects the Cloud Architect classification's requirements for cloud architecture experience, IaC/automation tooling, and cloud migration patterns (Section 4.1.7).

3. Isaac Noel Martinez — Cloud Network Engineer

Client Entity	Wavestone
Client Contact	Siva Saravanan, Chief Digital Officer siva.saravanan@wavestone.com (916) 397-0019
Engagement Dates	10/01/2024 – 07/02/2025

Summary of Relevant Experience:

Brings 26+ years of network security engineering experience across enterprise and Data Center infrastructure. In this engagement (remote, with occasional on-site presence, supporting Wavestone's end client Veolia), managed Fortinet firewall/VPN configurations and baseline standards, supported Cisco FMC/FTD/ASA firewall implementations, and supported firewall-protected VXLAN network segments, FortiManager/FortiAnalyzer deployments, and firewall patching/upgrade initiatives. This experience aligns with the Cloud Network Engineer classification's requirements for cloud-native firewalls and Network Security Groups (Section 4.1.10.4).

4. Logan Ham — Cloud Network Engineer

Client Entity	Wavestone
Client Contact	Siva Saravanan, Chief Digital Officer siva.saravanan@wavestone.com (916) 397-0019
Engagement Dates	10/08/2024 – Present

Summary of Relevant Experience:

Brings 13+ years of network engineering experience, including substantial hands-on firewall, VPN, network security, and multi-site network infrastructure experience. His documented expertise includes Fortinet security fabric (FortiGate/FortiSwitch/FortiAP), Cisco ASA and FirePower firewalls, IPsec VPN, SD-WAN, dynamic routing, network segmentation, and enterprise network modernization. During his ProGile Tech placement at Veolia via Wavestone (October 8, 2024 – Present), he has served as a VPN Firewall Engineer, supporting Fortinet firewall and VPN configurations, firewall policy standards, Cisco firewall environments, firewall-protected VXLAN network segments, and FortiManager/FortiAnalyzer operations. His broader experience includes Fortinet deployments across 60 office locations, high-availability firewall deployments, and extensive multi-site network engineering. This experience aligns with the Cloud Network Engineer classification's requirements for cloud-native firewalls and Network Security Groups (Section 4.1.10.4).

5. Joshua Pizur — Cloud Network Engineer

Client Entity	Wavestone
Client Contact	Siva Saravanan, Chief Digital Officer siva.saravanan@wavestone.com (916) 397-0019
Engagement Dates	09/23/2024 – Present

Summary of Relevant Experience:

Engaged as Network Engineer (Milwaukee, WI), leading infrastructure projects and designing, coordinating, and implementing customized network solutions to support business requirements. Managed multi-datacenter distributed infrastructure components including firewalls, core switches, and SD-WAN; provided LAN, remote access, routing, wireless, firewall, IDS/IPS, and load balancer support. Contributed to problem management, operational metrics/KPIs, and ITIL-driven change management processes, and collaborated with the Security and Risk team on audit and compliance/risk mitigation efforts. This engagement reflects the Cloud Network Engineer classification's requirements for load balancers, cloud-native firewalls, and Network Security Groups (Section 4.1.10.3–4.1.10.4).

6. Michael O'Hara — Cloud Network Engineer

Client Entity	RH, LLC
Client Contact	Anshuman Awasthi, Sr. Director, Infrastructure aawasthi@rh.com (925) 400-6894
Engagement Dates	10/16/2023– 02/28/2025

Summary of Relevant Experience:

Engaged by ProGile Tech at RH, LLC as a Sr. Network Engineer supporting a large, multi-site WAN environment spanning multiple data centers. Managed LAN/WAN, wireless networks, routers, switches, firewalls, and SD-WAN infrastructure while supporting 24x7 network operations and security/compliance practices, including PCI and SOX requirements. This historical placement demonstrates ProGile Tech's experience staffing enterprise network engineering resources with strong WAN, firewall, SD-WAN, infrastructure operations, and network security capabilities.

7. Ezhilraja Ponnambalam — Business Analyst

Client Entity	Wavestone
Client Contact	Siva Saravanan, Chief Digital Officer siva.saravanan@wavestone.com (916) 397-0019
Engagement Dates	02/02/2026 – Present

Summary of Relevant Experience:

Engaged as Sr. Business Analyst/Product Owner supporting an enterprise Salesforce Marketing Cloud implementation across multi-brand, multi-region environments. Led requirements gathering and analysis, translating marketing, data, and compliance needs into functional requirements, user stories, and acceptance criteria. Partnered with Marketing, CRM, Data, and IT teams across Email Studio, Journey Builder, Automation Studio, Contact Builder, and integrations; supported UAT planning and execution, defect triage, and release readiness for phased deployments. This engagement directly reflects the Business Analyst classification's requirements for business systems/user needs analysis, requirements elicitation, and cross-functional stakeholder communication.

8. Shabnam Shahzad — Business Analyst

Client Entity	Wavestone
Client Contact	Siva Saravanan, Chief Digital Officer siva.saravanan@wavestone.com (916) 397-0019
Engagement Dates	01/19/2026 – Present

Summary of Relevant Experience:

Engaged as Sr. Business Analyst/Product Owner supporting an enterprise Salesforce Sales Cloud implementation for a multi-region, multi-team sales organization. Authored BRDs, FRDs, user stories, process diagrams, and training artifacts; translated complex sales processes (Leads, Accounts, Opportunities, Forecasting, Territory Management, Approvals, Enterprise Reporting) into functional requirements and acceptance criteria. Managed requirement prioritization, dependencies, and change control across multiple stakeholders and workstreams, and supported UAT and release readiness. This engagement reflects the Business Analyst classification's requirements for SDLC experience, functional specification development, and stakeholder management.

5. Historical Placement Qualification Documentation (Section 4.2.4)

Separate historical placement qualification packages are provided for each representative placement. Each package includes the individual's current resume on file and, where applicable, a classification-specific qualification matrix cross-referencing the individual's documented experience and credentials to the mandatory requirements in Solicitation Section 4.1. Degree and credential documentation are included where available.

The individuals listed below are presented as examples of ProGile Tech, Inc.'s prior staffing experience and qualification of resources for roles relevant to the classifications requested by WVOT.

- Thomas A. Benton — Cloud Center of Excellence (CCOE) Implementation Specialist
- Ravi Sureshchandra Pandya — Cloud Architect
- Isaac Noel Martinez — Cloud Network Engineer
- Logan Ham — Cloud Network Engineer
- Joshua Pizur — Cloud Network Engineer
- Michael O'Hara — Cloud Network Engineer
- Ezhilraja Ponnambalam — Business Analyst
- Shabnam Shahzad — Business Analyst

6. Pricing / Rates — Section 4.2.1 & 4.2.3

Proposed hourly rates below are inclusive of all costs per Section 4.2.3 (federal/state/local withholding, Social Security/Medicare, unemployment, workers' compensation, general/professional liability, overhead, fringe, and travel). Estimated quantities are provided by the Agency for evaluation purposes only and are not a guaranteed minimum or maximum. Total extended cost across all 13 classifications: \$2,676,960.00.

Line	Classification	Est. Qty (Hours)	Proposed Hourly Rate	Extended Cost (Est.)
1	Senior Web Application Analyst	2,080	\$82.00	\$170,560.00
2	CRM Application Analyst	2,080	\$79.00	\$164,320.00
3	Senior SQL Server Database Administrator	2,080	\$120.00	\$249,600.00
4	Business Analyst	2,080	\$70.00	\$145,600.00

5	Learning Management System & eLearning Development Specialist	2,080	\$71.00	\$147,680.00
6	Cloud Financial Operations Specialist	2,080	\$94.00	\$195,520.00
7	Cloud Architect	2,080	\$129.00	\$268,320.00
8	Cloud Security Professional	2,080	\$125.00	\$260,000.00
9	Cloud Platform Engineer	2,080	\$103.00	\$214,240.00
10	Cloud Network Engineer	2,080	\$110.00	\$228,800.00
11	Cloud Systems Management Engineer	2,080	\$94.00	\$195,520.00
12	Cloud Center of Excellence (CCOE) Implementation Specialist	2,080	\$116.00	\$241,280.00
13	Mainframe Systems Programmer	2,080	\$94.00	\$195,520.00

ProGile Tech, Inc. certifies that the services and candidates proposed under this response will meet or exceed all mandatory requirements contained in Sections 3 and 4 of CRFQ 0231 OOT2700000006. For each candidate submitted for an assignment, ProGile Tech will provide the required application, current resume, qualification documentation, and degree verification where applicable, demonstrating compliance with the applicable classification requirements.

7. Signed State CRFQ Form

The completed and signed State-provided CRFQ form (Final_CRFQ_0231_OOT2700000006) is included with this response.

ProGile Tech, Inc. will complete registration with the West Virginia Purchasing Division and payment of the associated \$125 fee, if applicable, prior to contract award, in accordance with Section 12 of the Instructions to Vendors.

PROGILE TECH, INC.

Appendix A

Placement Qualification Documentation

CRFQ 0231 OOT2700000006 — Temporary Technical Staffing Services
Solicitation Sections 3.2 and 4.2.4

REF	INDIVIDUAL / CLASSIFICATION	PAGE
A	Thomas A. Benton Cloud Center of Excellence (CCOE) Implementation Specialist Client: CalSTRS	2
B	Ravi Sureshchandra Pandya Cloud Architect Client: RH, LLC	12
C	Isaac Noel Martinez Cloud Network Engineer Client: Wavestone	21
D	Logan Ham Cloud Network Engineer Client: Wavestone	29
E	Joshua Pizur Cloud Network Engineer Client: Wavestone	38
F	Michael O'Hara Cloud Network Engineer Client: RH, LLC	46
G	Ezhilraja Ponnambalam Business Analyst Client: Wavestone	55
H	Shabnam Shahzad Business Analyst Client: Wavestone	66

References A–H correspond to placements 1–8 in Section 4 of the Progile Tech response.

PROGILE TECH, INC.

Appendix A

Placement Reference A

Thomas A. Benton

Cloud Center of Excellence (CCOE) Implementation Specialist

Client: California State Teachers' Retirement System (CalSTRS)

Response Section 4, Placement 1

Placement Reference A

Thomas A. Benton

Cloud Center of Excellence (CCOE) Implementation Specialist Classification

West Virginia Office of Technology (WVOT)
CRFQ 0231 OOT2700000006
Temporary Technical Staffing Services

Individual Referenced	Thomas A. Benton
Classification Referenced	Cloud Center of Excellence (CCOE) Implementation Specialist
Professional Experience	20+ years Enterprise technology and program leadership; cloud adoption and infrastructure modernization (Oracle OCI, Microsoft 365, Azure); organizational change management (PROSCI ADKAR); PMO governance and methodology standards; executive stakeholder management
Primary Expertise	Progile Tech placement at CalSTRS, Senior Project Manager, May 4, 2026 – May 3, 2028 (contract term; ongoing)
Placement Source	

Package Contents

- ✓ Progile Tech Placement Profile
- ✓ WVOT CCOE Implementation Specialist Qualification Matrix
- ✓ Resume on File (includes source resume)
- ✓ Client Reference (Section 3.2 Documentation)

PROGILE TECH, INC.

Thomas A. Benton — CCOE Implementation Specialist Classification Reference

Progile Tech Placement Profile

Purpose of this package: WVOT is being provided with qualification documentation for individuals Progile Tech has staffed in roles relevant to the classifications requested by WVOT. The individuals are presented as evidence of staffing capability and qualifications; they are not being represented as having authored an application or cover letter for this solicitation.

Thomas A. Benton is included as a strong representative of Progile Tech, Inc.'s technology leadership and program-delivery bench for the Cloud Center of Excellence (CCOE) Implementation Specialist classification. He is currently placed by Progile Tech at the California State Teachers' Retirement System (CalSTRS) as a Senior Project Manager (May 4, 2026 – May 3, 2028), managing CalSTRS technology projects from initiation to close-out using PMBOK, SDLC, Agile, and ITIL methodologies. His documented scope includes defining and managing project scope, schedule, risk, and budget; ensuring adherence to CalSTRS' Project Oversight Councils, Project Management Methodology, and PMO standards; coordinating with project sponsors, business leads, subject matter experts, vendors, and the CalSTRS Executive Team; developing organizational change-management strategy; mentoring CalSTRS project managers; and leading knowledge transfer to State employees.

His broader professional profile documents 20+ years of enterprise technology and program leadership across higher education, public-sector, data-center, infrastructure, and consulting environments — most notably 15+ years at Sierra College, where he led cloud adoption (Oracle OCI, Microsoft 365), infrastructure modernization, cybersecurity, and organizational change initiatives. He holds PMP, ITIL V3, and PROSCI ADKAR Change Management certifications, and recently added Microsoft Certified: Azure Fundamentals and Microsoft Certified: AI Transformation Leader credentials (2026).

Relevant Qualification Highlights

- 20+ years of enterprise IT, infrastructure, and program/project leadership across public-sector, higher-education, data-center, and consulting environments.
- Led enterprise-wide ERP/Oracle migration to Oracle Cloud (OCI) and an Exchange-to-Microsoft-365 migration for over 30,000 email accounts at Sierra College (Jan 2009 – Aug 2024).
- Currently placed by Progile Tech at CalSTRS as Senior Project Manager (Agreement CW2221616), managing technology projects from initiation to close-out under PMBOK, SDLC, Agile, and ITIL methodologies, with direct responsibility for PMO governance and methodology-standards adherence.
- Chaired the Technology Architecture Committee (TAC) and the ERP Team Leads Committee at Sierra College, providing enterprise technology governance and cross-functional direction.
- PROSCI ADKAR Change Management Practitioner (2024), with documented organizational change leadership across multiple large technology adoptions (Cisco VoIP, MS Teams Voice, cloud migrations) and direct responsibility for change-management strategy in his current CalSTRS scope.
- Recently added Microsoft Certified: Azure Fundamentals and Microsoft Certified: AI Transformation Leader credentials (2026), reinforcing his cloud and emerging-technology leadership focus.
- Consulting experience with Ardys IT (Sep 2024 – Dec 2025) building an AI-driven NOC operating model for higher-education clients using Microsoft 365 and Google AI Suite.
- Extensive executive and cross-functional stakeholder management: coordinates with project sponsors, business leads, SMEs, vendors, and the CalSTRS Executive Team, and presents to C-level executives and advisory boards.
- PMP Certified (2012–2018), ITIL V3 Certified, and B.S. in Management Information Systems, California State University, Sacramento.

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Section 4.1.12 — Cloud Center of Excellence (CCOE) Implementation Specialist

WVOT CCOE Implementation Specialist Qualification Matrix

The following matrix maps the applicable WVOT CCOE Implementation Specialist requirements to evidence in the current resume and CalSTRS placement.

WVOT Requirement	Resume Evidence	Status	Evidence Location
4.1.12.1 — 5 years of IT leadership or project management experience, specifically within cloud transformation programs	20+ years of enterprise IT leadership and project management, including multiple named cloud transformation initiatives at Sierra College spanning well over 5 years — ERP/Oracle migration to Oracle Cloud (OCI), Exchange-to-Microsoft-365 migration for 30,000+ accounts, and MS Teams Voice cloud SaaS deployment — reinforced by recent Azure Fundamentals and AI Transformation Leader certifications (2026).	STRONG — 20+ YEARS OF IT LEADERSHIP WITH MULTIPLE NAMED CLOUD TRANSFORMATION PROJECTS	Resume: Sierra College (2009-2024); LinkedIn: certifications
4.1.12.2 — 3 years defining cloud governance, best practices, and enterprise-wide cloud adoption strategies	Current CalSTRS Statement of Work assigns direct responsibility to “ensure adherence to CalSTRS’ Project Oversight Councils, Project Management Methodology, Systems Development Life Cycle (SDLC), and Project Management Program and Project Management Office standards” — reinforced by his prior chairing of the Technology Architecture Committee (TAC) and ERP Team Leads Committee at Sierra College.	STRONG — DIRECT PMO/METHODOLOGY GOVERNANCE RESPONSIBILITY DOCUMENTED IN CURRENT POSITION	CalSTRS; Resume: Sierra College
4.1.12.3 — 2 years in organizational	PROSCI ADKAR Change Management	STRONG — ADKAR-CERTIFIED CHANGE	CalSTRS; Resume: Sierra College; County

change management and developing cloud training programs for internal staff	Practitioner (2024); developed Change Management Plans through ADKAR practices at Sierra College; led change management adoption of new voice systems at County of Sacramento. Current CalSTRS SOW explicitly assigns him to “assist project stakeholders to develop and implement an organizational change management strategy” and to produce Training Plan and Transition Plan deliverables, plus ongoing knowledge transfer to State employees.	MANAGEMENT EXPERIENCE, REINFORCED BY EXPLICIT CHANGE-MANAGEMENT AND TRAINING DUTIES IN CURRENT POSITION	of Sacramento
4.1.12.4 — Exceptional communication and diplomacy skills to bridge IT operations, security, and business units	Current CalSTRS SOW requires him to “communicate and coordinate effectively with all project stakeholders, including...business areas, project sponsors, business leads, managers, subject matter experts, vendors, contractors, Project Management Office Supervisor, Project Management Program Director, and the CalSTRS Executive Team.” Broader resume documents experience presenting to C-level executives, angel investors, and advisory boards.	STRONG — EXTENSIVE EXECUTIVE AND CROSS-FUNCTIONAL COMMUNICATION EXPERIENCE, DIRECTLY REQUIRED IN CURRENT POSITION	CalSTRS; Resume: Key Highlights

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Thomas A. Benton — CCOE Implementation Specialist Classification Reference

Client Reference — Section 3.2 Documentation

The following documents the qualifying placement referenced in Section 3.2 of the CRFQ (documented staffing of an individual within a listed classification), naming the client entity, contact, and engagement dates.

1. Thomas A. Benton — Cloud Center of Excellence (CCOE) Implementation Specialist

Client Entity	California State Teachers' Retirement System (CalSTRS)
Client Contact	Joshua McCloskey, CalSTRS Business Contract Manager JMcCloskey@CalSTRS.com (916) 414-6411
Engagement Dates	May 4, 2026 – May 3, 2028 (Agreement term; ongoing)

Summary of Relevant Experience: Engaged as Senior Project Manager, managing CalSTRS technology projects from initiation to close-out using PMBOK, SDLC, Agile, and ITIL methodologies. Defines and manages project scope, schedule, resources, risk, and budget; develops project artifacts including charters, schedules, communication and risk/issue management plans, training and transition plans, and status reports. Ensures adherence to CalSTRS' Project Oversight Councils, Project Management Methodology, SDLC, and PMO standards. Coordinates with project sponsors, business leads, subject matter experts, vendors, the Project Management Office, and the CalSTRS Executive Team; assists stakeholders in developing and implementing organizational change-management strategy; mentors CalSTRS project managers; and leads continuous knowledge transfer to State employees. This engagement directly reflects the CCOE Implementation Specialist classification's requirements for cloud/IT program leadership, governance and methodology standards, organizational change management, and cross-functional stakeholder communication (Section 4.1.12.1–4.1.12.4).

PROGILE TECH, INC.

Thomas A. Benton — CCOE Implementation Specialist Classification Reference

Resume on File

The following is Thomas A. Benton's current resume on file with Progile Tech, provided as supporting documentation relevant to the Cloud Center of Excellence (CCOE) Implementation Specialist classification.

THOMAS A. BENTON

CCOE IMPLEMENTATION SPECIALIST SENIOR PROJECT MANAGER

Progile Tech, Inc.
20+ years experience

◆ Relevant Expertise

/Enterprise Infrastructure & Systems Modernization	/Organizational Change Management (PROSCI ADKAR)
/Government Project & Portfolio Leadership	/Stakeholder & Vendor Governance
/PMO & Methodology Governance (CalSTRS Oversight, SDLC)	/Risk, Issues & Change Management
/Cloud Adoption: Oracle OCI, Microsoft 365, Azure	/End-to-End Project Execution

◆ Skills Profile

/PMBOK, Agile, Hybrid Delivery	/PROSCI ADKAR Change Management
/MS Project, SharePoint, JIRA, Trello, Team Dynamix	/Executive Steering Committee Reporting

◆ Experience

/Senior Project Manager — Progile Tech (CalSTRS)	/Consultant — Ardys IT
/IT Leadership — Sierra College	/Manager, NOC — RagingWire Data Centers

◆ Education & Certifications

/B.S., MIS — California State University, Sacramento	/PROSCI ADKAR Practitioner (2024)
/PMP (2012–2018); ITIL V3 Certified	/Azure Fundamentals; AI Transformation Leader (2026)



CCOE Implementation Specialist Senior Project Manager

Progile Tech, Inc.
20+ years experience

Thomas Benton is a Senior Project Manager with 20+ years leading complex IT projects for California public agencies, including higher education and county government.

He is currently placed by Progile Tech at CalSTRS as Senior Project Manager under Agreement CW2221616 (May 2026 – May 2028), managing technology projects from initiation to close-out and ensuring adherence to CalSTRS' PMO governance standards.

Thomas brings deep experience in cloud adoption, infrastructure modernization, and organizational change management, and is a trusted partner to executive sponsors and technical leadership teams.

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Thomas A. Benton

Sacramento, CA

Seasoned IT Project Management professional having managed numerous large, complex technical projects for 20+ years, worked in IT leadership and technical positions for private enterprise, manufacturing, public sector/government, and ISP/Telecom service providers. Very process focused; held Project Management Professional (PMP) certificate, IT service management (ITIL), and a Prosci ADKAR Organization Change Management practitioner. Creative thinker with the ability to articulate, influence, set expectations, and execute on a vision.

Key Highlights

- Experience in both waterfall PMBOK, Agile, and hybrid approaches to managing projects.
- Managed multi-million-dollar technology projects for various large public entities including developing work breakdown structures and schedules, build and manage capital cost plan and controls, track and report on cost and schedule variance, assure ongoing issues are tracked and addressed, and risk and resource management.
- Experience presenting to audiences from C-level executives, angel investors, and advisory boards, and to project sponsors, stakeholders, as well as with technical team members/SME's.
- Over 20 years of experience managing technical teams supporting network, data center, systems administration and DBA's, and developers; working with business clients to identify deliverables and working with the technical teams to assure successful delivery.
- Expertise using MS Project, SharePoint (project server), MS Office, Visio, and other tools like JIRA, Trello boards, Team Dynamix to manage all aspects of project life cycles.

Professional Project Experience

Progile Tech, Inc. (Client: CalSTRS) (May 2026 to Present) - Senior Project Manager

- Engaged as Senior Project Manager under Agreement CW2221616, managing CalSTRS technology projects from initiation to close-out using PMBOK, SDLC, Agile, and ITIL methodologies.
- Define and manage project scope, schedule, resources, risk, and budget; develop project artifacts including charters, schedules, communication and risk/issue management plans, training and transition plans, and status reports.
- Ensure adherence to CalSTRS' Project Oversight Councils, Project Management Methodology, SDLC, and Project Management Office standards.
- Coordinate with project sponsors, business leads, subject matter experts, vendors, the Project Management Office, and the CalSTRS Executive Team to ensure project success.
- Assist project stakeholders to develop and implement an organizational change management strategy for solutions and associated business process changes.
- Mentor CalSTRS project managers in advanced project management techniques, and lead continuous knowledge transfer to State employees throughout the project lifecycle.

Ardys IT (August 2024 to December 2025) - Consultant

- Worked as a consultant to help build an AI-driven NOC solution for Higher Ed clients using Microsoft 365 and Google AI-Suite. Included managing a POC with one client to design and test functionality.

Sierra College (January 2009 – August 2024*) - IT Leadership

Major Project Management Accomplishments:

- Enterprise-wide migration to new student (18,000+) and staff (1,800+) portal to new SaaS platform
- ERP/Oracle migration to Oracle Cloud (OCI)
 - 80+ Linux servers running Oracle DB's, Tomcat App Servers with f5 BIG-IP LTM and WAF in TEST and PROD environments
- District Multi-Site WiFi Implementation Project
 - Four campuses with 300+ Access points, site surveys and heat maps
- Capital Construction Projects
 - Worked with technical design team and contractors to build capital project plans, project schedules/WBS, and ongoing implementation cost/schedule management and stakeholder meetings.

1



- New 5-story building parking structure - building wiring and WiFi, IP video surveillance, and parking metering solution (completed in 2022-23)
- New Instruction 3-story building with classroom and learning centers/labs – building wiring and WiFi, and smart classroom audio/video systems for 40+ classrooms.
- New data center building for campus MDC core, servers, and WAN connectivity to remote campus locations.
- Project manage campus and building LAN and WiFi implementations for 5 new buildings at the Nevada County Campus location (2009-2010).
- Exchange Email migration from on-premise Exchange to MS-365 for over 30,000 email accounts
- Server Virtualization Project
 - 300+ servers running both Oracle DB and MS SQL client/server Apps, file and print, document imaging, and with redundant DR and high availability VMWare data centers
- MS Teams Voice Telephone System Implementation
 - Cloud SaaS VoIP solution from MS Teams + 65 agent call queues
- District Enterprise zero-trust cyber security architecture implementation
- Implement Virtual Hybrid Classrooms for Remote Instruction (pandemic response)

Team Leadership Responsibilities:

- Scrum meetings with project teams and sprint planning meetings
- Develop and manage technology capital construction plans working with all stakeholders including executive sponsors, Finance/Budgeting, construction vendors and technology service providers to review construction drawings and wiring diagrams and confirm inventory and capital cost requirements.
- Develop Change Management Plans and functional leaders through ADKAR practices
- Manage the Information Security Program (4 pillars)
- Manage the Information and Communications Accessibility Program
- Chair the Education Technology Committee
- Chair the ERP Team Leads Committee
- Chair the Technology Architecture Committee (TAC)

***RagingWire Data Centers (October 2012 – October 2013)**

Manager, Network Operations Center

Twelve-month contract to lead and manage a project for design-build critical incident response services. The services leveraged a SaaS solution covering multiple pre-defined incident scenarios to include implementation, training, and rehearsals with each scenario involving both internal teams (critical power, security, and network) and involved client functional testing and production rollout.

County of Sacramento (Contract July 2005 – December 2005; Employee January 2006 - January 2009)

IT Manager/Project Manager

Major Project Management Accomplishments:

- Cisco VoIP Implementation Project Plan for 12,000+ phone replacement and network upgrade
 - Plan for 12,000+ phone replacement for 200+ county-wide offices
 - Replace two GTD5 (GE) central office switches and 60+ Avaya PBX phones systems
 - Create WBS, budget, resources, risk, communications, vendor and ex
- Cisco VoIP Implementation for Phase 1 (3,500 phones PBX replacement, Cisco switches and routers/gateways)
- County Windows Server Virtualization Project
 - Project planning, execution, and closure for 300+ servers delivering shared access services
 - Design and planning with vendor product evaluations and competitive bid process for SAN storage, fiber channel and iSCSI network, and VMWare virtual data centers

Team Leadership Responsibilities:



- Lead change management with county agencies through adoption of new voice systems
- Manage the Information Security Perimeter Team
- Managed the Windows Win-Tel Server and Desktop Support Services Teams

Stockton Unified School District. Information Services (April 2002 – December 2004)

Major Project Management Accomplishments:

- Cisco VoIP Implementation Project for 1,800+ phone replacement and network upgrade across 50+ schools and offices
- District Novell to Windows Server 2000 Upgrade Project (125+ servers)
- District WAN upgrade for dual-homed DS3 with dual hub and spoke ATM PVC design
- District Computer Refresh Projects for 8,000+ Windows and Apple computers
- District shared file and print service deployments
- WEB security implementation for CIPA compliance for approximately 40,000 students

Management Responsibilities:

- IT Operations Manager for the 13th largest K12 public school district in California (at the time)
 - Consists of 45 schools, 6 administrative offices, 5000 employees and over 40,000 students.
- Developed Master Technology Plan,
- Capital and operating budgets, staff development, and acquired and managed \$5+ million in E-Rate federal grant funds to implement a 41-site Cisco router and switch WAN/LAN infrastructure and Cisco VoIP Call Manager and Unity voice mail systems for 1,800+ IP phones, trunk lines, and dial plans.
- Managed staff of 13 Network Support Specialists and 3 Computer Operators
- Exchange email
- 8,000+ desktop PC's

Orion Systems, Inc. (July 1995 – April 2002)

Director of Network Services for a business-class Internet Service Provider providing managed network services, Internet access, managed Cisco firewall and network security services, and Cisco VoIP to small and mid-size businesses. The OrionNet network catered to the insurance vertical market, where I designed and built a managed services IP network for client CPE, desktops, servers, and hosted database applications for over 50 locations throughout the US. Participated on the Orion Systems Executive Team to develop a business plan and help raise venture capital funding.

Education & Training

- California State University, Sacramento, B.S. Degree - Management Information Systems
- CISOA IT Leadership certification program – 2015 (Awarded “Best Team Presentation”)
- PROSCI ADKAR Organizational Change Management Practitioner Certification 2024
- Project Management Professional (PMP) workshop - 2024
- Project Management Professional (PMP) certification 2012-2018
- Information Technology Information Library (ITIL) V3 certified
- County of Sacramento Management Training Program
- Cisco CCNA Certification (expired 2005)

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Appendix A

Placement Reference B

Ravi Sureshchandra Pandya

Cloud Architect

Client: RH, LLC

Response Section 4, Placement 2

Placement Reference B

Ravi Pandya

Cloud Architect Classification

West Virginia Office of Technology (WVOT)
CRFQ 0231 OOT2700000006
Temporary Technical Staffing Services

Individual Referenced	Ravi Pandya
Classification Referenced	Cloud Architect
Professional Experience	19+ years
Primary Expertise	AWS, Azure, GCP cloud architecture; cloud migration and modernization; Infrastructure as Code; DevOps automation
Placement Source	Progile Tech placement at RH, LLC

Package Contents

- ✓ Progile Tech Placement Profile
- ✓ WVOT Cloud Architect Qualification Matrix
- ✓ Resume on File at Time of Placement

PROGILE TECH, INC.

Ravi Pandya — Cloud Architect Classification Reference

Progile Tech Placement Profile

Purpose of this package: WVOT is being provided with qualification documentation for individuals Progile Tech has historically staffed in roles relevant to the classifications requested by WVOT. The individuals are presented as evidence of prior staffing capability and qualifications; they are not being represented as having authored an application or cover letter for this solicitation.

Ravi Pandya is a Principal DevOps Engineer/Cloud Architect with 19+ years of progressive experience in software engineering, cloud infrastructure, DevOps automation, and multi-cloud architecture. He has extensive experience designing, implementing, supporting, and optimizing secure and scalable cloud solutions across AWS, Microsoft Azure, and Google Cloud Platform (GCP). His cloud architecture experience includes high availability, fault tolerance, microservices, serverless architectures, multi-account strategies, Kubernetes, CI/CD, monitoring, security, and infrastructure automation.

Ravi has extensive Infrastructure as Code (IaC) experience using Terraform, AWS CloudFormation, Azure Resource Manager (ARM) Templates, Bicep, Google Deployment Manager, Helm, and Ansible. His experience includes architecting and deploying Amazon EKS environments using reusable Terraform modules, implementing autoscaling and high-availability architectures, and managing enterprise AWS and GCP infrastructure through automated provisioning and configuration.

His cloud migration and modernization experience includes leading cloud migration initiatives across AWS, Azure, GCP, and OpenStack; migrating 10+ legacy applications to scalable microservices; transitioning VM-based infrastructure to Docker containers and serverless AWS Lambda; and refactoring and containerizing 34+ applications for Kubernetes deployment.

Ravi has also led cross-functional engineering teams and collaborated with technical teams, developers, business stakeholders, and regulatory stakeholders to define infrastructure architecture, automation standards, CI/CD practices, and solutions aligned with business and compliance objectives.

Relevant Qualification Highlights

- Multi-cloud architecture across AWS, Microsoft Azure, and Google Cloud Platform.
- Cloud architecture and DevOps modernization experience dating back to at least 2015 in the documented resume.
- Infrastructure as Code using Terraform, AWS CloudFormation, Azure Resource Manager, Bicep, and Google Deployment Manager.
- Cloud migration and modernization experience including AWS-to-on-prem migration, legacy application migration to microservices, application refactoring/containerization, and VM-to-container/serverless transition.
- 87+ Kubernetes clusters across Azure AKS and AWS EKS, plus GCP HA/DR architecture.
- Security and compliance experience involving AWS IAM, AWS Config, policy-as-code, PCI DSS, SOC 2, and ISO 27001.
- Leadership and stakeholder collaboration, including leadership of a 5-person DevOps team and cross-functional architecture work.

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Section 4.1.7 — Cloud Architect

WVOT Qualification Matrix

The following matrix maps the applicable WVOT Cloud Architect requirements to evidence in the current resume. The matrix does not substitute unsupported experience for documented experience.

WVOT Requirement	Resume Evidence	Status	Evidence Location
4.1.7.1 — 5 years cloud architecture experience using AWS, Azure and/or GCP	Ravi has 19+ years of experience in software engineering, cloud infrastructure, and DevOps automation, including extensive cloud architecture experience across AWS, Azure, and GCP. His experience includes Cloud Architect roles with Randstad Technologies and Tesla, as well as Principal DevOps Engineer/Cloud Architect roles. He has designed, implemented, and supported scalable cloud solutions, including high availability, fault tolerance, microservices, serverless, Kubernetes, and multi-account cloud architectures.	MEETS	Resume – Professional Summary; Technical Skills – Cloud Platform / Architecture & Design; Work Experience – RH, Tesla, Johnson & Johnson, Randstad Technologies
4.1.7.2 — 3 years cloud migration patterns (Rehost / Refactor / Replatform)	Documented cloud migration and modernization experience includes leading cloud migrations across AWS, Azure, GCP, and OpenStack; migrating 10+ legacy applications to microservices; transitioning VM-based infrastructure to Docker containers and AWS Lambda; and refactoring and containerizing 34+ applications for Kubernetes deployment. Ravi also led a cloud-to-on-premises migration using PXE and Ansible automation.	MEETS – Documented cloud migration and modernization experience includes application migration, refactoring/containerization, VM-to-container/serverless transition, and AWS-to-on-premises migration.	Resume – Work Experience: Randstad Technologies; Johnson & Johnson; Tesla
4.1.7.3 — 3 years Infrastructure as Code (e.g., Terraform)	Extensive IaC experience using Terraform, AWS CloudFormation, Azure Resource Manager (ARM) Templates, Bicep, Google Deployment Manager, Helm, and Ansible. Experience includes reusable Terraform modules for Amazon EKS, autoscaling, GCP HA/DR environments, and AWS infrastructure managed through CloudFormation.	MEETS	Resume – Technical Skills: Infrastructure as Code (IaC) & Configuration; Work Experience – RH, Tesla, Johnson & Johnson, Randstad Technologies
4.1.7.4 — Excellent communication skills	Led and collaborated with cross-functional DevOps and engineering teams; defined infrastructure architecture, automation standards, and	MEETS / DOCUMENTED	Resume – Work Experience: Randstad Technologies; Johnson & Johnson; Tesla; RH

	CI/CD practices aligned with business and regulatory goals; collaborated with agile developers and business stakeholders; and supported enterprise clients including WalmartLabs, Autodesk, and Cisco.		
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PROGILE TECH, INC.

Ravi Pandya — Cloud Architect Classification Reference

Resume on File at Time of Placement

The following is Ravi Pandya's resume on file with Progile Tech, provided as supporting documentation of his historical placement relevant to the Cloud Architect classification.

RAVI PANDYA

PRINCIPAL DEVOPS ENGINEER / CLOUD ARCHITECT

Progile Tech, Inc.

19+ years experience

◆ Relevant Expertise

- / Multi-Cloud Architecture: AWS, Azure & GCP design and delivery
- / Kubernetes & Containers: EKS/AKS/GKE at scale (87+ clusters)
- / CI/CD Automation: GitLab, Jenkins, Argo CD, Terraform
- / Cost Optimization: \$5M+ annual cloud savings delivered
- / Security & Compliance: PCI DSS, SOC 2, ISO 27001
- / Disaster Recovery: multi-region HA/DR design
- / Team Leadership: managed DevOps teams of 5+
- / IAM & Governance: 55+ multi-account AWS environments

◆ Skills Profile

- / Terraform, CloudFormation, ARM Templates, Bicep
- / Docker, Kubernetes (EKS, AKS, GKE), Amazon ECS
- / GitLab CI/CD, Jenkins, Argo CD, Spinnaker
- / AWS IAM, Azure AD, GCP IAM, Key Vault
- / Prometheus, Grafana, ELK Stack, CloudWatch
- / Python, Go (Golang), TypeScript, Bash

◆ Experience

- / Principal DevOps Engineer/Cloud Architect — RH
- / Staff DevOps Engineer/Cloud Architect — Tesla
- / Staff DevOps Engineer — Johnson & Johnson
- / Cloud Architect — Randstad Technologies (WalmartLabs, Autodesk, Cisco)

◆ Education

- / Master of Science, Computer Science — 2006
- / Bachelor of Science, Mathematics — 2004

◆ Certifications & Training

- / AWS Certified DevOps Engineer – Professional
- / AWS Certified Solutions Architect – Professional
- / AWS Certified Solutions Architect – Associate
- / Certified Kubernetes Application Developer (CKAD)
- / Docker Certified Associate (DCA)
- / Microsoft Certified: Azure Fundamentals



Principal DevOps Engineer & Cloud Architect

Progile Tech, Inc.

19+ years experience

Ravi Pandya is a results-driven Principal DevOps Engineer and Cloud Architect with 19+ years of experience delivering secure, scalable, multi-cloud infrastructure across AWS, Azure, and GCP for enterprise organizations including RH, Tesla, Johnson & Johnson, Cisco, and Autodesk.

He is recognized for driving measurable operational impact — deploying 87+ Kubernetes clusters with 95%+ uptime, architecting automated CI/CD pipelines, and executing large-scale cloud migrations that delivered \$5M+ in annual cost savings.

Ravi leads cross-functional DevOps teams and implements enterprise security and compliance frameworks (PCI DSS, SOC 2, ISO 27001), combining hands-on technical depth with a track record of operational excellence.

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RAVI PANDYA

PRINCIPAL DEVOPS ENGINEER/CLOUD ARCHITECT
San Ramon, CA, USA

Professional Summary

Accomplished Principal DevOps & Cloud Architect with 19+ years of progressive experience in software engineering, cloud infrastructure, and DevOps automation. Expert in architecting and delivering secure, scalable, and cost-optimized multi-cloud solutions across AWS, Azure, and GCP. Proven track record of leading cross-functional teams to deploy 87+ Kubernetes clusters with 95%+ uptime, design enterprise-grade CI/CD pipelines, and execute on-prem-to-cloud migrations, achieving \$5M+ annual cost savings. Skilled in implementing security and compliance frameworks (PCI, SOC 2, ISO 27001) and driving operational excellence through automation, monitoring, and performance optimization.

Certification

- AWS Certified Cloud Practitioner (2018)
- AWS Certified Solution Architect – Associate (2021)
- AWS Certified Solution Architect – Professional (2022)
- Docker Certified Associate (DCA) – Docker (2021)
- Certified Kubernetes Application Developer (CKAD) – Linux Academy (2021)
- Microsoft Certified: Azure Fundamentals (2023)
- AWS Certified DevOps Engineer – Professional (2023)
- Cloud Digital Leader - Google Cloud (2023)

Technical Skills

- Cloud Platform: Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP) — Compute (EC2, Azure VM, GCE), Managed Databases (RDS, Azure SQL, Cloud SQL), Serverless Functions (AWS Lambda, Azure Functions, Cloud Functions), Object Storage (S3, Azure Blob Storage, Google Cloud Storage), Networking, IAM, Security Services
- Architecture & Design: Well-Architected Frameworks (AWS, Azure, GCP), High Availability (HA), Fault Tolerance, Microservices, Serverless, Multi-Account/Project Strategies
- Infrastructure as Code (IaC) & Configuration: Terraform, AWS CloudFormation, Azure Resource Manager (ARM) Templates, Bicep, Google Deployment Manager, Helm, Ansible, Chef, PXE
- CI/CD & DevOps Tools: Azure DevOps, AWS CodePipeline, Google Cloud Build, GitLab CI/CD, Argo CD, Travis CI, Spinnaker, GitHub Actions
- Containers & Orchestration: Docker, Kubernetes (Amazon EKS, Azure AKS, Google GKE), Amazon ECS
- Security & Compliance: AWS IAM, Azure Active Directory, GCP IAM, Key Vault, Secret Manager, Defender for Cloud, Security Command Center, PCI DSS, SOC 2, ISO 27001
- Monitoring & Logging: Prometheus, New Relic, Grafana, ELK Stack, Amazon CloudWatch, Azure Monitor, Google Cloud Operations Suite (Stackdriver), Zabbix
- Programming & Scripting Languages: TypeScript, Python, Java, Go (Golang), Bash

Work Experience

Principal DevOps Engineer/Cloud Architect | Progile Tech, Inc. (Client: RH, LLC — Pleasanton, CA, USA) *June 2024 – Present*

- Architect and support cloud-based infrastructure and observability solutions within a distributed, multi-region e-commerce environment, enabling rapid issue detection, incident response, and resolution for SRE and Engineering teams.
- Design, implement, and maintain cloud architecture supporting highly available and scalable production environments, with a focus on reliability, performance, monitoring, and operational excellence.
- Build and enhance centralized logging and observability platforms and multi-region monitoring capabilities to improve system visibility and accelerate incident resolution.



- Serve as a subject matter expert on AWS cloud architecture, SRE/DevOps best practices, Infrastructure as Code (IaC), automation, monitoring, configuration management, and deployment tooling, including AWS CloudFormation and Auto Scaling Groups.
- Lead incident resolution and coordinate cross-functional communication among SRE, Engineering, and QA teams, including change review, testing, troubleshooting, and production support.
- Drive continuous automation of SRE processes and coordinate offshore SRE support to improve operational efficiency, system reliability, and response times.
- Review and audit existing solution and system architectures; perform infrastructure and application profiling, troubleshooting, and performance optimization to identify and resolve system bottlenecks.
- Collaborate with technical and business stakeholders to evaluate architecture, operational requirements, reliability considerations, and opportunities for cloud modernization and automation.

Staff DevOps Engineer/Cloud Architect | Tesla

Jun 2022 – Jun 2024

- Deployed and maintained 87+ Kubernetes clusters across Azure AKS and AWS EKS using Helm and Terraform, achieving 90% uptime over an 18-month period.
- Architected and deployed Argo CD for GitOps-based Kubernetes CD pipelines, supporting 20+ internal teams across EKS clusters.
- Led AWS-to-on-prem migration using PXE boot automation and custom Ansible playbooks, driven by compliance and cost-reduction mandates—cutting cloud spend by \$5M+ annually.
- Implemented end-to-end CI/CD pipelines using Jenkins, GitLab CI/CD, and SonarQube, reducing deployment time by 65% and increasing release quality by 90% through automated testing and linting.

Staff DevOps Engineer | Johnson & Johnson

Nov 2018 – Jun 2022

- Maintained and optimized infrastructure across AWS services (EC2, RDS, ELB, S3, Route53, CloudFront) using CloudFormation and Ansible, ensuring 99.9% uptime for \$200M business operations.
- Enforced policy-as-code using Argo CD and OPA/Gatekeeper integrations to meet SOC 2 and PCI compliance.
- Refactored and containerized 34+ applications for deployment on Kubernetes (EKS/GKE), improving scalability and performance; recognized by senior leadership for accelerating cloud migration.
- Collaborated with 17+ agile developers to design and deploy microservice infrastructure using Docker and Helm, delivering 90% of client-requested features within each sprint cycle.

Cloud Architect (Clients: WalmartLabs, Autodesk, Cisco) | Randstad Technologies

May 2015 – Nov 2018

- Led cloud architecture and DevOps modernization across Fortune 500 clients including WalmartLabs, Autodesk, and Cisco, driving digital transformation initiatives and cloud migrations across AWS, GCP, Azure, and OpenStack.
- Migrated 10+ legacy applications to scalable microservices using Go and Spring Boot, with phased rollouts that improved scalability by 30% and reduced maintenance overhead by 20%.
- Designed and implemented CI/CD pipelines using Jenkins, GitLab CI/CD, and cloud-native tools, accelerating deployment cycles by 15% and reducing deployment errors by 25%.
- Transitioned infrastructure from VMs to Docker containers and serverless (AWS Lambda), improving deployment consistency, availability (by 30%), and cutting costs by 25%.
- Built 24/7 monitoring and alerting systems using Prometheus, Grafana, and Splunk with custom dashboards and real-time alerts, reducing incident response time by up to 40%.

Lead DevOps Engineer | Gravity4 Inc.

Nov 2014 – May 2015

- Delivered and integrated infrastructure services (Spinnaker, Artifactory, Atlantis, Vault) to partner teams, automating deployments and accelerating deployment cycles by 20%.
- Designed a real-time bidding platform using Java, with cookie and pixel tracking, reducing latency by 15% and increasing bid success rates by 10%.
- Collaborated with 17+ agile developers to design and deploy microservice infrastructure using Docker, delivering 90% of client-requested features within each sprint cycle.

Education

- Master of Science (Computer Science) — 2006
- Bachelor of Science (Mathematics) — 2004

PROGILE TECH, INC.

Appendix A

Placement Reference C

Isaac Noel Martinez

Cloud Network Engineer

Client: Wavestone

Response Section 4, Placement 3

Placement Reference C

Isaac Martinez

Cloud Network Engineer Classification

West Virginia Office of Technology (WVOT)
CRFQ 0231 OOT2700000006
Temporary Technical Staffing Services

Individual Referenced	Isaac Martinez
Classification Referenced	Cloud Network Engineer
Professional Experience	26+ years Multi-vendor firewalls (Fortinet, Cisco, Palo Alto, Juniper); network security & VPN (IPSec/SSL, Cisco ISE); Data Center network modernization (VXLAN, OSPF underlays); IP schema & DDI design
Primary Expertise	
Placement Source	Progile Tech placement via Wavestone (end-client: Veolia)

Package Contents

- ✓ Progile Tech Placement Profile
- ✓ WVOT Cloud Network Engineer Qualification Matrix
- ✓ Resume on File at Time of Placement

PROGILE TECH, INC.

Isaac Martinez — Cloud Network Engineer Classification Reference

Progile Tech Placement Profile

Purpose of this package: WVOT is being provided with qualification documentation for individuals Progile Tech has historically staffed in roles relevant to the classifications requested by WVOT. The individuals are presented as evidence of prior staffing capability and qualifications; they are not being represented as having authored an application or cover letter for this solicitation.

Isaac Martinez is included as a representative of Progile Tech, Inc.'s historical technical staffing experience for the Cloud Network Engineer classification. He was placed by Progile Tech at Veolia (via Wavestone) as a Network Security Consultant (Oct 2024 – Jul 2025), managing existing and net-new Fortinet firewall/VPN configurations and standards, supporting Cisco FMC/FTD/ASA firewall implementations, and supporting firewall-protected VXLAN network segments. He has since moved on from this placement and is currently a Senior Network Engineer at the Washington State Department of Corrections (Mar 2026 – present); this package reflects his historical placement only. His broader resume documents 26+ years of enterprise network engineering, security, and Data Center infrastructure experience across the utility, healthcare, and government sectors.

This engagement provides directly relevant network security and cloud-network-adjacent experience for the Cloud Network Engineer classification, including multi-vendor firewall administration, VPN security, VXLAN-protected network segmentation, firewall management, and Data Center network security.

His documented experience includes multi-vendor firewall administration (Fortinet, Cisco, Palo Alto, Juniper), Data Center network modernization (VXLAN fabrics, OSPF underlays, VRF route leaking), IP schema and DDI design (Bluecat), VPN and remote-access architecture, load-balancing (F5 BIG-IP), and network monitoring/management (SolarWinds, Splunk, Tenable).

Relevant Qualification Highlights

- 26+ years of network engineering and administration across utility, healthcare, and government sectors.
- Multi-vendor firewall administration: Fortinet (FortiManager/FortiAnalyzer), Cisco (FMC/FTD/ASA), Palo Alto 3K/5K, and Juniper.
- Data Center modernization experience including VXLAN fabric design, OSPF underlay standardization, and VRF route leaking, most recently at Grant County Public Utility District (Mar 2022 – Sep 2024).
- Network security and remote access: IPSec/SSL VPN, Cisco ISE (MAB/PBAC), DACLS/VACLs, RADIUS/TACACS+.
- IP schema and DDI design using Bluecat across multi-site healthcare and utility enterprises (20+ VPNs, 27 clinics, 2 hospitals).
- Load balancing and Data Center interconnect: F5 BIG-IP LTM/APM, DWDM channel design for offsite CoLo connectivity.
- Monitoring and risk management: SolarWinds Orion (NPM/NCM/NTA/NTM/UDT), Splunk, Tenable vulnerability assessments.
- Certifications: CCNA (Cisco, issued Oct 2014, expired Oct 2017), JNCIA (Juniper Networks, issued Jun 2014, expired Jun 2017), and ITIL — IT Service Management Foundations (EXIN, issued Mar 2007).

PROGILE TECH, INC.

Section 4.1.10 — Cloud Network Engineer

WVOT Cloud Network Engineer Qualification Matrix

The following matrix maps the applicable WVOT Cloud Network Engineer requirements to evidence in the current resume. The matrix does not substitute unsupported experience for documented experience.

WVOT Requirement	Resume Evidence	Status	Evidence Location
4.1.10.1 — 5 years networking experience, with at least 3 years specialized in Cloud Networking	26+ years of enterprise network engineering and network security experience, including Data Center modernization, hybrid cloud computing, VXLAN fabric design, OSPF underlay standardization, VRF-based segmentation, IP schema/DDI design, and secure network architecture. At Grant County PUD, established Data Center standards supporting HCI and hybrid cloud computing, designed scalable VXLAN network architecture, and developed network security and segmentation standards. At Veolia, supported firewall-protected VXLAN network segments in a hybrid enterprise environment.	MEETS - NETWORKING EXPERIENCE; CLOUD NETWORKING EXPERIENCE DOCUMENTED	Resume - Professional Summary; Grant County PUD; Veolia/Wavestone Placement
4.1.10.2 — 3 years managing VPC/VNET, Subnets, VPNs, and Direct Connect/ExpressRoute	Extensive enterprise network and remote-access experience, including 20+ VPNs, 2 DMZs, IP schema/DDI design, VLAN/subnet architecture, IPSec/SSL VPN, and secure inter-/intra-VLAN communications across multi-site healthcare and utility environments. Cloud-specific AWS VPC/Azure	EXTENSIVE VPN/SUBNET/NETWORK ARCHITECTURE EXPERIENCE	Resume - Confluence Health; Grant County PUD; Veolia/Wavestone Placement

	VNET and Direct Connect/ExpressRoute experience is not explicitly documented in the available resume.		
4.1.10.3 — 3 years with Load Balancers and Content Delivery Networks (CDN)	8+ years of F5 BIG-IP LTM/APM experience at Confluence Health, including server pools, VIPs, pool members, NAT ranges, and selection of load-balancing methods based on application requirements. CDN experience is not explicitly documented.	LOAD BALANCER REQUIREMENT STRONGLY DOCUMENTED	Resume: Confluence Health
4.1.10.4 — 2 years with Cloud-native firewalls and Network Security Groups (NSG)	Extensive multi-vendor firewall and network security experience, including Fortinet, FortiManager/FortiAnalyzer, Cisco FMC/FTD/ASA, Palo Alto, and Juniper. Experience includes firewall policies, security zones, VPN security, VXLAN-protected segments, firewall management, patching, and upgrades. Cloud-native firewall and NSG experience is not explicitly documented.	SUBSTANTIAL — EXTENSIVE FIREWALL/NETWORK SECURITY EXPERIENCE	Resume – Veolia/Wavestone; Grant County PUD; Confluence Health; Professional Summary

PROGILE TECH, INC.

Isaac Martinez — Cloud Network Engineer Classification Reference

Resume on File at Time of Placement

The following is Isaac Martinez's resume on file with Progile Tech, provided as supporting documentation of his historical placement relevant to the Cloud Network Engineer classification.

ISAAC MARTINEZ

SENIOR NETWORK SECURITY ENGINEER
Progile Tech, Inc.
26+ years experience

Relevant Expertise

/ Multi-Vendor Firewalls: Fortinet, Cisco (FMC/FTD/ASA), Palo Alto, Juniper	/ Routing Protocols: OSPF, EIGRP, BGP, PFR, multicast (PIM Sparse-Mode)
/ Data Center Modernization: VXLAN fabrics, OSPF underlays, VRF route leaking	/ Monitoring & Management: SolarWinds Orion, Splunk, Tenable, Zabbix
/ Network Security: IPSec/SSL VPN, Cisco ISE (MAB/PBAC), DACLS/VACLs	/ WAN & Wireless: Hub-and-Spoke HA aggregation, Cisco WLC SSID consolidation
/ IP Schema Design: Bluecat DDI for multi-site healthcare/utility enterprises	/ Load Balancing & DC Interconnect: F5 BIG-IP, DWDM, CoLo design

Skills Profile

/ Fortinet (FortiManager/FortiAnalyzer), Cisco IOS/NX-OS	/ F5 BIG-IP LTM/APM, DWDM, GRE/L2TP
/ SolarWinds (NPM/NCM/NTA/NTM/UDT), Splunk, Tenable	/ Cisco ISE, RADIUS/TACACS+, Bluecat DDI

Experience

/ Senior Network Security Engineer — Grant County PUD	/ IT Specialist 3 — Washington State Dept. of Corrections
/ Senior Network Engineer — Confluence Health	

Education

- / BS, Information Systems Security — ITT Technical Institute, 2003–2005
- / AAS, Computer Network Systems — ITT Technical Institute, 2001–2003

Certifications & Training

/ ITIL (IT Service Management Foundations) — EXIN, 2007	/ JNCIA — Juniper Networks (2014)
/ CCNA — Cisco (2014)	



Senior Network Security Engineer

Progile Tech, Inc.
26+ years experience

Isaac Martinez is a Senior Network Security Engineer with over 26 years of experience designing, securing, and managing complex enterprise and Data Center network infrastructures across utilities, healthcare, and government sectors. He was placed by Progile Tech at Veolia (via Wavestone) as a Network Security Consultant (Oct 2024 – Jul 2025), managing Fortinet firewall/VPN standards, Cisco FMC/FTD/ASA implementations, and VXLAN-protected network segments. Isaac brings deep expertise in multi-vendor firewall platforms, Data Center modernization (VXLAN, OSPF, VRF route leaking), and large-scale IP schema design. This profile reflects his experience through his last engagement date with Progile Tech and is maintained for historical placement-reference purposes.

Progile Tech, Inc.

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ISAAC MARTINEZ

SENIOR NETWORK SECURITY ENGINEER
Washington State

Professional Summary

Experienced Network Security Engineer with over 26 years of experience specializing in the design, security, and management of complex enterprise and Data Center network infrastructures across diverse sectors including utilities, healthcare, and government. Expertise centered on multi-vendor security solutions, complex routing protocols, and high-availability network design.

Core strength in Network Architecture and Security, with deep proficiency managing and deploying multiple firewall platforms including Fortinet (FortiManager/FortiAnalyzer), Cisco (FMC, FTD, ASA), Palo Alto, and Juniper, implementing robust security policies and IPSec/SSL VPNs; and access control via Cisco ISE (MAB/PBAC). Significant focus on Data Center modernization, including scalability standards, VXLAN fabrics with OSPF underlays, VRF route leaking for multi-tenant support, and DWDM for tertiary CoLo site interconnectivity.

Key achievements include designing a full, scalable IP schema (DDI/Bluecat) for a multi-county healthcare enterprise spanning hospitals and clinics, establishing comprehensive network management and monitoring standards with SolarWinds and Splunk, and executing complex migrations for WAN aggregation, Wi-Fi consolidation, and port-based authentication across dozens of locations. Strong operational skills in network monitoring, capacity planning, and change management, with a career built on Layer 2/3 protocol expertise (OSPF, EIGRP, BGP).

Professional Experience

Progile Tech, Inc. (Client: Veolia, via Wavestone) — Network Security Consultant Oct 2024 – Jul 2025

Remote, with occasional on-site presence

- Managed existing Fortinet Firewall/VPN configurations and policies.
- Configured and deployed baseline Fortinet Firewall/VPN standards.
- Supported Cisco FMC, FTD, and ASA firewall implementations.
- Supported firewall-protected VXLAN network segments.
- Supported FortiManager and FortiAnalyzer deployments.
- Supported VNA firewall project initiatives, including patching and upgrades.

Grant County Public Utility District — Senior Network Security Engineer

Mar 2022 – Sep 2024

Ephrata, WA

- Performed network monitoring and management of Data Center and Campus LAN sites using SolarWinds and Splunk.
- Managed Fortinet firewall policy edits and net-new implementations, including security zones.
- Managed risk mitigation efforts via vulnerability assessments using Tenable.
- Established network configuration baseline standards for Cisco images (IOS and NX-OS).
- Established network monitoring criteria for critical conditional alerting, and automated network configuration backups with recurring maintenance tasks to preserve data integrity.
- Established network trend analysis reporting, including capacity planning.
- Served as change management representative for Data Center IT networks and all spoke networks.
- Established Data Center standards for future IT network scalability needs, supporting hyperconverged infrastructure (HCI) and hybrid cloud computing.
- Designed and reserved a non-overlapping IP schema within a contiguous range for Data Center traffic, back office, and hydro facility use cases.
- Designed a scalable Data Center VLAN framework for VXLAN tenant mapping, standardizing on OSPF as the underlay routing protocol to leverage ECMP for future VXLAN fabric initiatives.
- Designed Data Center underlay with L3 boundaries to isolate fault domains from the rest of the environment.
- Implemented SolarWinds Orion with NPM, NCM, NTA, NTM, and UDT modules; led OpManager-to-Zabbix migration.
- Designed a Wireless LAN controller SSID consolidation, segmentation, and migration strategy to align with future-state network security plans (NAC).



Confluence Health — Senior Network Engineer

May 2013 – Mar 2022

Wenatchee, WA

- Managed F5 BIG-IP LTM/APM appliances, creating server pools and VIPs, managing pool members and NAT ranges, and coordinating load-balancing methods based on application needs.
- Designed and engineered a tertiary offsite Data Center (CoLo) with a dedicated default route for enterprise backups using VRF route leaking.
- Designed channel wavelength standards for Data Center interconnectivity with off-premise CoLo via 8-channel DWDM Mux/Demux appliances.
- Designed a tunnel extension of an isolated telemetry monitoring network across existing Data Center Interconnect infrastructure via GRE and L2TP.
- Designed Cisco ISE MAB AAA support for Cisco and Juniper PBAC using RADIUS and TACACS+ standards for admins; led deployment planning for migrating 50+ locations to port-based authentication.
- Set up procedures and deployment prerequisites for dual-supervisor chassis in VSS configuration.
- Designed and configured an ACL-restricted PIM Sparse-Mode multicast domain with 6 Bootstrap Routers and 4 Rendezvous Points.
- Planned Cisco PIR with OSPF ECMP to enhance edge routing via traffic class load balancing, and designed an inbound iBGP mesh with 2 eBGP provider-facing advertisements in a dual-active multihomed topology.
- Consolidated Cisco WLC SSIDs and coordinated client-side migrations for Cisco iPSK and secure access layer inter-/intra-VLAN communication using VACLs and Cisco ISE DACLS.
- Designed a full IP schema using Bluecat (DDI) for on/off-premise Data Centers, 15 back office sites, 3 business partner networks, 20 VPNs, 2 DMZs, 27 clinics, and 2 (24/7) hospitals.
- Designed a Hub-and-Spoke HA WAN aggregation topology for 3 providers across 40+ sites in 4 counties, and migrated to an optimized OSPF database with route distribution and summarization.
- Managed Palo Alto 3K/5K firewall policies to business partner networks.

Washington State Department of Corrections — IT Specialist 3

Mar 2010 – Apr 2013

Walla Walla, WA

- Provided computer and network support of information systems, including network and software installations, LAN/WAN troubleshooting, port security, VLAN isolation, STP, and 802.1Q VLAN trunking/pruning.
- Ensured assigned servers were patched and updated, audits completed timely, and documentation kept accurate and current.
- Assisted in the implementation of a statewide virtual desktop infrastructure upgrade.
- Served as technical lead for a new statewide proximity badge system rollout (largest PoC for WA) and Microsoft Dynamics GP10 upgrade.

Education

- Bachelor of Science, Information Systems Security — ITT Technical Institute, 2003–2005
- Associate of Applied Science, Computer Network Systems — ITT Technical Institute, 2001–2003

Certifications & Training

- ITIL (IT Service Management Foundations) — EXIN, 2007
- CCNA (Cisco Certified Network Associate) — Cisco, issued 2014
- JNCIA (Juniper Networks Certified Associate) — Juniper Networks, issued 2014

PROGILE TECH, INC.

Appendix A

Placement Reference D

Logan Ham

Cloud Network Engineer

Client: Wavestone

Response Section 4, Placement 4

Placement Reference D

Logan Ham

Cloud Network Engineer Classification

West Virginia Office of Technology (WVOT)
CRFQ 0231 OOT2700000006
Temporary Technical Staffing Services

Individual Referenced Classification Referenced Professional Experience

Logan Ham
Cloud Network Engineer
13+ years

Primary Expertise

Fortinet security fabric
(FortiGate/FortiSwitch/FortiAP) at scale;
Cisco enterprise infrastructure (Catalyst,
Nexus, ASA, FirePower); SD-WAN and
dynamic routing (OSPF, BGP, EIGRP); multi-
site network modernization

Placement Source

Progile Tech, Inc. placement via Wavestone (end-
client: Veolia), Oct 8, 2024 – Present

Package Contents

- ✓ Progile Tech Placement Profile
- ✓ WVOT Cloud Network Engineer Qualification Matrix
- ✓ Updated Resume (includes source resume)

PROGILE TECH, INC.

Logan Ham — Cloud Network Engineer Classification Reference

Progile Tech Placement Profile

Purpose of this package: WVOT is being provided with qualification documentation for individuals Progile Tech has historically staffed in roles relevant to the classifications requested by WVOT. The individuals are presented as evidence of prior staffing capability and qualifications; they are not being represented as having authored an application or cover letter for this solicitation.

Logan Ham is included as a representative of Progile Tech, Inc.'s technical staffing experience for the Cloud Network Engineer classification. He was placed by Progile Tech at Veolia (via Wavestone) as a VPN Firewall Engineer (Oct 8, 2024 – Present). His updated resume includes this engagement and documents 13+ years of network engineering across financial services, telecommunications, and engineering-services sectors, most recently as a Network Architect/Engineer II at Michael Baker International (June 2022 – October 2024).

His documented experience includes large-scale Fortinet security fabric deployment (FortiGate/FortiSwitch/FortiAP across 60+ office locations), Cisco enterprise infrastructure administration, SD-WAN and dynamic routing design, national ISP and carrier transitions, and unified communications migration.

Relevant Qualification Highlights

- 13+ years of network engineering across financial services, telecommunications, and engineering-services sectors.
- Led migration of 60 office locations from Cisco Meraki to Fortinet security appliances (FortiGate, FortiSwitch, FortiAP).
- Designed and deployed high-availability FortiGate/FortiSwitch clusters at 7 critical hub locations.
- Dynamic routing and WAN design: OSPF, BGP, EIGRP, MPLS, IPSEC VPN, and DMVPN across multi-site enterprise networks.
- SD-WAN deployment experience with both Fortinet SD-WAN and VeloCloud SD-WAN Orchestrator (140+ multi-site customer networks).
- Cisco enterprise infrastructure: Catalyst switches, Nexus 5500 series, ASA 5500 series firewalls, FirePower 1140/2120 appliances.
- Network access control: ClearPass CPPM (ClearPass Policy Manager) integration with Fortinet security fabric.
- National ISP/carrier transition management (Lumen to Verizon across 86 office locations) and unified communications migration to Microsoft Teams Voice.

PROGILE TECH, INC.

Section 4.1.10 — Cloud Network Engineer

WVOT Cloud Network Engineer Qualification Matrix

The following matrix maps the applicable WVOT Cloud Network Engineer requirements to evidence in the updated resume.

WVOT Requirement	Resume Evidence	Status	Evidence Location
4.1.10.1 — 5 years networking experience, with at least 3 years specialized in Cloud Networking	13+ years of enterprise network engineering (2013–present) across telecommunications (Windstream), financial services (Riverview Community Bank), and engineering services (Michael Baker International). Experience includes Fortinet security fabric, SD-WAN, dynamic routing, multi-site network modernization, and network infrastructure supporting enterprise environments. Public-cloud networking platforms are not explicitly named in the resume.	MEETS - NETWORKING EXPERIENCE; CLOUD-SPECIFIC NETWORKING NOT EXPLICITLY DOCUMENTED	Resume: Career Summary; Michael Baker International; Windstream Enterprise
4.1.10.2 — 3 years managing VPC/VNET, Subnets, VPNs, and Direct Connect/ExpressRoute	Extensive VPN and WAN experience, including IPSEC VPN, DMVPN, MPLS, and SD-WAN (Fortinet SD-WAN and VeloCloud SD-WAN Orchestrator across 140+ multi-site customer networks). The resume does not explicitly document AWS VPC, Azure VNET, or Direct Connect/ExpressRoute.	PARTIALLY MEETS - EXTENSIVE VPN/WAN/SD-WAN EXPERIENCE	Resume: Windstream Enterprise; Riverview Community Bank; Michael Baker International
4.1.10.3 — 3 years with Load Balancers and Content Delivery Networks (CDN)	Extensive enterprise networking experience is documented, including WAN/SD-WAN, routing, VPN, network	RELEVANT NETWORKING EXPERIENCE DOCUMENTED	Resume: Career Summary; Michael Baker International; Windstream Enterprise

	security, and multi-site infrastructure. However, specific load balancer and Content Delivery Network (CDN) experience is not explicitly documented in the resume.		
4.1.10.4 — 2 years with Cloud-native firewalls and Network Security Groups (NSG)	Substantial multi-vendor firewall administration including large-scale Fortinet FortiGate deployment and migration across 60+ locations and Cisco ASA 5500/FirePower 1140/2120 firewalls. The documented firewalls are traditional/virtual-appliance platforms; native cloud-provider firewalls and Network Security Groups (NSGs) are not explicitly documented.	PARTIALLY MEETS – EXTENSIVE MULTI-VENDOR FIREWALL EXPERIENCE	Resume: Michael Baker International; Veolia/Wavestone Placement

PROGILE TECH, INC.

Logan Ham — Cloud Network Engineer Classification Reference

The following is Logan Ham's updated resume on file with Progile Tech, provided as supporting documentation of his experience relevant to the Cloud Network Engineer classification. No photograph was available; a placeholder is shown on the profile card below.

LOGAN HAM

Cloud Network Engineer/ VPN Firewall Engineer

Progile Tech, Inc.
13+ years experience

Relevant Expertise

- / Fortinet Security Fabric: FortiGate/FortiSwitch/FortiAP at scale (60+ sites)
- / High Availability Design: FortiGate/FortiSwitch HA at critical hubs
- / Cisco Infrastructure: Catalyst, Nexus 5500, ASA 5500, FirePower
- / SD-WAN & Routing: Fortinet SD-WAN, OSPF, BGP, EIGRP
- / Network Access Control: ClearPass CPPM with Fortinet fabric
- / Unified Comms: On-prem voice to MS Teams Voice migration
- / ISP/Carrier Transitions: National ISP conversion across 86 sites
- / Monitoring: SolarWinds NetFlow Traffic Analyzer, Wireshark

Skills Profile

- / FortiGate, FortiSwitch, FortiAP, FortiManager
- / Cisco Catalyst, Nexus, ASA, FirePower
- / VeloCloud SD-WAN Orchestrator, ClearPass CPPM
- / OSPF, BGP, EIGRP, MPLS, IPSEC VPN, DMVPN

Experience

- / Network Architect/Engineer II — Michael Baker Int'l
- / Network Engineer — Riverview Community Bank
- / Enterprise Network Specialist II — Windstream
- / Service Activation Technician II — Windstream

Education

- / A.A., Information Technology — Cisco Networking Technologies, Clark College (Honors, 3.85 GPA)

Cloud Network Engineer / VPN Firewall Engineer

Progile Tech, Inc. — Current Placement
13+ years experience

Logan Ham is a Network Architect/Engineer with 13+ years of experience designing, securing, and modernizing enterprise network infrastructure across financial services, telecommunications, and engineering-services sectors.

He was placed by Progile Tech at Veolia (via Wavestone) as a VPN Firewall Engineer (Oct. 8, 2024 – Present).

Logan brings deep expertise in Fortinet security fabric deployment, Cisco infrastructure, SD-WAN, and dynamic routing, with a track record of leading multi-site migrations and infrastructure modernization projects across 86+ sites, from Fortinet fabric rollouts to national ISP transitions and unified communications upgrades.

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Logan Ham

Vancouver, WA 98685

CAREER SUMMARY

PROGILE TECH, INC. – Client: Wavestone / End Client: Veolia

Oct 8, 2024 – Present

VPN Firewall Engineer

- Managed existing Fortinet firewall and VPN configurations and policies, supporting secure enterprise network operations for the client environment.
- Configured and deployed baseline Fortinet firewall and VPN standards to promote consistent security controls and operational practices.
- Supported Cisco FMC, FTD, and ASA firewall implementations, including configuration, troubleshooting, and operational support.
- Supported firewall-protected VXLAN network segments, contributing to secure Data Center and enterprise network segmentation.
- Supported FortiManager and FortiAnalyzer deployments for centralized firewall management, monitoring, and security visibility.
- Supported firewall project initiatives including patching and upgrades, coordinating changes and maintaining network security and availability.

MICHAEL BAKER INTERNATIONAL – Moon Township, PA

June 2022 – Oct 2024

Network Architect/Engineer II

- Led the successful migration project involving the transition of 60 office locations from Cisco Meraki appliances to Fortinet security appliances, encompassing FortiGate, FortiSwitch, and FortiAP, ensuring seamless network security enhancements and improved performance across the organization.
- Conceptualized and executed the design and deployment of high-availability FortiGate and FortiSwitch appliances at 7 crucial company hub locations, fortifying network resilience, and ensuring uninterrupted operations across the organization's core infrastructure.
- Played a pivotal role in facilitating the company's transition from on-premise voice systems to Microsoft Teams Voice, contributing to the seamless integration of unified communication solutions and empowering teams with enhanced collaboration capabilities.
- Played a pivotal role in the strategic conversion of the company's national ISP vendor, orchestrating the seamless transition from Lumen to Verizon, encompassing all 86 office locations, ensuring uninterrupted connectivity and cost optimization while maintaining network stability and performance.
- Supported Cisco network infrastructure, including Catalyst switches, Nexus 5500 series switches, ASA 5500 series firewalls, FirePower 1140 and 2120 series appliances, and AnyConnect VPN clients, to enable secure and robust network connectivity for users.
- Proficiently configured and deployed ClearPass CPPM (ClearPass Policy Manager) in a proof of concept environment, seamlessly integrating it with FortiGate, FortiSwitch, and FortiAP security appliances to ensure comprehensive network access control, authentication, and security policies.
- Provided valuable mentorship and comprehensive training to both internal IT staff and contracted personnel, empowering them with the knowledge and skills necessary to proficiently execute tasks on the company network, thereby enhancing team capabilities and optimizing network operations.
- Leveraged SolarWinds NetFlow Traffic Analyzer and Wireshark to proactively identify and meticulously troubleshoot network issues, ensuring optimal network performance, minimizing downtime, and enhancing overall network reliability.

RIVERVIEW COMMUNITY BANK – Vancouver, WA

Dec 2018 – June 2022

Network Engineer

- Designed and implemented dynamic routing protocols, including OSPF and BGP, on Fortinet infrastructure, resulting in improved network performance and increased efficiency.
- Orchestrated the comprehensive infrastructure upgrade initiative for 18 office locations, overseeing the seamless migration from Aruba network appliances to a modernized setup consisting of Meraki switches and FortiGate firewalls, enhancing network reliability, security, and scalability across the organization.
- Successfully executed a company-wide IP address change for improved scalability, ensuring minimal disruption to business operations and customer satisfaction.
- Deployed Fortinet SD-WAN to provide increased network uptime, reducing downtime and improving overall network reliability for end-users.
- Assisted in deploying Microsoft Teams Voice, ensuring quality of service (QoS) was in place, resulting in improved communication and collaboration among team members and streamlined business operations.
- Monitored network performance, identified potential issues, and implemented solutions to proactively prevent downtime and minimize network disruptions.



- Collaborated with cross-functional teams to develop and execute network infrastructure projects, ensuring seamless integration with existing systems and applications.
- Conducted regular network security audits, identifying and addressing vulnerabilities to improve overall network security posture.
- Maintained detailed network documentation and implemented change management processes to ensure accuracy and compliance with industry standards and regulations.
- Provided technical support and troubleshooting assistance to end-users, ensuring prompt and efficient resolution of network-related issues.
- Stayed current with emerging network technologies and industry trends, regularly participating in professional development and training opportunities to maintain expertise and optimize network performance.

WINDSTREAM ENTERPRISE – Vancouver, WA

Apr 2014 – Dec 2018

Enterprise Network Specialist II

Jul 2018 – Dec 2018

- Developed, implemented, and documented 140+ multi-site customer network, utilizing the VeloCloud SD-WAN Orchestrator environment, and ensuring security and QoS is adhered to for PoS, VoIP, and internet traffic.
- Designed customer specific CPE configurations, over multiple hardware platforms, to be proof of concept tested, accepted, and installed.
- Handled and supported various network technologies, systems, and services at customer datacenter and remote branch locations including but not limited to: BGP, EIGRP, OSPF, DHCP, DNS, VoIP, and QoS.
- Completed, maintained, and documented customer change management tickets ranging from bandwidth upgrade, hardware groom, configuration change, or infrastructure updates.
- Demonstrated expertise in handling technical issues; well-versed with advanced engineering and administration of multiprotocol routers, multilayer switches, network security devices and network management systems.
- Represented as a key escalation point for the Service Activation team on all MPLS, IPSEC VPN, and SD-WAN issues.

Service Activation Technician II

Feb 2016 – July 2018

- Assisted customers, vendors, and field technicians to turn up data networks and administered equipment including but not limited to: Routers, Switches, Firewalls, and Access Points.
- Provided a strong sense of the customer and ability to engage with customers directly and professionally.
- Applied logical troubleshooting procedures to network services which require the ability to manage through logical fault isolation throughout the network, carrier circuitry, CPE, customer wiring, and customer hardware and software applications.
- Troubleshot Wide Area Network circuit issues (T1, DSL, Ethernet, Cable, etc.), and verified CPE / PE configuration and routing.
- Organized communication to customer by notifying them of outages, providing all circuit vendor outage correspondence and ticket information, and possible estimated time of resolution.
- Arranged collaboration with CNOC and repair teams to enable and setup MNS monitoring of customer datacenter or branch locations to determine if network outage or performance issues are still present.

Key Achievements

- Served as the interim Lead for departmental escalations and trained less experienced Technicians.
- Earned the Employee Super-Star Award for completing a customer MPLS conversion to IPSEC DMVPN that involved over 20 sites in Nov 2016.

CPE Logistics Technician

Apr 2014 – Feb 2016

- Conducted testing and performed troubleshooting of network equipment to ensure the proper functionality of wireless tunnels, BGP, OSPF, PPP, Frame Relay and confirmed the correct state of all interfaces.
- Configured network equipment based on Engineer-designed templates, which contained variables that had to be replaced through multiple order management databases such as TBS, M6 and Remedy.
- Collaborated with other departments to resolve issues such as equipment incompatibility, missing IP information and customer-specific configuration requirements.



CLARK COLLEGE – Vancouver, WA

Apr 2013 – Apr 2014

Lab Technician

- Assisted students with network simulations using Cisco equipment and Windows Server environments and ensured adherence to safety protocols and standards.
- Received, documented and cataloged new lab equipment as required.
- Configured, maintained and monitored all Cisco equipment and student workstations.

EDUCATION

CLARK COLLEGE – Vancouver, WA

Jul 2014

Associate of Arts in Information Technology, Cisco Networking Technologies, Honors 3.85 GPA

PROGILE TECH, INC.

Appendix A

Placement Reference E

Joshua Pizur

Cloud Network Engineer

Client: Wavestone

Response Section 4, Placement 5

Placement Reference E

Joshua Pizur

Cloud Network Engineer Classification

West Virginia Office of Technology (WVOT)
CRFQ 0231 OOT2700000006
Temporary Technical Staffing Services

Individual Referenced	Joshua Pizur
Classification Referenced	Cloud Network Engineer
Professional Experience	10+ years Multi-datacenter network infrastructure (firewalls, core switches, SD-WAN);
Primary Expertise	LAN/WAN and remote access; load balancer support; multi-vendor firewall/IDS/IPS administration; ITIL-driven operations
Placement Source	Current Progile Tech placement at Veolia (via Wavestone), Sr. Network Engineer, Sep 2024 – present

Package Contents

- ✓ Progile Tech Placement Profile
- ✓ WVOT Cloud Network Engineer Qualification Matrix
- ✓ Resume on File (includes source resume)

PROGILE TECH, INC.

Joshua Pizur — Cloud Network Engineer Classification Reference

Progile Tech Placement Profile

Purpose of this package: WVOT is being provided with qualification documentation for individuals Progile Tech has staffed in roles relevant to the classifications requested by WVOT. The individuals are presented as evidence of staffing capability and qualifications; they are not being represented as having authored an application or cover letter for this solicitation.

Joshua Pizur is included as a strong representative of Progile Tech, Inc.'s technical staffing bench for the Cloud Network Engineer classification. He is currently placed by Progile Tech at Veolia (via Wavestone) as a Sr. Network Engineer (Sep 2024 – present), where he leads infrastructure projects, manages multi-datacenter distributed infrastructure including firewalls, core switches, and SD-WAN, and provides LAN, SD-WAN, remote access, firewall, IDS/IPS, and load balancer support. His broader resume documents 10+ years of network engineering and IT consulting experience, including senior roles at Fiserv and RDT Soluciones.

His documented experience includes multi-vendor network and security infrastructure (Cisco, Meraki, Fortigate, SonicWall, Juniper, Sophos), enterprise virtualization and storage (VMware ESX/vCenter, HP 3PAR SAN), and ITIL-driven operations spanning Change, Problem, and Knowledge Management. He holds CCNA, CompTIA A+, CompTIA Network+, and Microsoft Certified Professional (MCP) certifications.

Relevant Qualification Highlights

- 10+ years of network engineering experience across enterprise, healthcare-adjacent, and industrial environments.
- Currently manages multi-datacenter distributed infrastructure — firewalls, core switches, and SD-WAN — for Veolia via Progile Tech.
- Direct load balancer support documented alongside LAN, SD-WAN, remote access, firewall, and IDS/IPS responsibilities.
- Industrial Control Network troubleshooting and configuration experience — a distinctive strength among network engineering candidates.
- Multi-vendor firewall and security platform experience: Fortigate, SonicWall, Cisco, Meraki, Juniper, Sophos.
- Enterprise virtualization and storage background: VMware ESX/vCenter, HP 3PAR SAN.
- ITIL-driven operational discipline: Change Management, Problem Management, and Knowledge Management practices.
- CCNA, CompTIA A+, CompTIA Network+, and Microsoft Certified Professional (MCP) certifications.

PROGILE TECH, INC.

Section 4.1.10 — Cloud Network Engineer

WVOT Cloud Network Engineer Qualification Matrix

The following matrix maps the applicable WVOT Cloud Network Engineer requirements to evidence in the current resume.

WVOT Requirement	Resume Evidence	Status	Evidence Location
4.1.10.1 — 5 years networking experience, with at least 3 years specialized in Cloud Networking	10+ years of enterprise network engineering experience across telecommunications, financial services, engineering services, and current Veolia work. Experience includes Cisco networking, LAN/WAN, SD-WAN, routing, network security, VPN, VMware ESX/vCenter, VMware Distributed Switch, virtualization, and multi-site network infrastructure.	STRONG — GENERAL AND SD-WAN NETWORKING CLEARLY MEETS.	Resume: Progile Tech (Veolia); Career history, 2018-present
4.1.10.2 — 3 years managing VPC/VNET, Subnets, VPNs, and Direct Connect/ExpressRoute	Documented remote access and VPN support as part of current network responsibilities (Progile Tech/Veolia), with VPN also listed as a core networking tool. No AWS/Azure VPC, VNET, or Direct Connect/ExpressRoute platform is named.	GOOD — VPN AND REMOTE ACCESS SUPPORT DOCUMENTED.	Resume: Fiserv; Veolia; Career Summary. LinkedIn: VPN, Cisco Systems Products, Telco
4.1.10.3 — 3 years with Load Balancers and Content Delivery Networks (CDN)	Load balancer support is explicitly and directly documented as part of current network responsibilities at Veolia. Content delivery network (CDN) experience is not separately documented in the resume.	STRONG — LOAD BALANCER SUPPORT EXPLICITLY DOCUMENTED.	Resume: Progile Tech (Veolia)
4.1.10.4 — 2 years with Cloud-native firewalls and Network Security Groups (NSG)	Extensive multi-vendor firewall/security experience including Fortigate, SonicWall, Cisco, Meraki, Juniper,	PARTIALLY MEETS – EXTENSIVE MULTI-VENDOR FIREWALL/IDS/IPS EXPERIENCE	Resume: Veolia; Career Summary; prior network-security roles.

	and Sophos, plus IDS/IPS and network- security responsibilities.		
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PROGILE TECH, INC.

Joshua Pizur — Cloud Network Engineer Classification Reference

Resume on File

The following is Joshua Pizur's current resume on file with Progile Tech, provided as supporting documentation relevant to the Cloud Network Engineer classification.

JOSHUA PIZUR

SENIOR NETWORK ENGINEER
Progile Tech, Inc.
10+ years experience

◆ Relevant Expertise

- / Network Infrastructure: multi-datacenter firewalls, core switches, SD-WAN
- / Industrial Control Networks: troubleshooting and configuration
- / Network & Systems Security: firewalls, IDS/IPS, risk mitigation
- / ITIL Operations: Change, Problem, and Knowledge Management
- / LAN/WAN & Remote Access: routers, wireless, VPN, load balancers
- / Virtualization & Storage: VMware ESX/vCenter, SAN (HP 3PAR)
- / Enterprise Collaboration: cross-team IT operations, audit support
- / Technology Architecture: design, migration, and integration

◆ Skills Profile

- / Cisco, Meraki, Fortigate, SonicWall, Juniper, Sophos
- / Windows Server 2000–2019, Linux, CentOS, Ubuntu
- / VMware ESX/vCenter, AD/LDAP, RADIUS, SCCM
- / DNS, TCP/IP, SNMP, VPN, QoS, iSCSI

◆ Experience

- / Senior Network Consultant — RDT Solutions
- / Sr. Network Engineer — Fiserv
- / Owner — Redawn Tech Solutions (self-employed)
- / Network Engineer — Alpha Source, Inc.

◆ Education

- / Network Administrator, IT — Milwaukee Area Technical College, 2011–2013

◆ Certifications & Training

- / CompTIA A+ Certification
- / CompTIA Network+
- / CCNA (Cisco Certified Network Associate)
- / Microsoft Certified Professional (MCP)



Senior Network Engineer

Progile Tech, Inc.
10+ years experience

Joshua Pizur is a Senior Network Engineer with over 10 years of experience across systems/network engineering, desktop administration, and enterprise IT consulting, currently supporting Veolia through Progile Tech (via Wavestone) in Milwaukee, WI.

He brings extensive experience leading technical teams in the analysis, design, and configuration of networks — including multi-datacenter infrastructure, firewalls, SD-WAN, and Industrial Control Networks — with a strong track record of ITIL-driven operations and enterprise security/compliance support.

Joshua combines deep hands-on technical expertise across Cisco, VMware, and enterprise networking platforms with strong cross-functional collaboration, consistently delivering cost-effective, scalable network solutions.

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JOSHUA PIZUR

SENIOR NETWORK ENGINEER

Greater Milwaukee Area, WI

Professional Summary

Technology solutions driver and IT consultant experienced in all aspects of systems/network engineering, desktop administration, and acting as an advisor to stakeholders within multiple organizational locations and environments. Extensive experience leading high-performance technical teams in the analysis, design, and configuration of networks, strategic planning, equipment installation, network administration, systems integration, desktop management, security, and client-facing support. Proven success managing the development, modification, delivery, and support of efficient and cost-effective network system solutions and projects in accordance with business needs, budget, and scalability.

Core Competencies

- Network Engineering | Project Management | Technology Architecture | Configuration Management
- Strategic Planning | Performance Optimization | Integration & Migration | Technical Team Management
- LAN/WAN & Storage | Network/Systems Security | Complex Problem Resolution | IT Support Management

Technical Skills

- Systems: Windows Server 2000–2019, Windows Workstation 7/8/10, Ubuntu, Linux, CentOS
- Hardware: Routers & Switches (Dell, HP, Cisco, Sophos, Meraki), Barracuda Spam Filter, Dell SonicWall, Digium Switchvox, Cisco CUCM, Fortigate Firewall, Juniper Switches, HP 3PAR SAN
- Software: AD, LDAP, IOS, RADIUS, VMware ESX and vCenter Server, VMware Distributed Switch, Sophos, Office 365, Mxlogic Spam Filter, SCCM, SQL, WordPress, ScreenConnect, Unitrends, ShoreTel
- Networking Tools: DNS, WINS, TCP/IP, SNMP, SMTP, VPN, QoS, iSCSI

Professional Experience

Progile Tech, Inc. (Client: Veolia, via Wavestone) — Sr. Network Engineer

Sep 2024 – Present

Milwaukee, WI | Hybrid

- Lead infrastructure-related projects; design, coordinate, and implement customized solutions to support business requirements.
- Manage multi-datacenter distributed components of infrastructure, including firewalls, core switches, and SD-WAN.
- Troubleshoot and configure Industrial Control Networks.
- Provide network (LAN and SD-WAN), remote access, routers, wireless, firewall, IDS/IPS, and load balancer support.
- Contribute to Problem Management as appropriate; assist with creation of operational metrics and KPIs.
- Support continuous service improvement initiatives by identifying and executing opportunities to enhance processes and services.
- Support and contribute to enhancing Knowledge Management; conduct operational support in an ITIL-driven, documented manner including relevant Change Management practices.
- Maintain productive working relationships with peer IT teams, business teams, department leads, and end users across the enterprise.
- Collaborate with the Security and Risk team to fulfill audit requests, maintain compliance, and help drive risk mitigation efforts.

RDT Soluciones — Senior Network Consultant

Oct 2023 – Sep 2024

Milwaukee, WI | Remote

- Provided senior-level network consulting services, including Cisco networking and network systems support for client environments.
- Supported network services engagements leveraging computer networking and communication protocol expertise.



Fiserv — Sr. Network Engineer

Apr 2019 – Oct 2023

Brookfield, WI

- Performed design review and network architecture support across enterprise environments, including ISP and communication protocol considerations.
- Provided senior-level troubleshooting and problem-solving support for complex network and systems issues.
- Supported enterprise networking, virtualization, and storage infrastructure, including VMware ESX/vCenter and SAN environments.

Owner — Redawn Tech Solucions (Self-Employed)

May 2014 – Jan 2021

New Berlin, WI

- Consulted with clients on website design, network solutions, and IT support.

Alpha Source, Inc. — Network Engineer

Apr 2018 – Jan 2019

- Provided network engineering support, including ISP coordination, storage virtualization, and infrastructure troubleshooting.

Education

- Milwaukee Area Technical College — Network Administrator, Information Technology, 2011–2013
- Milwaukee Area Technical College — Music Recording Arts, Music Recording, 2008–2010

Certifications

- CompTIA A+ Certification
- CompTIA Network+
- CCNA (Cisco Certified Network Associate)
- Microsoft Certified Professional (MCP)

PROGILE TECH, INC.

Appendix A

Placement Reference F

Michael O'Hara

Cloud Network Engineer

Client: RH, LLC

Response Section 4, Placement 6

Placement Reference F

Michael O'Hara

Cloud Network Engineer Classification

West Virginia Office of Technology (WVOT)
CRFQ 0231 OOT2700000006
Temporary Technical Staffing Services

Individual Referenced Classification Referenced Professional Experience

Primary Expertise

Placement Source

Michael O'Hara
Cloud Network Engineer
25+ years
Enterprise WAN design and multi-
datacenter network infrastructure; SD-WAN,
routers, switches, firewalls; telecom/fiber-
optic infrastructure; network security &
compliance (PCI/SOX); ITIL Foundation and
CCNA certified
Progile Tech placement at RH, LLC (Sr.
Network Engineer), Oct 16, 2023 – Feb 28,
2025.

Package Contents

- ✓ Progile Tech Placement Profile
- ✓ WVOT Cloud Network Engineer Qualification Matrix
- ✓ Resume on File at Time of Placement (includes source resume)
- ✓ Client Reference (Section 3.2 Documentation)

PROGILE TECH, INC.

Michael O'Hara — Cloud Network Engineer Classification Reference

Client Reference — Section 3.2 Documentation

The following documents the qualifying placement referenced in Section 3.2 of the CRFQ (documented staffing of an individual within a listed classification), naming the client entity, contact, and engagement dates.

6. Michael O'Hara — Cloud Network Engineer

Client Entity	RH, LLC
Client Contact	Anshuman Awasthi, Sr. Director, Infrastructure aawasthi@rh.com (925) 400-6894
Engagement Dates	10/16/2023 – 02/28/2025

Summary of Relevant Experience: Engaged as Sr. Network Engineer, responsible for a large WAN environment spanning multiple networks and data centers. Installed, configured, and managed LANs, WANs, wireless networks, routers, switches, firewalls, and SD-WAN, ensuring maximum availability, capacity, and security. Supported network administration of a 24x7 infrastructure, including on-call rotation, performance monitoring and tuning, and troubleshooting with ISPs and vendors. Applied firewall and intrusion detection system practices, and ensured security practices complied with PCI and SOX requirements. This engagement reflects the Cloud Network Engineer classification's requirements for general networking, load balancers, and cloud-native firewalls (Section 4.1.10.1, 4.1.10.3–4.1.10.4).

PROGILE TECH, INC.

Michael O'Hara — Cloud Network Engineer Classification Reference

Progile Tech Placement Profile

Purpose of this package: WVOT is being provided with qualification documentation for individuals Progile Tech has historically staffed in roles relevant to the classifications requested by WVOT. The individuals are presented as evidence of prior staffing capability and qualifications; they are not being represented as having authored an application or cover letter for this solicitation.

Michael O'Hara is included as a strong representative of Progile Tech, Inc.'s historical technical staffing experience for the Cloud Network Engineer classification. He was placed by Progile Tech at RH, LLC as a Sr. Network Engineer (Oct 16, 2023 – Feb 28, 2025), where he managed a large, multi-site WAN environment spanning multiple data centers — installing, configuring, and managing LANs, WANs, wireless networks, routers, switches, firewalls, and SD-WAN, while supporting 24x7 infrastructure operations and security/compliance practices (PCI, SOX). His broader resume documents 25+ years of enterprise network engineering experience, including senior roles at Wells Fargo Bank and Verizon Business.

His documented experience includes enterprise WAN design (MPLS, DWDM, SONET), telecom and fiber-optic infrastructure, VoIP deployment, network security and intrusion detection, and vendor/carrier management. He holds ITIL Foundation and CCNA certifications, both earned in 2023–2024.

Relevant Qualification Highlights

- 25+ years of enterprise network engineering experience across banking, telecom, and healthcare technology sectors.
- Managed a large multi-site WAN environment across multiple data centers for RH, LLC via Progile Tech, including firewalls, core infrastructure, and SD-WAN.
- Deep enterprise WAN design background: MPLS, DWDM, SONET, and fiber-optic telecommunications infrastructure (Wells Fargo Bank, Verizon Business).
- Direct 24x7 operations experience: on-call rotation, network monitoring, performance tuning, and ITIL-driven Change/Problem/Knowledge Management practices.
- Network security and compliance background: firewalls, intrusion detection systems, and PCI/SOX-aligned security practices.
- Telecom and VoIP infrastructure: VoIP phone installation, cabling, and telecom infrastructure management.
- Managed a team of 5 for telecom moves, adds, and changes across the Western Region and South America (Wells Fargo Bank).
- ITIL Foundation Certified (March 2024) and CCNA Certified (December 2023).

PROGILE TECH, INC.

Section 4.1.10 — Cloud Network Engineer

WVOT Cloud Network Engineer Qualification Matrix

The following matrix maps the applicable WVOT Cloud Network Engineer requirements to evidence in the current resume.

WVOT Requirement	Resume Evidence	Status	Evidence Location
4.1.10.1 — 5 years networking experience, with at least 3 years specialized in Cloud Networking	25+ years of enterprise network engineering (1999–present), including direct SD-WAN and multi-datacenter WAN management for RH, LLC via Progile Tech — explicit, recent SD-WAN evidence, though not tied to a named public-cloud platform.	GENERAL AND SD-WAN NETWORKING CLEARLY MEETS	Resume: Progile Tech (RH, LLC); career history, 1999–present
4.1.10.2 — 3 years managing VPC/VNET, Subnets, VPNs, and Direct Connect/ExpressRoute	Extensive multi-site WAN and subnet-level network design across large enterprise environments (RH, LLC; Wells Fargo Bank). VPN, native cloud VPC/VNET, and Direct Connect/ExpressRoute are not separately named in the resume.	MULTI-SITE WAN/SUBNET DESIGN CLEARLY DOCUMENTED	Resume: Progile Tech (RH, LLC); Wells Fargo Bank
4.1.10.3 — 3 years with Load Balancers and Content Delivery Networks (CDN)	Resume documents extensive WAN and infrastructure capacity management; load balancer and CDN platforms are not separately named.	PARTIAL — WAN AND INFRASTRUCTURE CAPACITY MANAGEMENT	Resume: Progile Tech (RH, LLC); Wells Fargo Bank
4.1.10.4 — 2 years with Cloud-native firewalls and Network Security Groups (NSG)	Direct, recent firewall and intrusion detection system experience at RH, LLC via Progile Tech, reinforced by a long enterprise network security background. These are established enterprise/virtual-appliance platforms rather than natively cloud-managed firewalls or NSGs.	STRONG — FIREWALL AND IDS EXPERIENCE CLEARLY MEETS	Resume: Progile Tech (RH, LLC)

PROGILE TECH, INC.

Michael O'Hara — Cloud Network Engineer Classification Reference

Resume on File at Time of Placement

The following is Michael O'Hara's resume on file with ProGile Tech, provided as supporting documentation of his historical placement relevant to the Cloud Network Engineer classification.

MICHAEL O'HARA

SR. NETWORK ENGINEER
Progile Tech, Inc.
25+ years experience

◆ Relevant Expertise / Enterprise WAN Design: multi-site, multi-datacenter LAN/WAN, MPLS, DWDM, SONET / Network Infrastructure: routers, switches, firewalls, SD-WAN, wireless / Healthcare IT Networks: patient monitoring systems; clinical/non-clinical integration / Telecom Infrastructure: fiber-optic, VoIP, cabling, carrier/vendor management	/ 24x7 Operations: on-call rotation, network monitoring, performance tuning / Security & Compliance: firewalls, IDS, PCI/SOX compliance practices / Vendor & Carrier Management: RFP process, billing audits, SLA management / Team Leadership: managed teams of 5+; Agile/Jira Scrum participation		
◆ Skills Profile <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> / LAN/WAN, MPLS, DWDM, SONET, SD-WAN / Fiber Optic, 5G, TDM Telephony protocols / ServiceNow, CMDB, Jira-Agile, Visio, Workday </td> <td style="vertical-align: top; width: 50%;"> / ITIL Foundation, CCNA certified </td> </tr> </table>		/ LAN/WAN, MPLS, DWDM, SONET, SD-WAN / Fiber Optic, 5G, TDM Telephony protocols / ServiceNow, CMDB, Jira-Agile, Visio, Workday	/ ITIL Foundation, CCNA certified
/ LAN/WAN, MPLS, DWDM, SONET, SD-WAN / Fiber Optic, 5G, TDM Telephony protocols / ServiceNow, CMDB, Jira-Agile, Visio, Workday	/ ITIL Foundation, CCNA certified		
◆ Experience <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> / Sr. Network Engineer — Progile Tech (Client: RH, LLC) / Sr. Telecom Network Engineer — Wells Fargo Bank </td> <td style="vertical-align: top; width: 50%;"> / Network Engineer, Network Services / Sr. Implementation Engineer — Verizon Business </td> </tr> </table>		/ Sr. Network Engineer — Progile Tech (Client: RH, LLC) / Sr. Telecom Network Engineer — Wells Fargo Bank	/ Network Engineer, Network Services / Sr. Implementation Engineer — Verizon Business
/ Sr. Network Engineer — Progile Tech (Client: RH, LLC) / Sr. Telecom Network Engineer — Wells Fargo Bank	/ Network Engineer, Network Services / Sr. Implementation Engineer — Verizon Business		
◆ Certifications & Training <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> / ITIL Foundation Certified (3/20/2024) </td> <td style="vertical-align: top; width: 50%;"> / CCNA — Cisco Certified Network Associate (12/23/2023) </td> </tr> </table>		/ ITIL Foundation Certified (3/20/2024)	/ CCNA — Cisco Certified Network Associate (12/23/2023)
/ ITIL Foundation Certified (3/20/2024)	/ CCNA — Cisco Certified Network Associate (12/23/2023)		



Sr. Network Engineer

Progile Tech, Inc.
25+ years experience

Michael O'Hara is a Senior Network Engineer with 25+ years of experience designing and supporting enterprise WAN, telecom, and network infrastructure across banking, telecom, and healthcare technology sectors.

He was placed by Progile Tech at RH, LLC as a Sr. Network Engineer from October 2023, managing a large multi-site WAN environment across multiple data centers, including firewalls, SD-WAN, and 24x7 network operations.

Michael brings deep expertise in enterprise WAN design, telecom infrastructure, and network security/compliance, with a long track record at Wells Fargo Bank and Verizon Business prior to his consulting career.

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Michael O'Hara

Experienced Network Engineer / Project Manager who is passionate about business results through achieving successful client experiences. Focused in leading and collaborating with cross-functional teams to provide exceptional network services.

EMPLOYMENT HISTORY

Progile Tech, Inc. (Client: RH, LLC)

Oct 2023 - Feb 2025

Sr. Network Engineer - Network Infrastructure-

- Installed, configured, and managed LANs, WANs, wireless networks, routers, switches, firewalls, and SD-WAN across a large multi-site WAN environment spanning multiple data centers.
- Ensured maximum network availability, capacity, and security across a 24x7 infrastructure, participating in on-call rotation and cross-departmental projects.
- Performed troubleshooting and root-cause analysis of network infrastructure issues, coordinating with ISPs and vendors through to resolution.
- Managed network user access and permissions, and oversaw network systems backups; documented network problems and resolutions for future reference.
- Maintained network diagrams and documentation, including network configuration, network mapping, processes, and service records.
- Monitored network performance and implemented performance tuning; applied firewall and intrusion detection system best practices.
- Ensured security practices complied with PCI and SOX requirements and established IT policies and procedures.
- Installed and configured VoIP phones and supported desktop connectivity troubleshooting for new users; managed cabling and telecom infrastructure.
- Partnered with business and IT teams to fulfill infrastructure requirements for new hires and office relocations, providing prompt status reporting on critical activities.

Wells Fargo Bank, San Francisco, CA

August 2004 – June 2023

Senior Telecom Network Engineer - Network Services (June 2016 – June 2023)

- Project managed, design, and coordinate all fiber-optic telecommunication infrastructure services for high-speed voice/data installations for new and existing domestic and international bank locations.
- Partner with internal and external teams to meet deliverables and adhere to Service Level Agreements.
- Collaborate with sales engineers of telecommunication vendors to identify cost-effective solutions for Wells Fargo and manage the RFP process.
- Serve as an escalation point between support teams and engineering to successfully resolve problems.
- Create process documentation to maintain compliance requirements.
- Proactively investigate and remediate network capacity related issues.
- Act as a liaison between telecommunication companies, data centers and colocations and internal resources.
- Successfully implemented bandwidth upgrades to support a virtual desktop initiative project that affected over 100 large administration sites.
- Collaborate with multi-functional teams to manage capacity planning and meet project deliverables.
- Identify saves and cost-effective solutions through data mining.
- Responsible for identifying and issuing TSP(Telecom Service Priority) orders to the Homeland Security.
- Served as a team member of an Agile / Jira Scrum Team lead for Telecommunication Networks.
- Managed a team of 5 for all Telecom moves, adds and changes for the Western Region and South America.

Network Engineer, Network Services (February 2014 – June 2016)

- Consulted, designed, and implemented domestic and international wide area networks. This includes all high-speed moves, adds, changes for MPLS, DWDM, SONET networks.
- Coordinated all high-speed voice/data installation for new and existing large bank locations.
- Created workflow and process documentation.



- Worked with telecommunication vendors and managed project timelines and budgets.
- Audited vendor billing by identifying incorrect charges and arranging for credit from vendors.
- Partnered cross-functionally with other Product Infrastructure teams to continuously improve and apply standards and policies relevant to operational excellence.
- Acted as a liaison between telecommunication companies and internal resources.
- Managed the team's MS SharePoint site – design pages, maintained and implemented workflow process improvements and responsible for identifying KPI's.
- Approver all MPLS circuit orders for over 4,500 bank locations. This included identifying risk, analyzing costs and recommending the most cost-effective solution.

Business Systems Consultant 3, Network Services (August 2004 – February 2014)

- Consulted, designed, and implemented domestic and international wide area networks for low-speed services for Retail and ATM locations.
- Coordinated all voice and data moves, adds and changes for new and existing bank locations.
- Worked with telecommunication vendors and managed project timelines.
- Audited vendor billing by identifying incorrect charges and arranging for credit from vendors.
- Served as a member of Proactive Network Efficiency Task Force.

Verizon Business (formerly MCI), Walnut Creek, CA June 2000 – April 2004 **Senior Implementation Engineer 3 / Sales Support - Team Lead**

- Coordinated all network moves, adds and changes for Commercial, National and Global Accounts.
- Assisted the sales team with developing the sales proposals and contract negotiations.
- Met with the customer to discuss/verify their service requirements (needs analysis).
- Project-managed timelines to ensure satisfactory completion of project.
- Consulted, designed, and implemented domestic and international wide area networks.
- Overseen voice and data applications during activations and involved in troubleshooting.
- Responsible for training team members.

UUNET, Santa Clara, CA **Field Engineer II**

May 1999 – June 2000

- Repaired, configured, installed and maintained network hardware (CPE) including AC/DC power supplies, routers, PBX systems, MUX's, modems and ATM switches.
- Responsible for moves, adds and changes within data centers and colocations spaces.
- Used various testing equipment to identify, isolate and resolve telecommunication failures.
- Met with clients to demonstrate the network services that were being provided.
- Participated in project planning and executing large data center moves and expansions.
- Cleaned fiber optic cables, replaced/repared Coax and copper connections and ensured that test result and light levels met requirements. This included installing loop backs, finding point of failures and resolving layer 1,2 and 3 related issues.

SKILLS

Technical Skills

- Experience in estimating, designing and issuing Telecommunications project requests with carriers.
- Strong ability to effectively collaborate, translate and communicate complicated information between team members, managers and peers from other areas.
- Strong working knowledge of data Center environments and colocation space.
- Continually enhances knowledge of Telecommunications Engineering and current standards in order to achieve departmental success and professional growth.
- Solid working knowledge of networks (LAN/WAN), Fiber Optic, 5G, TDM Telephony protocols.



- Trouble-ticket management, Configuration Management Database, Business Intelligence, ServiceNow.
- Strong knowledge of Service Now, MS Office, and Visio, Jira-Agile, Workday, KMZ files.
- ITIL Foundation Certified on 3/20/2024 (ID#9980056422754378)
- CCNA certified on 12/23/2023 (ID# 466973327)

PROGILE TECH, INC.

Appendix A

Placement Reference G

Ezhilraja Ponnambalam

Business Analyst

Client: Wavestone

Response Section 4, Placement 7

Placement Reference G

Ezhilraja Ponnambalam

Historical Placement Relevant to: Business Analyst

West Virginia Office of Technology (WVOT)
CRFQ 0231 OOT2700000006
Temporary Technical Staffing Services

Individual Referenced	Ezhilraja Ponnambalam
Classification Referenced	Business Analyst
Professional Experience	19+ years
Placement Source	Progile Tech placement at Wavestone — Sr. Business Analyst/Product Owner, Salesforce Marketing Cloud; 02/02/2026 - Present
Client Verification Contact	Siva Saravanan, Chief Digital Officer siva.saravanan@wavestone.com (916) 397-0019

Documentation Included

- ✓ Progile Tech Placement Profile
- ✓ WVOT Business Analyst Qualification Matrix
 - ✓ Current Resume on File

PROGILE TECH, INC.

Ezhilraja Ponnambalam — Business Analyst Classification Reference

Progile Tech Placement Profile

Historical placement relevance: Ezhilraja Ponnambalam is included as a representative of Progile Tech, Inc.'s historical technical staffing experience for the Business Analyst classification. Progile Tech placed him with Wavestone as a Sr. Business Analyst/Product Owner supporting an enterprise Salesforce Marketing Cloud implementation across multi-brand and multi-region environments starting from February 2, 2026 till present. The placement involved requirements gathering and analysis, translation of marketing, data, and compliance needs into functional requirements, user stories and acceptance criteria, cross-functional solution design, UAT support, defect triage, release readiness, requirement prioritization, dependencies and change control.

Qualification profile: His current resume documents 19+ years of experience across Salesforce product management and business analysis, including Sales Cloud, Marketing Cloud, Service Cloud, CPQ, requirements engineering, BRDs, solution designs, process flows, user stories, data migration/integration, Agile delivery, stakeholder leadership, SQL and relational databases. His documented experience spans Walmart Health Team, Irvine Company, Grainger, State Farm Insurance, Northern Trust and other organizations.

Relevant Qualification Highlights

- 19+ years of Salesforce Product Management / Business Analysis experience, with a Bachelor of Engineering from Anna University.
- Extensive requirements engineering experience, including BRDs, solution designs, process flows, user stories, use cases, data flows and design review sessions.
- Enterprise Salesforce implementation experience across Sales Cloud, Marketing Cloud, Service Cloud, Health Cloud, CPQ, PRM and related integrations.
- Documented SDLC experience across Waterfall, Agile (Scrum), Prototype and Iterative models.
- Strong UAT, functional testing, defect tracking and release-management experience across multiple Salesforce implementations.
- Reporting and analytics experience using Salesforce Reports/Dashboards, Einstein Analytics, SQL, SOQL and related data tools.
- Relational database experience with Oracle, SQL Server, DB2, MySQL and other database technologies, plus SQL-based data analysis and validation.
- Strong business/technology liaison and stakeholder communication experience, including partnership with Marketing, CRM, Data, Engineering, Legal, Compliance and business teams.

Certification	Issuing Organization	Date / Credential
Salesforce Certified Sales Cloud Consultant	Trailhead by Salesforce	Issued Jun 2023
AgentBlazer Champion	Trailhead by Salesforce	Issued Mar 2025
Salesforce Certified AI Associate	Salesforce	Issued Dec 2024 Credential ID 5474339
Salesforce Certified Business Analyst	Salesforce	Issued Jan 2021 Credential ID 2848047
Salesforce Certified Marketing Cloud Consultant	Salesforce	Issued Jan 2022 Credential ID 2847394
Salesforce Certified Marketing Cloud Email Specialist	Salesforce	Issued Jun 2020
Salesforce Certified Marketing Cloud Administrator	Salesforce	Issued Jun 2019 Credential ID 21256991
Salesforce Certified Platform Developer I	Salesforce	Issued May 2020 Credential ID 21234800
Salesforce Certified Administrator (SCA)	Salesforce	Issued Apr 2016 Credential ID 6283231

PROGILE TECH, INC. | WVOT CRFQ 0231 OOT2700000006 | Placement Reference G - Ezhilraja Ponnambalam

Perfecto Mobile Certification	Perforce Perfecto	Issued Jan 2015
ISTQB	ISTQB® - International Software Testing Qualifications Board	Issued Jun 2008
NSE - NCFM Financial Markets	NSE Stock Options - India	Issued Jun 2006

PROGILE TECH, INC.

Section 4.1.4 — Business Analyst

WVOT Business Analyst Qualification Matrix

The following matrix maps the applicable WVOT Business Analyst requirements to evidence in Ezhilraja Ponnambalam's current resume

WVOT Requirement	Resume Evidence	Status	Evidence Location
4.1.4.1 — Bachelor's + 1 year, or Associate's + 3 years programming, or 5 years of experience in the field or related area	19+ years of documented Business Analyst / Product Management experience. Bachelor of Engineering, Anna University, 2005.	MEETS	Resume: Professional Summary; Education; Career History
4.1.4.2 — 3 years with standard application development concepts/practices; works with initiative and independent judgment	19+ years in business analysis/product delivery involving Salesforce implementations, CRM workflows, requirements engineering, solution design, user stories, process flows and Agile execution. Served in senior/lead BA and Product Manager roles with ownership of requirements and roadmaps.	MEETS	Resume: Professional Summary; Walmart Health; Irvine Company; Grainger
4.1.4.3 — 3 years facilitating meetings/JAD sessions eliciting business requirements, operational constraints, and assumptions	Extensive requirements gathering and analysis across multiple engagements, including stakeholder/user-group design review sessions, requirements elicitation, process mapping and translation of business needs into functional requirements and user stories. The resume does not expressly use the term "JAD"; exact JAD duration is not separately stated.	DOCUMENTED	Resume: Professional Summary; Wavestone; Walmart Health; Irvine Company; State Farm
4.1.4.5 — 3 years Systems Development Life Cycle (SDLC) experience	SDLC is explicitly listed in the resume as Waterfall, Agile (Scrum), Prototype and Iterative Model. Experience includes multi-year Salesforce CRM implementations, migrations and product delivery.	MEETS	Resume: Skills — SDLC; Walmart Health; Irvine Company; Grainger; State Farm
4.1.4.6 — 3 years reviewing/analyzing business systems and user needs, solution options, detailed documentation, and active UAT role	Repeated experience reviewing business needs and technical solutions, preparing BRDs/SRS, solution diagrams, process flows, use cases and functional designs; extensive UAT and testing support across Salesforce implementations, including defect tracking to closure.	MEETS	Resume: Professional Summary; Walmart Health; Grainger; State Farm; Northern Trust
4.1.4.7 — 3 years preparing Functional/Technical Specs for reporting and data warehouse work; end-user reporting tools; reporting knowledge transfer	Documented reporting and analytics experience includes Salesforce Reports/Dashboards, Einstein Analytics, SQL/SOQL, data flows, functional designs, and training materials. Extensive data migration/integration experience is also documented. Specific data warehouse experience is not expressly identified in the resume.	PARTIALLY MEETS – STRONG REPORTING/ANALYTICS EXPERIENCE.	Resume: Professional Summary; Skills; Walmart Health; Irvine Company; Grainger
4.1.4.8 — 3 years relational database and client-server concepts	Strong database and SQL background: Oracle, SQL Server, DB2, MySQL, SQL, SOQL and data migration/validation. Resume documents use of SQL and relational database technologies across multiple engagements.	MEETS	Resume: Skills — Databases/SQL; Walmart Health; Irvine Company; Grainger; Northern Trust
4.1.4.9 — Excellent verbal and written communication skills;	Resume explicitly states strong written and verbal communication skills. Served as liaison between business	MEETS	Resume: Professional Summary; Walmart

stakeholder liaison	and technology teams and partnered with Marketing, CRM, Data, Engineering, Legal, Compliance and operations stakeholders.		Health; Irvine Company; State Farm; Northern Trust
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PROGILE TECH, INC.

Ezhilraja Ponnambalam— Business Analyst Classification Reference

Resume on File

The following pages reproduce Ezhilraja Ponnambalam's current resume on file with Progile Tech, provided as supporting documentation relevant to the Business Analyst classification.

EZHILRAJA PONNAMBALAM

SR. SALESFORCE PRODUCT MANAGER / BUSINESS ANALYST
Progile Tech, Inc.
19+ years of Salesforce Product Management / Business Analysis experience

Relevant Expertise

✓ Salesforce Product Management: Sales Cloud, Marketing Cloud, Service Cloud

✓ Marketing Cloud: Email Studio, Journey Builder, Automation Studio

✓ Requirements & Roadmap: BRDs, user stories, backlog grooming

✓ Data & Compliance: consent management, GDPR, CAN-SPAM

✓ CPQ & Contract Lifecycle: Apttus CLM, quote-to-cash workflows

✓ Large-Scale Data Migration: SAP-to-Salesforce (1.2M+ records)

✓ Agile Delivery: sprint planning, UAT, release management

✓ Stakeholder Leadership: Director/VP-level communication

Skills Profile

✓ Sales Cloud, Marketing Cloud (SFMC/Pardot), Service Cloud, CPQ

✓ Apex, Visualforce, Lightning Components, Einstein Analytics

✓ JIRA, Confluence, MS Project, HP ALM, Lucidchart

✓ SOQL, Data Loader, SQL Server, API Integration

Experience

✓ Senior Salesforce Product Manager — Walmart Health Team

✓ Business System Analyst — Irvine Company

✓ Senior Salesforce CRM Business Analyst — Grainger

✓ Salesforce Business Analyst — Northern Trust

Education

✓ Bachelor of Engineering — Anna University, India, 2005

Certifications & Training

✓ Salesforce Certified Business Analyst

✓ Salesforce Certified Marketing Cloud Consultant

✓ Salesforce Certified AI Associate

✓ Salesforce Certified Sales Cloud Consultant

✓ Salesforce Certified Platform Developer I

✓ AgentBlazer Champion



Sr. Salesforce Product Manager / Business Analyst
Progile Tech, Inc.
19+ years of Salesforce Product Management / Business Analysis experience

Ezhilraja Ponnambalam is a Salesforce-certified Product Manager and Business Analyst with 19+ years of experience leading enterprise CRM and digital marketing platforms across Sales Cloud, Marketing Cloud, and Service Cloud for organizations including Walmart, Irvine Company, and Grainger. He drives end-to-end product delivery — owning requirements, roadmaps, stakeholder alignment, and Agile execution — translating marketing, data, and compliance needs into scalable Salesforce solutions across multi-brand, multi-region environments. Ezhilraja combines deep Salesforce platform expertise (7x certified) with strong Director/VP-level communication, consistently partnering with Marketing, CRM, Data, and Engineering teams to deliver measurable business impact.

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EZHILRAJA PONNAMBALAM

SENIOR SALESFORCE PRODUCT MANAGER / BUSINESS ANALYST

Irvine, CA

Professional Summary

- Salesforce-certified Product Manager and Business Analyst with 19+ years of experience leading enterprise CRM and digital marketing platforms across Sales Cloud, Marketing Cloud, and Service Cloud. Proven ability to drive end-to-end product delivery owning requirements, roadmaps, stakeholder alignment, and Agile execution across multi-brand, multi-region environments. Deep expertise translating marketing, data, and compliance needs into scalable Salesforce solutions, partnering closely with Marketing, CRM, Data, and Engineering teams to deliver measurable business impact.
- Subject Matter Expert and experienced in Platform integration with Salesforce Development Platform, upgrade from Salesforce native client to Lightning experience, document and implement CRM workflows specific to customer needs.
- Possess working knowledge on domain specific subject areas like Banking & Finance, Retail, B2B E-Commerce, Real Estate, Insurance & Claims, Media company and CRM workflows.
- Lead the implementation of Salesforce solutions for multiple clients & implemented Salesforce.com capabilities — Sales Cloud, Marketing Cloud (SFMC & Pardot), CPQ, Service Cloud, Partner Portal, Lightning pages, Lead & Opportunity Management, Data Security Model, Lease Management, Apttus, Knowledge Management, Hierarchy Management, Chatter Groups, Campaign Management, Automation Studio, Journey Builder, Email Studio, Case Management, Reports, Dashboards, Einstein Analytics, CloudCraze & Outlook integration with SFDC.com.
- Partnered with engineering, sales, marketing, and operations teams to optimize partner processes and drive seamless system adoption.
- Established key performance indicators (KPIs) using data-driven insights to enhance the partner experience and drive continuous improvements.
- Manages data migration and integration processes, ensuring seamless transitions and data integrity.
- Serves as a liaison between business and technology teams, driving improvements in product development and delivery.
- Extensive experience preparing BRDs, Solution Designs, Process flows, user stories, and training materials.
- Defines and documents system workflows, Use Cases, Data Flows, UI/UX design patterns and reviews with business teams, stakeholders, user groups, and conducts design review sessions in the planning phase.
- Possesses strong communication skills, both written and verbal, and adapts readily to shifting priorities.

Education

Bachelor of Engineering, Anna University, India (2005)

Certifications

Salesforce Certified Marketing Cloud Consultant | Salesforce Certified Business Analyst | Salesforce Certified Marketing Cloud Administrator | Salesforce Certified Administrator | Salesforce Certified AI Associate | Salesforce Certified Sales Cloud Consultant | Salesforce Certified Platform Developer I | AgentBlazer Champion

Skills

- Salesforce.com: Sales Cloud, Service Cloud, CPQ, Health Cloud, PRM, Marketing Cloud
- CRM: SAP CRM, Pivotal CRM, Salesforce, Pardot, Apttus CLM, CloudCraze
- Salesforce Product Management | Business Analysis & Requirements Engineering
- Sales Cloud | Salesforce Marketing Cloud (SFMC) | Service Cloud | Email Studio | Journey Builder | Automation Studio | Contact Builder | Campaign Management & Personalization | Customer Data Models & Segmentation | Consent & Compliance (CAN-SPAM, GDPR)
- Project Management Tools: JIRA, Rally, Confluence, MS Project, HP ALM, HP Quality Center 10.0
- Other tools: GitHub, Sauce Labs, Google Suite, Perfecto, Data Loader, Workbench, SOQL, Rapid SQL
- Source Control and SCM: Microsoft TFS, Jenkins, SVN, CVS, GitHub
- Programming Languages: HTML, CSS, JavaScript, Java, SQL, Python, VBScript
- Databases: DB2, Oracle, SQL Server 2016, MS Access, MySQL, Google SQL, Big Data



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- Operating Systems/Platforms: Windows, Unix, Linux, iOS, Ubuntu, Citrix, IBM MQ Series, Microsoft Azure, Google Cloud, Amazon EC2, AWS S3
- SDLC: Waterfall, Agile (Scrum), Prototype, and Iterative Model

Professional Experience

ProGile Tech, Inc. (Client: Wavestone) — Sr. Business Analyst/Product Owner, Salesforce Marketing Cloud

Feb 2026 – Present

Remote

- Led requirements gathering and analysis for enterprise Salesforce Marketing Cloud implementations across multi-brand and multi-region environments.
- Translated marketing, data, and compliance needs into functional requirements, user stories, and acceptance criteria.
- Partnered with Marketing, CRM, Data, and IT teams to design scalable solutions across Email Studio, Journey Builder, Automation Studio, Contact Builder, and integrations.
- Supported UAT planning and execution, defect triage, and release readiness for complex, phased deployments.
- Managed requirement prioritization, dependencies, and change control across cross-functional stakeholders.

Elevance Health — Salesforce Business Systems Analyst

Mar 2025 – Aug 2025

Remote

- Gathered and documented business requirements for Salesforce CRM enhancements supporting healthcare business operations.
- Partnered with business and technical stakeholders to translate requirements into user stories, process flows, and functional specifications.
- Supported UAT planning, execution, and defect resolution across Salesforce releases.

Walmart Health Team — Senior Salesforce Product Manager

Feb 2023 – Feb 2025

Remote | Salesforce Implementation

- Led enterprise Salesforce implementations across Sales Cloud, Marketing Cloud, Service Cloud, and Health Cloud, delivering a 30% performance improvement in platform usage and responsiveness.
- Owned requirements gathering and analysis for large-scale Salesforce Marketing Cloud programs supporting multi-brand, multi-channel customer engagement.
- Translated marketing, data, and compliance requirements into clear functional requirements, user stories, and acceptance criteria.
- Partnered with Marketing, CRM, Data, and IT teams to design scalable solutions across Email Studio, Journey Builder, Automation Studio, Engagement Studio, and Mobile Studio.
- Designed and delivered end-to-end personalized customer journeys, including nurture campaigns, behavioral triggers, and automated communications.
- Created and consolidated end-to-end process maps for business and data mapping processes across multiple vertical and horizontal swimlanes, highlighting functional, technical, and phase-based transformations.
- Groomed Agile process through backlog grooming, prioritization, scrums, sprint planning, and review ceremonies for three main business units and technical partners.
- Developed journeys and automation using Automation Studio, Engagement Studio, Email Studio, and Mobile Studio.
- Set up, maintained, and optimized email marketing campaigns and creative solutions for client requirements.
- Established robust data security measures leveraging Marketing Cloud Shield and encryption tools.
- Integrated Salesforce Marketing Cloud with external consent management platforms to maintain compliance across multi-channel marketing campaigns.
- Managed data migration and integration processes, ensuring seamless transitions and data integrity.
- Provided ongoing support and training to end-users, enhancing their ability to utilize Salesforce effectively.
- Continuously monitored business processes using BPMN tools like Appian.
- Created sitemaps, empathy maps, and screen design prototypes in Balsamiq; used MS Visio, Lucidchart, and Blueworks to demonstrate user flow and data flow diagrams to business and engineering teams.

Environment: MS Office, SharePoint, Salesforce.com, Marketing Cloud, Health Cloud, Visualforce, Lightning Components, Einstein Analytics, Apex, Data Loader, SQL, SQL Server 2012, SOQL, Visio, Config Workbook, Geopointe, WalkMe, BlueWorks, Inseegeo, Pardot, Quip, Copado, Oracle.



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Irvine Company — Business System Analyst

Sep 2018 – Jan 2023

Irvine, CA | Salesforce CRM — Office Implementation

- Led Salesforce CRM and Marketing Cloud initiatives supporting Sales, Marketing, Partner, and Legal teams.
- Defined and executed product vision, strategy, and roadmap for scalable marketing and CRM solutions.
- Delivered Salesforce solutions across Sales Cloud, Marketing Cloud, Service Cloud, Pardot, PRM, and Apttus CLM.
- Led enterprise marketing automation using Journey Builder, Automation Studio, Email Studio, and Engagement Studio.
- Managed multi-region marketing campaigns, segmentation strategies, and customer data models.
- Partnered with Legal and Compliance teams to ensure adherence to GDPR, CAN-SPAM, and consent requirements.
- Built and scaled enterprise marketing solutions, improving partner experience through automation, analytics, and streamlined workflows.
- Worked on a legal project to generate contracts and manage approvals, amendments, renewals, and obligation processes using Apttus CLM.
- Led an SAP-to-Salesforce CLM migration of contract data totaling 1.2 million records within a condensed 45-day timeframe.
- Acted as liaison between business units and developers to assess requirements and determine the accuracy of technical solutions developed in Salesforce.com.
- Collaborated with partner portals to create custom intake forms.
- Integrated an improved Facebook Lead algorithm through InfoSec review and API profile creation, and integrated Pardot Scoring Category objects to increase lead engagement for FedGov.
- Acted as user advocate during development, coordinating early-stage design reviews and storyboard presentations for business teams to drive change management.

Environment: Salesforce Lightning, Pardot, API Integration, GitHub, Pivotal, SOQL, LucidChart, Confluence, Smartsheet, JIRA, Data Loader, Apttus CLM, X-Author, DocuSign, Heroku, Agile methodology, Dell Boomi.

Grainger — Senior Salesforce CRM Business Analyst

Jul 2016 – Aug 2018

Lake Forest, IL | Salesforce CRM Migration — E-commerce

- Supported large-scale SAP-to-Salesforce CRM migration across Sales Cloud, Service Cloud, CPQ, and Marketing integrations.
- Managed multi-region marketing campaigns, segmentation strategies, and customer data models.
- Partnered with Legal and Compliance teams to ensure adherence to GDPR, CAN-SPAM, and consent requirements.
- Implemented Sales Cloud and Service Cloud capabilities using API integrations.
- Implemented streamlined configuration, pricing, and quote generation, and built complex billing workflows and order-to-cash processes.
- Led initial assessment and requirements gathering for billing and subscription business processes.
- Authored Business Requirement Documents (BRDs) and translated them into System Requirement Specifications (SRS), identifying interface and business process specifications.
- Created users, roles, profiles, and public groups, and implemented role hierarchies and sharing rules for shared access across users.

Environment: Salesforce Lightning, CPQ, API Integration, CloudCraze, Subscription & Billing, SAP CRM, iOS, HP ALM, JIRA, Agile methodology, Bitbucket, Bamboo, GitHub, SOQL, Data Loader, Teradata SQL.

State Farm Insurance — Senior Salesforce Business Analyst

Mar 2015 – Jun 2016

Bloomington, IL | Salesforce CRM Implementation

- Migrated enterprise CRM functionality from SAP to Salesforce, including Accounts, Contacts, and Opportunities, and built customized Sales Cloud and Service Cloud capabilities.
- Understood the technical CRM architecture of business applications and platforms, translating technical information for non-technical users and vice versa.
- Developed and managed BRDs, solution diagrams, use case lists, process flows, functional designs, and wireframes.
- Served as SME on Insurance business acumen across multiple functional areas.
- Performed fit/gap analysis and extensive unit, integration, functional, and regression testing; tracked defects to closure.



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Environment: Salesforce.com, JIRA, SharePoint, MS Project Plan, Agile methodology, Perfecto.

Northern Trust — Salesforce Business Analyst (Partner Platform)

Oct 2009 – Mar 2015

Chicago, IL

- Supported the Partner Platform project improving Wealth Management partner experience through Salesforce PRM, Financial Services Cloud, Lead/Opportunity/Hierarchy Management, Chatter, Campaign and Case Management, Reports, Dashboards, and Outlook integration.
- Migrated accounts, contacts, opportunities, products, and cases to Salesforce, creating customized CRM capabilities.
- Gathered and documented requirements, confirming alignment with business teams, and coordinated integration/regression testing across releases.

Environment: Salesforce.com, HP ALM, Agile methodology, Selenium.

Marks & Spencer (M&S), India — UAT QA Lead

Feb 2009 – Sep 2009

Nielsen Media Research, Florida — Functional Lead

Apr 2008 – Jan 2009

Bank of America, India — Mainframe Developer (Federated Financial Data Store)

Jan 2006 – Mar 2008

PROGILE TECH, INC.

Appendix A

Placement Reference H

Shabnam Shahzad

Business Analyst

Client: Wavestone

Response Section 4, Placement 8

Placement Reference H

Shabnam Shahzad

Business Analyst Classification

West Virginia Office of Technology (WVOT)
CRFQ 0231 OOT2700000006
Temporary Technical Staffing Services

Individual Referenced	Shabnam Shahzad
Classification Referenced	Business Analyst
Professional Experience	10+ years
Primary Expertise	Functional Business Analysis across SAP S/4HANA and Salesforce; full lifecycle ERP/CRM implementation; requirements management (BRDs/FRDs); UAT leadership; Power BI/Power Apps/SQL reporting; Certified SAFe Scrum Master
Placement Source	Current Progile Tech placement at Veolia (Salesforce Business Analyst), 01/19/2026 – Present

Package Contents

- ✓ Progile Tech Placement Profile
- ✓ WVOT Business Analyst Qualification Matrix
- ✓ Resume on File (includes source resume)

PROGILE TECH, INC.

Shabnam Shahzad — Business Analyst Classification Reference

Progile Tech Placement Profile

Purpose of this package: WVOT is being provided with qualification documentation for individuals Progile Tech has staffed in roles relevant to the classifications requested by WVOT. The individuals are presented as evidence of staffing capability and qualifications; they are not being represented as having authored an application or cover letter for this solicitation.

Shabnam Shahzad is included as a strong representative of Progile Tech, Inc.'s technical staffing bench for the Business Analyst classification. She is currently placed by Progile Tech at Veolia as a Salesforce Business Analyst (01/19/2026 – Present), where she gathers and documents business requirements for Salesforce reporting and data analytics initiatives, builds and maintains reports and dashboards, and partners with cross-functional teams on data structure and reporting alignment. Her broader resume documents 10+ years of functional business analysis experience across ERP and CRM systems, including SAP S/4HANA, Oracle ERP, and Salesforce, for organizations including The Clorox Company, Wells Fargo, and the Georgia Department of Labor.

Her documented experience includes full lifecycle SAP implementation, requirements elicitation and documentation (BRDs/FRDs), UAT planning and execution, data migration and validation, and reporting/BI delivery using Power BI, Power Apps, and SQL. She is a Certified Salesforce Administrator and Certified SAFe 5 Scrum Master.

Relevant Qualification Highlights

- 10+ years of functional Business Analyst experience across ERP and CRM systems (SAP S/4HANA, Oracle ERP, Salesforce).
- Led full lifecycle SAP implementations across Material Management, Sales & Distribution, Financial Accounting, Plant Maintenance, and Human Capital Management modules.
- Strong requirements management background: BRDs, FRDs, use case narratives, fit-gap analysis, and JAD-style elicitation workshops.
- Extensive UAT leadership: test planning, execution, defect resolution, and stakeholder sign-off across every engagement listed.
- Reporting and data analytics delivery: Power BI dashboards, Power Apps, SQL-based data validation, and Salesforce reporting for 300+ users.
- Certified SAFe 5 Scrum Master with hands-on Agile delivery experience using JIRA and Confluence.
- Certified Salesforce Administrator, with dual Business Analyst/Salesforce Administrator experience at Wells Fargo.
- Currently active in the field: presently placed by Progile Tech at Veolia as a Salesforce Business Analyst.

PROGILE TECH, INC.

Section 4.1.4 — Business Analyst

WVOT Business Analyst Qualification Matrix

The following matrix maps the applicable WVOT Business Analyst requirements to evidence in the current resume.

WVOT Requirement	Resume Evidence	Status	Evidence Location
4.1.4.1 — Bachelor's + 1 year, or Associate's + 3 years programming, or 5 years of experience in the field or related area	10+ years of continuous Business Analyst experience (2012-present) across banking, retail, government, and technology sectors — well in excess of the 5-year experience path.	MEETS	Resume: Career history, 2012-present
4.1.4.2 — 3 years with standard application development concepts/practices; works with initiative and independent judgment	10+ years leading BA workstreams independently, including serving as Lead BA coordinating stakeholders and PMs (Webpro) and leading end-to-end ERP implementation from requirements through post-go-live support (Habib Bank Limited).	MEETS	Resume: Webpro; Habib Bank Limited
4.1.4.3 — 3 years facilitating meetings/JAD sessions eliciting business requirements, operational constraints, and assumptions	Led requirements elicitation through workshops, interviews, and job shadowing with supply chain users (The Clorox Company); participated in requirement gathering sessions and translated business needs into specifications (GA Dept. of Labor).	MEETS	Resume: The Clorox Company; GA Dept. of Labor
4.1.4.5 — 3 years Systems Development Life Cycle (SDLC) experience	Explicitly documented SDLC involvement partnering with IT and business stakeholders “throughout the SDLC” (The Clorox Company), reinforced by full lifecycle SAP and Oracle ERP implementation experience (Habib Bank	MEETS	Resume: The Clorox Company; Habib Bank Limited

	Limited).		
4.1.4.6 — 3 years reviewing/analyzing business systems and user needs, solution options, detailed documentation, and active UAT role	Strong, repeated UAT leadership across nearly every role: facilitated UAT planning and execution (Clorox), created UAT plans (GA Dept. of Labor), conducted UAT and sandbox testing (Wells Fargo), and resolved 100+ defects before go-live (Habib Bank Limited).	MEETS	Resume: Clorox; GA Dept. of Labor; Wells Fargo; Habib Bank
4.1.4.7 — 3 years preparing Functional/Technical Specs for reporting and data warehouse work; end-user reporting tools; reporting knowledge transfer	Consistent, hands-on reporting and BI delivery: built Salesforce reports/dashboards in the current Veolia placement, established Power BI dashboards for global sourcing at Clorox, modernized ad-hoc reporting with SQL at the Georgia Department of Labor, and created automated Power BI dashboards for stakeholders at Webpro.	MEETS	Resume: Veolia; Clorox; GA Dept. of Labor; Webpro
4.1.4.8 — 3 years relational database and client-server concepts	Direct SQL and relational database experience: extracted and validated data via SQL queries across multiple legacy databases (GA Dept. of Labor) and developed SQL queries for reporting and process improvement (Webpro), alongside data migration/validation across SAP and legacy systems.	MEETS	Resume: GA Dept. of Labor; Webpro
4.1.4.9 — Excellent verbal and written communication skills; stakeholder liaison	Explicitly documented as a core strength: “Strong communication and stakeholder management skills; served as liaison between business and IT teams,” reinforced by cross-functional	MEETS	Resume: Summary of Experience

	collaboration with global consulting firms (Accenture, Infosys) and stakeholders at every engagement listed.		
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PROGILE TECH, INC.

Shabnam Shahzad — Business Analyst Classification Reference

Resume on File

The following is Shabnam Shahzad's current resume on file with Progile Tech, provided as supporting documentation relevant to the Business Analyst classification.

SHABNAM SHAHZAD

SENIOR BUSINESS ANALYST /
SALESFORCE CERTIFIED ADMINISTRATOR

Progile Tech, Inc.

10+ years experience

◆ Relevant Expertise

- / SAP S/4HANA & Salesforce: functional BA across ERP and CRM systems
- / Full Lifecycle SAP Implementation: MM, SD, FI, PM, HCM modules
- / Requirements Management: BRDs, FRDs, fit-gap analysis, use cases
- / Salesforce Sales & Service Cloud: automation, reporting, 300+ users
- / Data & Reporting: Power BI dashboards, Power Apps, SQL analysis
- / Agile & Waterfall Delivery: SAFe Scrum Master, JIRA, Confluence
- / UAT Leadership: test planning, defect resolution, sign-off
- / Stakeholder Management: business/IT liaison across global teams

◆ Skills Profile

- / SAP S/4HANA, Oracle ERP, Salesforce Sales/Service Cloud
- / JIRA, Confluence, Lucidchart, SharePoint
- / Power BI, Power Apps, SQL, Data Migration & Validation
- / Apex Triggers, Lightning Components (functional oversight)

◆ Experience

- / Business Analyst — The Clorox Company
- / Business Analyst — GA Dept. of Labor
- / Business System Analyst — Wells Fargo
- / Sr. Business System Analyst — Habib Bank Limited

◆ Education

- / Master in Economics — University of Karachi, 2007
- / Bachelor's in Commerce — Premier Girls College, 2004

◆ Certifications & Training

- / Certified Salesforce Administrator Certified
- / ServiceNow Administrator Certified
- / SAFe® 5 Scrum Master Jira Fundamentals Badge
- / Scrum Master — International Scrum Institute
- / Power BI: Dashboards for Beginners
- / Build an AI Requirements Coach for Business Analysis
- / Agent AI for Business Analysis
- / Trailhead Expeditioner — Salesforce Trailhead

Progile Tech, Inc.



Senior Business Analyst / Salesforce Administrator

Progile Tech, Inc.

10+ years experience

Shabnam Shahzad is a results-driven Senior Business Analyst with 10+ years of experience across ERP and CRM systems, including SAP S/4HANA, Oracle ERP, and Salesforce, supporting enterprise organizations including The Clorox Company, Wells Fargo, and the Georgia Department of Labor.

She is recognized for leading full-lifecycle SAP implementations, translating complex business requirements into functional solutions, and driving Salesforce reporting and data initiatives that support data-driven decision-making.

Shabnam combines strong stakeholder management with hands-on Agile delivery experience as a Certified SAFe Scrum Master and Salesforce Administrator, consistently bridging the gap between business needs and technical execution.

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SHABNAM SHAHZAD

SENIOR BUSINESS ANALYST | SALESFORCE CERTIFIED ADMINISTRATOR
Atlanta, GA

Summary of Experience

- Functional Business Analyst with 10+ years of experience in ERP and CRM systems, including SAP S/4HANA and Salesforce.
- Led full life cycle SAP implementations across Material Management, Sales & Distribution, Financial Accounting, Plant Maintenance, and Human Capital Management modules, focusing on aligning business processes with technical solutions.
- Experienced in requirements gathering, fit-gap analysis, User Acceptance Testing planning, data validation, and end-user training.
- Collaborated with global consulting firms such as Accenture and Infosys on large-scale digital transformation projects.
- Proficient in Agile and Waterfall methodologies; Certified SAFe Scrum Master with experience leading Agile ceremonies using JIRA and Confluence.
- Hands-on with Salesforce Sales & Service Cloud, supporting automation, reporting, and stakeholder engagement for 300+ users.
- Supported data migration, cleansing, and governance efforts across legacy and SAP systems.
- Strong communication and stakeholder management skills; served as liaison between business and IT teams to ensure alignment and issue resolution.
- Certified Salesforce Administrator, ServiceNow Administrator, and Scrum Master with a strong focus on scalable, user-centric solutions.

Professional Certifications

- Jira Fundamentals Badge — Issued Feb 2023 (Credential ID 244490809)
- Power BI: Dashboards for Beginners — LinkedIn Learning, Issued Nov 2025
- Managing Project Stakeholders — LinkedIn Learning, Issued Oct 2025
- Build an AI Requirements Coach for Business Analysis — LinkedIn Learning, Issued Oct 2025
- Agentic AI for Business Analysis — LinkedIn Learning, Issued Oct 2025
- Salesforce Certified Administrator (Issued May 2022)
- Certified ServiceNow Administrator
- Scrum Master International Scrum Institute™ (Scrum Institute) Issued Oct 2020

Professional Experience

Progile Tech, Inc. (Client: Veolia) — Salesforce Business Analyst

January 2026 – Present

Atlanta, GA | Remote

- Gather and document business requirements for Salesforce reporting and data analytics initiatives supporting business operations.
- Build and maintain Salesforce reports and dashboards to support data-driven decision-making across business units.
- Collaborate with business stakeholders and technical teams to validate data accuracy and reporting requirements.
- Partner with cross-functional teams to align Salesforce data structures with organizational reporting needs.

The Clorox Company — Business Analyst, Global Sourcing (Source-to-Pay)

May 2023 – Dec 2025

Alpharetta, GA

- Led requirements elicitation through workshops, interviews, and job shadowing with supply chain users across global sites.
- Developed comprehensive functional and non-functional requirements documentation including Business Requirement Documents (BRDs), Functional Requirement Documents (FRDs), and use case narratives.



- Created user story maps, screen mockups, and process flow diagrams using Lucidchart to visualize requirements and future-state design.
- Managed user stories and sprint artifacts in JIRA; collaborated with development teams during Agile ceremonies to prioritize backlog.
- Facilitated UAT planning and execution, ensuring test coverage and defect resolution aligned with business expectations.
- Partnered with IT and business stakeholders to ensure seamless communication, issue tracking, and solution validation throughout the SDLC.
- Supported data migration, cleansing, and validation efforts in collaboration with cross-functional stakeholders and Accenture consultants.
- Established interactive dashboards and reports using Power BI to support data-driven decision-making for global sourcing initiatives.
- Generated Power Apps integrated with SharePoint and Power BI, supporting real-time data capture and reporting.

GA Dept. of Labor — Business Analyst, Technology Team

Jul 2021 – Nov 2022

Atlanta, GA

- Worked closely with cross-functional teams to analyze and enhance legacy systems supporting unemployment claims and labor services.
- Extracted, validated, and analyzed data using SQL queries across multiple legacy databases to support business reporting and troubleshooting.
- Documented business processes, user requirements, and system workflows to support modernization and future system integration efforts.
- Partnered with IT and operations teams to identify functional gaps and inefficiencies, delivering clear documentation for redevelopment planning.
- Participated in requirement gathering sessions and translated business needs into functional specifications for development teams.
- Created user acceptance test (UAT) plans and supported stakeholders in executing test scenarios for system updates and data fixes.
- Collaborated with state-level departments to improve reporting accuracy, process turnaround time, and data visibility.
- Developed SQL queries to modernize ad-hoc reporting and support data validation tasks.
- Designed process flow diagrams and story maps in Lucidchart to illustrate current and future state workflows.

Wells Fargo — Business System Analyst, Salesforce CRM

Dec 2018 – Jun 2021

Atlanta, GA

- Served as a dual-role Business Analyst and Salesforce Administrator supporting sales operations, customer onboarding, and case management processes.
- Gathered, analyzed, and documented business requirements for Salesforce CRM enhancements across Sales and Support teams.
- Customized Salesforce Sales & Service Cloud features, including workflows, validation rules, page layouts, custom objects, and reports.
- Partnered with stakeholders to conduct gap analysis and map business processes to Salesforce functionality for greater automation and efficiency.
- Designed and managed reports and dashboards for executive and operational visibility.
- Collaborated with developers on Apex triggers and Lightning components to implement scalable customizations.
- Conducted UAT, coordinated sandbox testing, and managed change sets between environments to ensure smooth deployments.

Webpro, GA — Business System Analyst (Consultant)

Jan 2017 – Nov 2018

Atlanta, GA

- Led multiple projects as Lead BA, coordinating with stakeholders and PMs to manage scope and deliverables.
- Developed and documented requirements, process gaps, and audit remediation plans.
- Maintained project management processes, tracking goals, deadlines, and reporting progress.
- Created automated dashboards in Power BI to visualize key project metrics and status for stakeholders.



- Developed SQL queries to extract, analyze, and validate data for reporting and process improvements.

Habib Bank Limited — Sr. Business System Analyst

Jan 2012 – Jul 2016

Karachi, Pakistan

- Led end-to-end Oracle ERP implementation for Habib Bank Ltd, from requirement gathering to post go-live support, ensuring alignment with banking processes (General Ledger, Accounts Payable, Accounts Receivable) and SBP compliance.
- Configured and customized Oracle Financial modules, streamlining month-end closing, automated reconciliations, and invoice processing.
- Conducted gap analysis and UAT, resolving 100+ defects before go-live, ensuring seamless migration from legacy systems with zero financial discrepancies.
- Trained 40+ end-users and created SOPs driving method adoption of Oracle ERP while reducing post-implementation support tickets.
- Collaborated with IT, vendors, and business teams to deliver the project on time and within budget, improving real-time financial reporting for decision making.

Education

- University of Karachi — Master in Economics, 2007
- Premier Girls College — Bachelors in Commerce, 2004
- Trailhead by Salesforce — Trailhead Expeditioner, 2025



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 2020855

Doc Description: Addendum No 2 -Temporary Technical Staffing Services

Reason for Modification:

Addendum No 2 is issued to publish vendor questions with the agency's responses.

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 : Progle Tech, Inc.

Address :

Street : 333 W. San Carlos Street, #600

City : San Jose

State : CA

Country : US

Zip : 95110

Principal Contact : Jaganmay Deb, CEO & President

Vendor Contact Phone: (415) 964-9410

Extension:

FOR INFORMATION CONTACT THE BUYER

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

**Vendor
Signature X**

Jaganmay Deb
Jaganmay Deb (Sep 21, 2026 10:21:48 PDT)

FEIN# 81-1115609

09/21/2026

DATE

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

ADDITIONAL INFORMATION

Addendum No 2 is issued for the following reasons:

1) To publish a copy of Vendor questions with the Agency's responses.

--no other changes--

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Web Application Analyst	2080.00000	HOURL	\$82.00	\$170,560.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Senior Web Application Analyst

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	CRM Application Analyst	2080.00000	HOURL	\$79.00	\$164,320.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

CRM Application Analyst

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Senior SQL Server Database Administrator	2080.00000	HR	\$120.00	\$249,600.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Senior SQL Server Database Administrator

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

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Business Analyst	2080.00000	HR	\$70.00	\$145,600.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Business Analyst

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

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Learning Management System & eLearning Development Specialis	2080.00000	HOURL	\$71.00	\$147,680.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Learning Management System & eLearning Development Specialist

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Cloud Financial Operations Specialist	2080.00000	HOURL	\$94.00	\$195,520.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Financial Operations Specialist

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Cloud Architect	2080.00000	HOURL	\$129.00	\$268,320.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Architect

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Cloud Security Professional	2080.00000	HOURL	\$125.00	\$260,000.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Security Professional

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Cloud Platform Engineer	2080.00000	hour	\$103.00	\$214,240.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Platform Engineer

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Cloud Network Engineer	2080.00000	hour	\$110.00	\$228,800.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Network Engineer

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Cloud Systems Management Engineer	2080.00000	HOURL	\$94.00	\$195,520.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Systems Management Engineer

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.00000	HOURL	\$116.00	\$241,280.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Center of Excellence (CCOE) Implementation Specialist

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

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Mainframe Systems Programmer	2080.00000	HOURL	\$94.00	\$195,520.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Mainframe Systems Programmer

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

SCHEDULE OF EVENTS

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

	Document Phase	Document Description	Page 9
OOT2700000006	Final	Addendum No 2 -Temporary Technical Staffing Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OOT27*006

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

☒ Addendum No. 1	☐ Addendum No. 6
☒ Addendum No. 2	☐ Addendum No. 7
☐ Addendum No. 3	☐ Addendum No. 8
☐ Addendum No. 4	☐ Addendum No. 9
☐ Addendum No. 5	☐ Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Progle Tech, Inc.

Jaganmay Deb ^{Company}

Jaganmay Deb (Sep 21, 2026 10:21:23 PDT)

Authorized Signature

09/21/2026

Date

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

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) Jaganmay Deb, CEO & President

(Address) 333 W. San Carlos Street, #600, San Jose, CA 95110

(Phone Number) / (Fax Number) (415) 964-9410

(email address) jagan@progiletech.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.

Progile Tech, Inc.

(Company) Jaganmay Deb

Jaganmay Deb (Sep 21, 2026 10:21:23 PDT)

(Signature of Authorized Representative)

Jaganmay Deb, CEO & President

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

(415) 964-9410

(Phone Number) (Fax Number)

jagan@progiletech.com

(Email Address)