



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

Header 1

List View

General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 2020855

Procurement Type: Statewide MA (Open End)

Vendor ID: VS0000005021

Legal Name: Elegant Enterprise-Wide Solutions, Inc.

Alias/DBA:

Total Bid: \$2,751,840.00

Response Date: 09/22/2026

Response Time: 5:52

Responded By User ID: Elegants

First Name: Vikas

Last Name: Arora

Email: bids@elegantsolutions.us

Phone: 703-909-1289

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: OOT2700000006

Published Date: 9/16/26

Close Date: 9/23/26

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No 2 -Temporary Technical Staffing Services

Total of Header Attachments: 1

Total of All Attachments: 1



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

State of West Virginia
Solicitation Response

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

Solicitation Closes	Solicitation Response	Version
2026-09-23 13:30	SR 0231 ESR09222600000002682	1

VENDOR
VS0000005021
Elegant Enterprise-Wide Solutions, Inc.

Solicitation Number: CRFQ 0231 OOT2700000006
Total Bid: 2751840
Response Date: 2026-09-22
Response Time: 05:52:25
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	102.000000	212160.00

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	98.000000	203840.00

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	98.000000	203840.00

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	88.000000	183040.00

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	95.000000	197600.00

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	88.000000	183040.00

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	132.000000	274560.00

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	102.000000	212160.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Security Professional

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

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

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:**Extended Description:**

Cloud Platform Engineer

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

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

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:**Extended Description:**

Cloud Network Engineer

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Cloud Systems Management Engineer	2080.0000	HOUR	98.000000	203840.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:**Extended Description:**

Cloud Systems Management Engineer

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.0000	HOUR	138.000000	287040.00

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	88.000000	183040.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:**Extended Description:**

Mainframe Systems Programmer

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



Request For Quote

State of West Virginia

Temporary Technical Staffing Services

Solicitation No: CRFQ 0231 OOT2700000006

Due Date: Sep 23, 2026 at 13:30

Submitted to:

Attention: Toby L Welch

West Virginia Office of Technology (WVOT)
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Phone: (304) 558-8802

Email: toby.l.welch@wv.gov

Submitted by:

Elegant Enterprise-Wide Solutions, Inc.
24035 Whitten Farm CT
Aldie, Virginia - 20105-2767

Phone: 703-909-1289 | **Fax:** 703-722-6628

Email: govt@elegantsolutions.us
www.elegantsolutions.us

Point of Contact

Vikas Arora

Phone: 703-909-1289

Email: govt@elegantsolutions.us





Elegant Enterprise Wide Solutions, Inc.
We make it happen

Cover Letter

Sep 23, 2026

Attention: Toby L Welch
West Virginia Office of Technology (WVOT)

Successfully achieving the mission objectives of **West Virginia Office of Technology (WVOT)** requires a staffing partner who not only understands the complexities of the public sector but can also deliver elite, reliable talent with speed and precision. In response to Solicitation **CRFQ 0231 OOT2700000006**, Elegant Enterprise-Wide Solutions, Inc. ("Elegant Solutions") is pleased to present this proposal, detailing our proven ability to provide exceptional Temporary Technical Staffing Services that directly support your agency's goals.

For 24 years, we have been a trusted partner to government entities nationwide. Our approach is built on a foundation of verified excellence, designed to minimize your risk and maximize your return on investment.

- Our **ISO 9001:2015, ISO 20000, and ISO 27001 certifications** provide you with independently verified assurance that our processes will protect your sensitive data and deliver consistent, high-quality outcomes.
- Our deep experience serving over half of U.S. states through 80+ active contracts ensures we understand the nuances of government requirements and can navigate them effectively on your behalf.

We build enduring partnerships through unwavering integrity and transparency, aligning our solutions with your specific objectives to deliver cost-effective and innovative results. The enclosed proposal demonstrates our capabilities and confirms our acceptance of all solicitation terms and conditions.

Email for Notification of Award: We've provided the email address below for notifications regarding contract awards.

E Mail Address	govt@elegantsolutions.us
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We are confident in our ability to provide **WVOT** with superior service and look forward to becoming a valued partner in your success. Should you have any questions, please do not hesitate to contact me.

Once again, thank you for your time and consideration.

Sincerely

Vikas Arora, President
Elegant Enterprise-Wide Solutions, Inc.

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1 REQUIRED FORMS

Completed CRFQ Form

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

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

VENDOR		
Vendor Customer Code:		
Vendor Name : Elegant Enterprise-Wide Solutions, Inc.		
Address : 24035 Whitten Farm CT		
Street :		
City : Aldie		
State : Virginia	Country : US	Zip : 20105-2767
Principal Contact : Vikas Arora		
Vendor Contact Phone: 703-909-1289	Extension:	

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

	36-4468087	Sep 15, 2026
Vendor Signature X	FEIN#	DATE

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

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

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

VENDOR		
Vendor Customer Code: VS0000005021		
Vendor Name : Elegant Enterprise-Wide Solutions, Inc.		
Address : 24035 Whitten Farm CT		
Street :		
City : Aldie		
State : VA	Country : USA	Zip : 20105
Principal Contact : Vikas Arora		
Vendor Contact Phone: 703-909-1289	Extension:	

FOR INFORMATION CONTACT THE BUYER Toby L Welch (304) 558-8802 toby.l.welch@wv.gov		
 Vendor Signature X	36-4468087 FEIN#	Sep 22, 2026 DATE

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

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

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

BID RECEIVING LOCATION BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US
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VENDOR Vendor Customer Code: VS0000005021 Vendor Name : Elegant Enterprise-Wide Solutions, Inc. Address : 24035 Whitten Farm CT Street : City : Aldie State : VA Country : USA Zip : 20105 Principal Contact : Vikas Arora Vendor Contact Phone: 703-909-1289 Extension:
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FOR INFORMATION CONTACT THE BUYER Toby L Welch (304) 558-8802 toby.l.welch@wv.gov

 Vendor Signature X	36-4468087 FEIN#	Sep 22, 2026 DATE
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All offers subject to all terms and conditions contained in this solicitation

Designated Contact Form

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

(Printed Name and Title) Vikas Arora, President

(Address) 24035 Whitten Farm CT, Aldie, Virginia - 20105-2767

(Phone Number) / (Fax Number) 703-909-1289 / 703-722-6628

(email address) govt@elegantsolutions.us

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.

Elegant Enterprise-Wide Solutions, Inc.

(Company)

Vikas Arora

(Signature of Authorized Representative)

Vikas Arora, President

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

703-909-1289, 703-722-6628

(Phone Number) (Fax Number)

govt@elegantsolutions.us

(Email Address)

Revised 8/24/2023

2 PURPOSE & SCOPE

Elegant Solutions understands that the West Virginia Purchasing Division, on behalf of the West Virginia Office of Technology (WVOT), is seeking qualified technical staffing providers to supplement WVOT's existing resources and support the technology needs of State agencies throughout West Virginia. Elegant Solutions will provide qualified technical professionals aligned with the thirteen position classifications identified in the solicitation, including application development and analysis, database administration, business analysis, eLearning, cloud financial operations, cloud architecture, cloud security, cloud platform engineering, cloud networking, cloud systems management, Cloud Center of Excellence implementation, and mainframe systems programming. We understand that WVOT supports a diverse technology environment consisting of legacy Mainframe and Client-Server systems, Cloud technologies, and modern Web Applications. Our staffing approach will utilize targeted recruiting, candidate qualification, technical screening, experience verification, and resource management to identify personnel whose skills and experience align with the specific requirements of each assignment.

OUR UNDERSTANDING



-  WVOT needs qualified technical staffing to support State agencies across West Virginia.
-  Support for diverse technology environments: Mainframe, Client-Server, Cloud, and Modern Web Applications.
-  Thirteen position classifications across development, cloud, operations, and more.

OUR STAFFING APPROACH



 **Right Skills. Right Fit. Right Results.**

BEYOND STAFF AUGMENTATION



-  Collaborate with State Teams
-  Mentor & Support State Analysts
-  Documentation & Knowledge Transfer
-  Structured Shadowing & Training
-  Contribute to Project Goals, Operational Continuity & Long-Term Sustainability

FLEXIBLE. RESPONSIVE. STATEWIDE.



-  Support in Charleston Metro Area & Across West Virginia
-  Work with WVOT & Agencies to Understand Needs
-  Identify, Onboard & Manage Top-Tier Talent

 **Responsive Staffing. Proven Professionals. Stronger State Outcomes.**

Elegant Solutions further understands that WVOT requires more than technical staff augmentation; contracted personnel are expected to contribute to project objectives, operational continuity, and the long-term sustainability of the State's technology environment. Our assigned resources will work collaboratively with State personnel and support professional mentoring, technical training, documentation, and structured shadowing activities to facilitate effective knowledge transfer to State analysts. Elegant Solutions will maintain a flexible staffing approach to support assignments in the Charleston metropolitan area and at State agencies located throughout West Virginia, as requested. We will work with WVOT and requesting agencies to understand staffing requirements, identify qualified resources, support candidate selection and onboarding, and manage personnel throughout the assignment. Through this approach, Elegant Solutions will provide responsive, qualified, and professionally managed technical staffing resources to support WVOT's diverse IT initiatives and evolving project and operational needs.

3 DEFINITIONS

Elegant Solutions acknowledges and accepts the definitions established by WVOT and will apply them consistently throughout our proposal and any resulting contract. Elegant Solutions understands Contract Services as the provision of temporary technical staffing for the classifications identified by WVOT, Pricing Page as the required pricing submission in WV OASIS or Exhibit A, and Solicitation as the official procurement opportunity issued by the Purchasing Division. We will apply the defined technical terminology accurately, including CRM as Microsoft Dynamics CRM, DB2 as IBM DB2, .NET as Microsoft .NET/ .NET Framework, and SDLC as the Software/ Systems Development Life Cycle covering planning, development, testing, and deployment. Elegant Solutions will also comply with all additional definitions contained in the General Terms and Conditions and incorporate these requirements into our staffing, technical, pricing, and contract-performance activities.

4 VENDOR QUALIFICATION (RFP SECTION 3)

Vendor Experience and Qualifications

Elegant Solutions meets and exceeds this requirement. Established in 2001, we have more than 25 years of experience providing information technology services, significantly exceeding the minimum five (5) years required by WVOT. Throughout our years in business, Elegant Solutions has supported public-sector and other organizations with a broad range of information technology services and staffing needs. Our experience includes IT staff augmentation, application development and modernization, cloud services, database administration, cybersecurity, business analysis, technical support, and other specialized technology services. This experience has given us a strong understanding of how client requirements, technology environments, and staffing priorities can change over time and how important it is to respond with qualified resources and reliable support. Our long-standing presence in the IT services industry demonstrates the organizational stability, technical experience, and delivery capability needed to support WVOT's current and evolving requirements. To document and substantiate our experience, Elegant Solutions has included a **Experience Table in the Appendix**, identifying representative engagements that demonstrate our history of providing similar information technology services.



Founded in 2001 and headquartered in Aldie, VA, Elegant Solutions is a premier provider of IT staffing for public and private sector clients nationwide. We are an agile, results-driven organization dedicated to a single principle: transforming our clients' challenges into mission success. By seamlessly integrating elite talent with cutting-edge technology and industry best practices, we don't just meet contractual goals we deliver tangible, lasting value. Our ranking in the top 10-15% of suppliers for major customers is a testament to our unwavering focus on excellence.

As an architect of strategic transformation for government organizations, Elegant Solutions combines decades of domain expertise with disciplined management practices to build solutions that are perfectly tailored, on-time, and on-budget. Our mission is to ensure our clients realize the full business value of their technology investments. We serve as strategic partners, applying our thought leadership and innovative thinking to craft strategies tailored to your unique challenges: At a Glance:

Approach/ Attribute	Client Benefit & Outcome
Technology-Enabled & Certified Processes	ISO 9001:2015-certified Quality Management System (QMS) and AI-driven talent intelligence platform enable workflow automation, reduce operational overhead, and deliver measurable cost efficiencies.

Dedicated Service & Support	Client Success Management model provides a single point of accountability via a dedicated Account Manager, reducing governance complexity and ensuring tailored, proactive engagement.
Proven Employee Retention	High-retention strategies reduce turnover-related disruption, preserving institutional knowledge and ensuring workforce resilience critical for continuity in long-term and high-impact projects.
Horizontal Scalability (Fulfillment Network)	On-demand access to niche talent through a curated ecosystem of qualified subcontractors, enabling rapid scale-up/down with minimal downtime or procurement lag.
Vertical Scalability (Prime Contractor Experience)	Ability to shift from transactional staffing to strategic outcomes. Backed by experience managing 100+ public sector contracts, we offer program-level governance, SLA enforcement, and robust risk mitigation capabilities.

Elegant Solutions delivers a competitive edge through next-generation IT, BPS, and consulting services, all centered on the transformative power of automation. Our digital solutions are engineered to deliver two critical outcomes for your business: superior operational excellence and enhanced customer satisfaction. We are driven by a passionate global team united by a strategic vision for innovation. Our core focus is to equip you with the tools and strategies needed to achieve unparalleled customer intimacy. This is powered by our unique **Bottom-Up Disruption** initiative, which leverages collective ingenuity to solve practical challenges and foster sustainable business growth. Ultimately, Elegant Solutions is defined by the success of its clients. Elegant Solutions aims to be the premier provider of cutting-edge IT staffing solutions, consistently surpassing client expectations through innovation, supporting the professional growth of our employees, and maintaining the highest standards of quality, diversity, and global impact. We strive to set the benchmark for leadership and excellence in the ever-evolving staffing industry. Our focus is on cultivating a dynamic, diverse workforce, driving innovation, and ensuring unparalleled quality. Above all, we are committed to driving our clients' success while fostering an environment where our team can thrive and grow professionally.

Our performance is validated by an outstanding 94% Overall Performance Rating from a recent Dun & Bradstreet survey, confirming our ability to deliver holistic talent management that drives operational efficiency, enables cost optimization, and ensures project acceleration. This level of solution delivery is achieved through a robust service delivery framework that excels at strategic sourcing, talent pipelining, and competency-based screening. The outcome is the rapid talent deployment of top-tier contingent workforce and direct hire professionals aligned with complex, in-demand technology roadmaps and digital transformation initiatives. This talent acquisition capability extends nationwide, strengthening a competitive advantage by enabling talent scalability and effective resource management. By adeptly supporting hybrid workforce models and remote-first talent deployment, we unlock a diverse, borderless talent ecosystem for roles in both major urban centers and remote locations. This national reach provides the business agility and workforce resilience necessary to meet dynamic market demands and secure a competitive edge.

DUN & BRADSTREET RATING		94
Reliability		96
Cost		91
Order Accuracy		93
Delivery / Timeliness		95
Quality		95
Business Relations		97
Personnel		98
Customer Support		93
Responsiveness		96

Attribute	Measure	Sources
Performance Validation	94% Overall Performance Rating	Dun & Bradstreet independent customer survey
Reliability & Relations	Reliability: 96 Business Relations: 97	Dun & Bradstreet component ratings
Active Government Contracts	80+ nationwide	Company portfolio summary
Quality Certifications	ISO 9001:2015 ISO 20000-1:2018 ISO 27001:2022	Certified QMS, ITSM, and ISMS
Time to Fill - Standard Roles	≤ 7 business days, target	Program KPI benchmark
Offer Acceptance Rate	≥ 90%, target	Program KPI benchmark
90-Day Retention Rate	≥ 95%, target	Structured onboarding and employee check-ins
Replacement Rate	≤ 5%, target	High-caliber screening and performance oversight
Client Satisfaction	≥ 4.5 out of 5, target	Post-engagement surveys
Background Checks & Drug Screens	Typical 24-hour turnaround	HHS-certified provider turnaround may vary by scope

Employment Eligibility	E-Verify and Form I-9 verification	Department of Homeland Security E-Verify adherence
Security Clearances	Top Secret-cleared facility	Corporate headquarters clearance readiness
Drug & Alcohol Policy Compliance	Pre-employment and random testing	WVOT policy adherence confidentiality enforced

Integrated Service Suite

Elegant Solutions offers a comprehensive suite of staffing services, with Temporary Hiring being a key offering. We provide skilled professionals for both short- and long-term projects, ensuring flexibility without the commitment of permanent hires. Our strength lies in delivering results-oriented professionals, saving clients on indirect costs and handling all compliance responsibilities, including remuneration, insurance, and legal requirements. Our rigorous screening process ensures only the best candidates are selected. For clients considering a long-term workforce but uncertain about permanent hiring, our Temp-to-Hire service offers the flexibility to convert temporary employees into permanent hires after successful completion of their contracts. Our Direct Hire service is ideal for clients requiring full-time, long-term employees, where we conduct a customized talent search and manage the hiring process, ensuring alignment with both professional qualifications and company culture.

Our service offerings include Temporary Staffing, Temp-to-Hire, and Direct Hire solutions, supported by on-site workforce management and flexible staff augmentation models. We deploy experienced on-site managers to oversee recruitment coordination, onboarding, timekeeping, attendance monitoring, performance oversight, issue resolution, and workforce reporting, relieving clients of day-to-day HR and supervisory tasks. Elegant Solutions supports project-based, role-based, time-bound, and seasonal staffing needs, with on-site, near-site, and remote workforce options. Our expertise is focused on providing highly qualified technical and IT staffing services across diverse and evolving technology environments. Our capabilities span web application development, CRM and enterprise applications, database administration, business analysis, cloud architecture and engineering, cloud financial operations, cybersecurity, cloud networking, systems management, IT operations, and Mainframe technologies. This broad technical expertise enables Elegant Solutions to provide qualified professionals across legacy, client-server, cloud, and modern web-based environments while supporting operational continuity, technical alignment, responsiveness, and cost-effective staffing solutions. Below is a list of the key technical areas in which Elegant Solutions provides expertise and staffing support to its clients:



Our Expertise	
Application Development & Support - Web application analysis, development, enhancement, and support - CRM application analysis and support - Application maintenance, troubleshooting, and lifecycle support - Software configuration, testing, and deployment support - Application documentation and user support	Business Analysis & IT Project Support - Business and systems analysis - Requirements gathering and documentation - Business process analysis and improvement - IT project coordination and support - Technology and business stakeholder collaboration
Database Administration & Data Management SQL Server database administration and support	Information Technology & Systems Support IT help desk and end-user technical support

- Database monitoring, maintenance, and troubleshooting - Data management and analysis support - Database performance and availability support - Data integration and technical documentation	- Systems administration and application support services - IT operations monitoring and troubleshooting - Technology asset tracking and user account management - IT project and systems coordination support
Application Development, Data & Software Support (IT) - Application development and enhancement support - Software configuration, testing, and deployment assistance - Data management and system integration support - Application documentation and user support services - Software maintenance and lifecycle support	Network, Infrastructure & Cybersecurity Support (IT) - Network monitoring and performance support - Server, storage, and infrastructure administration assistance - Cybersecurity monitoring and incident support - Access control and identity management support - Backup, recovery, and business continuity support
Learning Management Systems & eLearning Technology - Learning Management System (LMS) support - eLearning development and technology support - LMS administration and system coordination - Digital learning platform support - Technology-based training solutions	Cloud Center of Excellence (CCOE) Services - CCOE implementation support - Cloud operating model and governance support - Cloud standards and best practices implementation - Cloud adoption and transformation support - Coordination of enterprise cloud initiatives

Our business strategy for the WVOT is anchored in client-centric sourcing, ensuring we rapidly identify, screen, and place qualified talent across general skill sets for both well-populated areas and remote or hard-to-staff sites. We start with structured intake sessions to capture role nuances and expected outcomes, maintain pre-qualified talent benches, and leverage a blended model of local, regional, and remote pipelines to ensure coverage continuity. This approach is strengthened by technology-driven recruitment through the Elegant Solutions Lab-our environment for piloting, refining, and scaling process improvements-and our CEIPAL-powered candidate portal and automations. Together, these tools enable precise skills taxonomies, resume parsing, knockout screening, digital assessments, and end-to-end compliance tracking (e.g., background/ drug pre-clearance status, certifications), yielding faster cycle times, higher quality of hire, and audit-ready documentation.

A Quick Summary of our Innovative Recruitment Methods: The following table summarizes the recruitment practices that enable timely placement, workforce flexibility, and strong performance.

Technology + Intelligence + Inclusivity = Smarter Hiring Outcomes



Feature/ Practice	Strategic Value & Business Impact
AI-Powered Talent Intelligence	Delivers predictive success modeling by leveraging machine learning and NLP for automated resume parsing and advanced competency-to-role mapping. This enhances hiring precision, reduces manual screening overhead, and accelerates time-to-value.
Hyper-Targeted Social Recruiting	Executes programmatic advertising campaigns across professional networks (LinkedIn, GitHub) and niche communities. This expands the talent pipeline by engaging high-value passive candidates and significantly improves sourcing ROI.

AI-Assisted Video Screening	Utilizes asynchronous video interviews combined with AI analytics to assess communication patterns and key behavioral competency markers. This streamlines remote screening at scale while providing consistent, data-driven evaluation metrics.
Continuous Talent Development	Fosters a continuous learning ecosystem by providing modular, just-in-time training modules via AI-curated content. This facilitates rapid upskilling/ reskilling, improves talent readiness, and reduces time-to-productivity.
Agile & On-Demand Resourcing	Accesses curated global talent pools and specialized freelance ecosystems for agile, project-based resourcing (Talent as a Service - TaaS). This enables extreme workforce elasticity and shifts talent costs to a variable cost model.
Conversational AI Engagement	Provides a 24/ 7, high-quality candidate experience through conversational AI that handles initial screening, FAQs, and scheduling. This automates the top of the recruitment funnel, freeing up recruiter bandwidth for high-value interactions.
Strategic Talent Market Intelligence	Applies labor market analytics and internal performance data to provide clients with strategic insights on hiring trends, compensation benchmarking, and competitor talent movements. This enables proactive, data-informed workforce planning.
Gamified Referral Programs	Drives internal talent sourcing by transforming traditional referral programs with leaderboards, real-time tracking, and tiered incentives. This boosts employee engagement and is proven to be the highest ROI recruiting channel.
DEIB-Centric Hiring Framework	Actively mitigates unconscious bias and strengthens organizational equity by implementing anonymized resume screening, inclusive language audits, and structured, diverse interview panels. This delivers access to a wider talent pool and aligns with corporate ESG (Environmental, Social, and Governance) mandates.
Immersive Digital Onboarding	Facilitates seamless global talent acquisition and integration through a fully digital process, from e-signatures to an immersive virtual onboarding experience. This ensures a consistent and positive Day-1 experience for a geographically distributed workforce.

Elegant Solutions has been an established business entity for more than two decades, providing a strong foundation of organizational stability, operational experience, and sustained service delivery. Our longstanding business history reflects our ability to maintain effective operations and successfully support government and public-sector clients through complex and evolving service requirements. **The representative contract table below provides supporting evidence of our longstanding experience and continued engagement in the public-sector marketplace:**

State	Agency	Services Provided
AZ	Maricopa County	IT Staff Augmentation and Consulting Services
AZ	University of Arizona	IT Staff Augmentation Services
AZ	City of Phoenix	Information Technology Professional Services
AZ	Pima County Community College District	Information Technology Services and Consulting
AZ	City of Phoenix, Public Transit Department	Networking Professional Services
CA	California Mass Agreement Schedule	IT Staff Augmentation
CA	California Department of General Services	Information Technology Consulting Services
CA	Los Angeles County Office of Education	Temporary Information and Technology Professionals
CA	County of Santa Clara	Healthcare IT Prof Services
CA	County of Santa Clara	IT Prof Services
CA	City of Palo Alto	On-Call Project Support Services for IT
CA	CalPERS	Information Technology Consultants Spring-Fed Pool
CA	County of San Bernardino	Temporary IT Staffing Services
CA	City of Los Angeles	Contract Programming Services
CA	South Coast Air Quality Management District	Temporary Employment services
CA	San Mateo ISD	Professional and IT Services
CA	County of San Mateo	MSA
CA	City of LA Public Library	IT Professional Services
CA	City of Sunnyvale	Professional and Technical Support Services: - Group 1 – IT Strategic Planning, Process Redesign and Performance Benchmarking - Group 2, Infrastructure - Group 3 Information Security - Group 4 – Software/ Application/ Database Development, Business Requirements Analysis, and Integration Services - Group 5 - Online Content and Coation/ Enterprise Content Management Services

		• Group 7 - Business Intelligence, Data Analysis, Open Data and Enterprise Service Business Services • Group 9 - Artificial Intelligence (AI) Planning, Development, Consulting and Implementation Services • Group 10 - SmartCities and IoT
CA	City and County of San Francisco	ERP System Consulting Services
CA	Metropolitan Water District of Southern California	On Call IT Services
CA	Eastern Municipal Water District	As Needed Computer Services IBM Maximo CMMS Database Administration Microsoft SharePoint Online Managed Services
CA	Bay Area Air Quality Management District	Online Permit System Software Development Services
CA	Superior Court of California, County of Orange	Temporary Staffing Services
CA	Judicial Council of California	Technical Staff Augmentation Services
CA	Superior Court of California, County of Riverside	Microsoft SharePoint Consulting Services
CO	Governor's Office of Information Technology	Security Consulting
CO	Connect for Health Colorado	IT, Software Development and Security Services
CO	Adam 12 Star School	IT Staffing Prof Services
CO	Denver Public Schools	Consulting Professional Development Services
DC	NeighborWorks America	Project-based IT Solutions and Services
DC	Washington Metropolitan Area Transit Authority	Staff Augmentation
DE	State of Delaware	Professional Services IT Project Staffing
DE	New Castle County Government Center	Information Technology Services
Fed	Department of Commerce/ NOAA	Staff Augmentation
Fed	Department of Health and Human Services	Oracle Technical Support Services Renewal
FL	Department of Management Services	IV&V Services
FL	University of Central Florida	Temporary Labor Services
FL	Broward Sheriff Office	Prequalified IT Consultant Agreement
FL	Florida Housing Finance Corporation	Recruiting and Staffing Services
FL	Florida Municipal Power Agency	Information Technology Services
FL	Department of Management Services	IT Staff Augmentation Services 3rd Bid
FL	Broward Sheriff	Library of IT Prof Services
FL	Pinellas County	IT Resources for Business Technology Services Department
FL	Miami-Dade County Public Schools	Information Technology Consultants
FL	Palm Beach County	Professional Services Staffing For Information System Services
FL	Hillsborough County	IT Supplemental Staffing
GA	Georgia Tech Research Institute	Security Rated IT & Engineering Temporary Staffing Services
GA	Fulton County Schools	IT Professional Services
GA	Georgia Technology Authority	Information Technology Security Services
IA	State of Iowa	IT Managed Services
ID	State of ID	Statewide Information Technology Contracted Services
IL	University Of Illinois Systems	IT Recruiting and Professional Services
IL	METRA	Information Technology Consulting Services
IL	Department of Innovation & Technology	IT Resource Providers - Annual Pre-Qualification Application - 2017
IL	Cook County	IT Consulting - Application Development
IL	City Colleges of Chicago	Technical Staff Augmentation Services
IL	Office of the Illinois State Treasurer	IT Infrastructure Improvement Services
KS	Department of Admin	Information Technology Services
KS	Department of Administration	Temporary Staffing Services – Non-IT
KS	Unified Government of Wyandotte County	IT Professional Services
KS	Department of Administration	Information Technology Temporary Staffing
LA	The Finance Authority of New Orleans	Information Technology Support Services
LA	State of Louisiana, Division of Administration Office of Technology Services	IT Staffing Support
MA	University of MA	IT Staff Aug
MD	Department of Information Technology	Consulting and Technical Services + (CATS+)

MD	Anne Arundel County	IT Professional Services Procurements
MD	Maryland Health Benefit Exchange	IT Consulting and Technical Services IDIQ
MD	Columbia Association	On-Call Recruiting Services
MD	Administrative Office of the Courts	MJUD Master Contract – Staff Augmentation & Professional Consulting Services
MD	Baltimore County Public School	Information Technology Staffing Services
MD	Montgomery College	• Information Technology Contracting Services • IT System Management - Sr. Systems Engineer • Application Support & Software Engineering - Sr. Application Programmer • Application Support & Software Engineering - Software Engineer
MD	Housing Opportunities Commission of Montgomery County	Information Technology Professional Services
MD	University of Maryland	Technology Staffing for the National Foreign Language Center
MD	Baltimore County Public School (BCPS)	IT Business Systems Analyst/ Project Manager
MD	Prince George County	Consulting and Technical Services (CATS II)
ME	State of Maine	Contract Information Technology Services
MI	Detroit Water and Sewage Department	IT & Project Resources
MN	SciQuest Portal	MNSITE 2.0
MN	State Court Administrator's Office	Professional IT technical and infrastructure services and IT application development and support services
MN	City of Minneapolis	Staff Augmentation Consulting Service
MN	Hennepin County Information Technology	IT Consulting Services
MN	State Court Administrator's Office (SCAO)	MSA2015
MN	Hennepin County	2019 IT Consulting Services Program
MN	Hennepin County Information Technology	IT Consulting Services
MO	Office of States Courts Administrator	IT Temporary Services - Qualified Contractor List
MO	Bi-State	On-Call IT Cons services
MO	Statewide	Statewide Project Based IT Consulting services
MO	Office of Administration, Division of Purchasing	Statewide Management Consulting Services QVL
MO	Office of States Courts Administrator	IT Temporary Services - QVL
MO	University of MO	Professional Consulting Services
MS	Information Technologies services (ITS)	Information Systems Consulting Services
MS	University of Mississippi Medical Center	Temporary Consulting and Technical Services
MT	State of Montana	IT Services
NC	Department of Information Technology	IT Services
NC	State of North Carolina	Short Term IT Staffing Open Enrollment
ND	IT Department	IT Security Professional Services
ND	IT Department	SharePoint Consulting services
ND	State of North Dakota	IT Professional Services Contract Pool
NJ	Schools Development Authority	Professional Technical Staffing Services
NV	Clark County	IT Tier 1 Professional Services
NY	Nassau County	Recruitment Services
NY	City of NY/ FISA	IT and Other Consultant Services
NY	County of Rockland	IT Consulting Services
NY	Empire State Development	Information Technology Goods and Services
NY	Human Resource Administration	Consulting Services, Position No. 54 & 60
NY	Oyster bay	IT Consulting Services
OH	Cuyahoga Metropolitan Housing Authority	Temporary Staff Augmentation and Recruiting
OH	City of Cincinnati	Citywide IT Staff augmentation Services
OH	Columbus Metropolitan Housing Authority	Contract Labor Services
OH	Ohio University	IT Employee Recruitment
OK	Oklahoma Management and Enterprise Services	IT Staff Augmentation Services
OK	Oklahoma Management and Enterprise Services	IT Risk, Security and Compliance
OK	Oklahoma Management and Enterprise Services	Deliverables Based IT Services
OK	University of Oklahoma	Annual IT Staffing and Consulting Services
OR	Department of Administrative Services	Information Technology Consulting Services

OR	Washington County	IT Consulting Services and Staff Aug
OR	University of Oregon	Temp Staffing Services
OR	City of Eugene/ Finance	Human Resources Consulting, Personnel Recruitment and Executive Search Consultants Qualified Pool
OR	City of Eugene/ Finance	Software Development Consulting
PA	City of Philadelphia	Information Technology Staff Augmentation
PA	State of PA	Information Technology Services
SC	Beaufort County School District	Temporary IT Professional Services
SC	University of South Carolina	Oracle Peoplesoft Consultant Services
SC	State of South Carolina	IT Temp Staff Augmentation Services
SC	Trident Technical College	Oracle Software Licenses and Support
TX	Plano Independent School District	Programming & Consulting Services
TX	City of Houston	Enterprise Application Support Services
TX	Harris County DOE	Contracted Services IT
TX	Fort Bend Independent School District	Temporary Staffing
TX	Dallas Independent School District	IT Professional and Staff Aug
TX	Teacher Retirement System	Temporary Staffing Services
TX	Region One Education Service Center	Professional Consultant Services
TX	The North Central Texas Council of Governments	Deliverables-Based Information Technology Services
TX	Corpus Christi Independent School District	Technical Consultant Services
TX	Department of Information Resources	Information Technology Staff Augmentation Services
TX	Dallas Independent School District	Information Technology Service Providers
UT	Utah Transit Authority	IT Professional and Technical Services
UT	State of Utah	Solutions Delivery Augmentation
UT	State of Utah	Business Consulting Service
UT	State of Utah	IT Consulting Services
VA	Virginia Lottery	IT Staff Augmentation
VA	Virginia Retirement System	Pen Testing
VT	Department of Buildings and General Services	Retainer Contract Opportunity for IT Services
WA	Community Transit	On-Call IT Consulting Services Roster
WA	King County	ERP Systems Operations
WA	Washington Technology Solutions (WaTech)	VMWare Admin
WA	Health Benefits Exchange	Information Technology and Professional Services
WA	Department of Enterprise Services	Information Technology Professional Services
WA	Department of Enterprise Services	IT Project Management
WA	Seattle Public Schools	Temporary Staffing Services
WA	Department of Enterprise Services	Management Analysis Consulting Services
WA	Department of Enterprise Services	Business Analysis Services (NON-IT)
WA	Department of Licensing	Continuity of Operations/ Disaster Recovery
WV	Department of Administration	Prequalification Agreements IT Temp Staffing
WY	Department of Enterprise Technology Services	Resource Augmentation RFP

Key Factors that inspire clients to buy our services

Our record of performance of contracts with other government agencies or public bodies and with private industry include the following factors:

Service Quality Assurance	To ensure accountability, deliver high-quality services, and provide effective support, the Elegant Solutions' HR Program Manager is fully authorized to oversee our support to WVOT and acts as the primary point of contact for all government requests and inquiries. The Program Manager will coordinate staff assignments, prioritize tasks, establish schedules and deliverables, manage payments, and ensure the overall quality of services. Additionally, the Program Manager will monitor, review, and submit quality service deliverables, with all updates included in Monthly Status Reports and Meeting Minutes.
Provision of Highly Qualified Temporary Contract Workers	Client satisfaction is our top priority at Elegant Solutions. With our robust and reliable recruitment process, we are well-equipped to provide highly qualified temporary contract workers and ensure the successful and timely completion of projects within budget. We maintain an extensive pool of experienced consultants with specialized skill sets across various regions of the U.S. This growing database serves as a critical resource for fulfilling client needs. We leverage leading job portals (Dice, Monster, CareerBuilder) and professional networks like LinkedIn to access the best talent in the market. Additionally, our recruitment process is customizable to meet the specific needs of each contract.

	Dedicated Recruitment Manager: A dedicated recruitment manager oversees the entire recruitment process and coordinates a team focused on specific requirements. Dedicated Recruitment Team: Our recruitment team works closely to source top talent for each assignment, with a strong emphasis on local recruitment, benefiting both the client and the resource.
Schedule Adherence	Our scheduling methodology incorporates a rigorous and repeatable process designed to ensure timely project completion. Supported by project and schedule management tools like Microsoft Project, our approach connects activities and events in a network of relationships to maintain focus and accountability. This structured approach allows us to effectively manage schedules and ensure deadlines are met.
Team Cooperation	Elegant Solutions team will fully cooperate in recruiting the most qualified candidates for the project, ensuring alignment with the client's needs and goals.
Responsiveness	Our team is committed to being highly responsive to any issues that arise during the course of the project. We maintain open lines of communication with WVOT staff, addressing concerns promptly and ensuring effective coordination.
Candidate Testing and Pre-Employment Screening	Once candidates are selected, Elegant Solutions conducts thorough background checks and drug screenings. We perform reference checks, pre-employment background checks, and drug screens at an economical rate before onboarding any employee to client sites. These checks help verify the candidate's ability to meet the demands of the position.
Inclusion of M/ W/ DBE and Small Businesses	At Elegant Solutions, we actively promote the inclusion of Minority, Women, and Disadvantaged Business Enterprises (M/ W/ DBE) as subcontractors where applicable. We strive to create opportunities for these businesses to contribute and succeed within our projects.
Equal Employment Opportunity	Elegant Solutions is committed to diversity and does not discriminate based on race, religion, color, national origin, sex, age, pregnancy, disability, veteran status, citizenship, or any legally protected category during any phase of the employment process. We also adhere to all applicable federal, state, and local laws, ensuring fair treatment and equal opportunities for all employees.

Staffing Experience and Capability

Elegant Solutions brings 25+ years of experience delivering staffing services for government and public-sector organizations, with experience comparable to the workforce coordination and specialized skill requirements of the WVOT. Our staffing experience includes sourcing, recruiting, screening, qualifying, presenting, onboarding, and supporting professionals across business analysis, application development, database administration, cloud architecture, cloud security, cloud platform engineering, cloud networking, systems management, cybersecurity, infrastructure, learning management systems, mainframe technologies, and other specialized Technical-IT disciplines. Over this period, Elegant Solutions has supported large and complex public-sector workforce requirements through structured recruitment operations, scalable candidate pipelines, responsive staffing support, dedicated account and contract management, candidate onboarding, compliance coordination, and ongoing resource support. Our experience includes working with federal, state, county, and municipal organizations where staffing must remain responsive to changing workforce needs, specialized skill requirements, defined service timelines, and established public-sector processes. This depth of experience demonstrates Elegant Solutions' ability to manage the end-to-end staffing lifecycle and provide qualified professionals capable of supporting WVOT's diverse and evolving requirements while maintaining accountability, service continuity, and quality across multiple labor classifications and concurrent staffing needs.

State	Client	Position	Duration	Contact Information
MD	Maryland Department of Environment	Business Analyst	Mar 2025 – Present	Name: Sulé M. Williams Title: IT Project Manager Phone No: (410) 537-3081 Email ID: Sule.Williams@maryland.gov
MI	Oakland County	Business Analyst	Nov 2025 – Oct 2029	Name: Dawn A. Clark-Pitts Title: Procurement Manager Phone No: (248) 858-7876 Email ID: clark-pittsd@oakgov.com
WA	Washington State Department of Transportation	Journey Web Application Developer	Dec 2024 – Present	Name: Brent Quebedeaux, PMP Title: Senior IT Project Manager – VCC Program Phone No: (360) 705-7762 Email ID: brent.quebedeaux@wsdot.wa.gov

MD	The Accountability and Implementation Board (AIB)	Website Design / Administrator	Dec 2024 – Present	Name: Aleksandra Vernon Title: Finance Director Phone No: (410) 991-4853 Email ID: aib.maryland.gov
MS	Mississippi Department of Education (MDEK12)	Azure Data Engineer	Sep 2023 – Jan 2025	Name: Doreen Delancy Title: Account Manager Phone No: 601-300-3781 Email ID: doreend@knowledgeservices.com
WA	King County	ERP / Cloud Integration Manager / Coordinator	Oct 2023 - Sep 2024	Name: Benjamin Gannon Title: Administrator Phone No: 206-477-0306 Email ID: benjamin.gannon@kingcounty.gov
MD	DoIT Office of Security Management	Information Security Officer / Subject Matter Expert	Jan 2025 – Present	Name: Kyanna Bright Title: Contract Administrator Email ID: Kyanna.Bright@maryland.gov
MD	Department of Information Technology	OSM - Cyber Engineer	May 2025 – Present	Name: Kyanna Bright Title: Contract Administrator Email ID: Kyanna.Bright@maryland.gov
MD	Department of Information Technology	Local Cybersecurity Coordinator	May 2025 – Present	Name: Kyanna Bright Title: Contract Administrator Email ID: Kyanna.Bright@maryland.gov
CA	California Department of Motor Vehicles	Sr. Technical Lead	Jun 2024 – Present	Name: Amrit K. Dhillon Title: Procurement Analyst Phone No: 916-595-4259 Email ID: amrit.dhillon@state.ca.gov
CA	Santa Clara County	Senior Lead .NET Developer (Web/Windows)	Feb 2024 – Present	Name: Barbara Holloway Title: Management Analyst Phone No: 408-918-7144
CA	Los Angeles County Office of Education	Senior Developer	Aug 2023 – Present	Name: Thao Pham-Aaltonen Title: Senior Manager Phone No: (909) 388-0677 Email ID: Amanda.Johnson@itd.sbcounty.gov
CA	County of San Bernardino	Senior Software Developer	May 2024 – May 2026	Name: Amanda Johnson Title: Staff Analyst II Phone No: Email ID:
MD	Maryland State Retirement and Pension System	Front End .NET Developer	Jan 2025 – Present	Name: Oluwatumise Tesunbi Title: Procurement Officer I Phone No: 410-767-2963 Email ID: oluwatumise.tesunbi1@maryland.gov
MD	Department of Environment	Application Developer, Advanced Technology	Mar 2025 – Jul 2025	Name: Oluwatumise Tesunbi Title: Procurement Officer I Phone No: 410-767-2963 Email ID: oluwatumise.tesunbi1@maryland.gov
TX	Orchestra Technologies	Cloud Architect	Sep 2023 – Nov 2024	Name: Neeraj Narang Title: Sr. Program Manager Phone No: 443-333-8177 Email ID: nnarang@orchestratesolutions.com
VA	Advanced Analytical Systems, Inc.	CRM Application Analyst	Jan 2023 - Feb 2024	Name: Karen Smith Title: Program Manager Phone No: 703-348-2871 Email ID: karens@advancedanalyticalsystems.com

5 MANDATORY REQUIREMENTS (RFP SECTION 4)

5.1 Mandatory Contract Services Requirements and Deliverables

Senior Web Application Analyst

Name		Madan Pragada	
Summary of Experience	- Senior .NET Developer and Web Application Analyst with 10+ years of hands-on experience designing, developing, and supporting dynamic, database-driven enterprise web applications across public-sector, financial, and commercial environments. - Has Experience in working with State Department of Education. - Deep practical background in C#, ASP.NET MVC, .NET Framework (2.0+), .NET Core, WCF, SOAP and REST web services, JavaScript, AJAX, jQuery, jQuery UI, Visual Studio, and SQL Server. Implemented client-side MVVM solutions using Knockout.js across multiple production environments and performed full data modeling and relational database design cycles from conceptual schemas through physical implementation and query optimization. - Experienced with Microsoft SharePoint for document management and team collaboration and with Team Foundation Server for source control, work tracking, builds, and release management. Worked directly with project managers, DBAs, business analysts, policy staff, QA, and business users to translate complex operational and policy requirements into stable, maintainable enterprise solutions.		
Education & Certifications	- B.Tech., Electrical and Electronics Engineering from Jawaharlal Nehru Technological University (JNTU), Kakinada. 2016 - Diploma, Electrical and Electronics Engineering from State Board of Technical Education (SBTET), Andhra Pradesh. 2013 - Microsoft Certified: Azure Developer Associate (AZ-204) - Additional certifications: www.linkedin.com/in/madan-pragada/details/ certifications		
Technical Skills	Programming Languages	C#, JavaScript, T-SQL, PL/SQL, HTML5, CSS3	
	Frameworks & Libraries	ASP.NET MVC, ASP.NET Core, .NET Framework (2.0+), .NET Core, Web API, WCF, Entity Framework, Entity Framework Core, LINQ, ADO.NET, Razor, Bootstrap	
	Client-Side MVVM	Knockout.js, Observable Models, Computed Values, Declarative Binding, Commands, Templates, Reusable View Models, AJAX Integration	
	Web Development	AJAX, jQuery, jQuery UI, HTML5, CSS3, Responsive Design, Client/Server Validation, Accessibility, Cross-Browser Testing, Reusable UI Components	
	Web Services	SOAP, REST, WCF, WSDL, XML, JSON, Service Contracts, Bindings, Endpoints, Authentication, Authorization, Fault Handling, Retry Logic	
	Database & SQL	SQL Server, Oracle, T-SQL, PL/SQL, Stored Procedures, Views, Functions, Indexes, Transactions, Query Optimization, Execution Plans	
	Data Design & Modeling	Conceptual, Logical & Physical Data Models, Entity-Relationship Design, Normalization (1NF–3NF), Constraint Design, Indexing Strategies, Audit History, Referential Integrity	
	Collaboration Tools	Microsoft SharePoint, Document Libraries, Lists, Permissions, Knowledge Repositories, Team Foundation Server (TFS), Source Control, Work Items, Builds, Releases, Traceability	
	Development Tools	Visual Studio 2008+, IIS, TFS, NuGet, REST Clients, Browser Developer Tools	
	Methodologies	SDLC, Agile/Scrum, Requirements Analysis, Solution Architecture, Data Design, Code Review, UAT Support, Production Support, Root-Cause Analysis	
	Modernization	.NET Framework-to-.NET Core Migration, Dependency Assessment, API Extraction, Configuration Modernization, Regression Testing, Phased Rollout	
Work History			
Aug 2023 - Present	State Department of Education, Florida (Remote) - Selectiva Systems Inc. Senior Software Engineer - Maintain and enhance a portfolio of 15 mission-critical, database-driven public-sector web applications built on ASP.NET MVC, .NET Framework/Core, Web API, and SQL Server. Applications supported statewide education program administration, compliance reporting, and user management with direct policy dependencies and audit requirements. - Handle full-lifecycle analysis on new program requirements, turning policy documents and stakeholder input into solution architecture, data models, database schemas, service contracts, development estimates, test plans, and release milestones.		

	- Performed full-lifecycle analysis and design for new state program requirements, analyzing policy documents to develop ASP.NET MVC application components, service contracts, and test plans. - Design relational databases across conceptual, logical, and physical modeling: define normalized tables, primary/foreign keys, constraints, indexes, views, stored procedures, user-defined functions, and transactions; tune queries through execution plans and index analysis. - Build responsive ASP.NET MVC/Razor interfaces with JavaScript, AJAX, jQuery, jQuery UI widgets, HTML5, CSS3, Bootstrap, reusable partial views, client and server validation, accessibility standards, and cross-browser testing. - Implement client-side MVVM architecture using Knockout.js with observable models, computed values, declarative data binding, commands, templates, reusable view models, and AJAX data service calls to keep presentation cleanly separated from business logic. - Develop and consume secure SOAP and RESTful services via WCF and ASP.NET Web API: define WSDL contracts, XML and JSON payloads, endpoint configurations, authentication, authorization, input validation, fault handling, retry policies, and correlation tracking. - Lead .NET Framework-to-.NET Core migrations for targeted apps: inventory dependencies, bump NuGet packages, carve out service boundaries, refactor configuration and hosting setups, modernize data access layers, and strip out deprecated components. - Validate migrations through unit, integration, API, regression, database, security, and UAT test cycles; document parallel-run results, deployment procedures, and rollback steps prior to each production push. - Run source control branching, code reviews, work item tracking, automated build definitions, test result integration, release sign-offs, and production-change records in TFS. - Maintain SharePoint document libraries, permission groups, requirements repositories, design artifacts, release evidence packages, and operational runbooks relied on by dev, QA, and business stakeholders. - Support 15 production applications by staying on top of monitoring, triage, debugging, data fixes, query tuning, security patch reviews, dependency upgrades, incident response, root-cause analysis, and stakeholder status updates. - Work day-to-day with project managers, DBAs, business analysts, policy staff, QA, security, and infrastructure teams to sort out backlog priorities and get stable, auditable solutions out on schedule. - Run knowledge transfer through architecture walkthroughs, code pairing sessions, technical specifications, database documentation, deployment procedures, support runbooks, and troubleshooting guides for internal and client staff.
Mar 2023 - Aug 2023	Enphase Energy, Fremont, CA - Selectiva Systems Inc. Senior Software Engineer - Developed and supported enterprise web applications for a solar energy technology company, covering product data management, service integrations, and internal reporting tools on ASP.NET MVC, .NET Core, Web API, and SQL Server. - Performed requirements analysis, solution design, data modeling, schema development, stored procedure and function creation, indexing, query tuning, integration mapping, functional testing, and production validation across multiple application modules. - Developed and enhanced C# application modules using Visual Studio 2008+ across ASP.NET MVC, .NET Framework/Core, Web API, and SQL Server solutions, including debugging, code changes, testing, and production validation. - Built client-side MVVM interfaces with Knockout.js using observable models, computed values, declarative data binding, templates, validation, AJAX service calls, responsive layouts, and reusable widget components. - Developed and consumed WCF, SOAP/WSDL/XML, and REST/JSON services using secure endpoints, authentication, authorization, input validation, exception handling, retry logic, structured logging, and request traceability. - Migrated legacy .NET Framework modules to .NET Core by assessing dependencies, extracting API boundaries, upgrading packages, modernizing configuration, refactoring data access layers, writing automated tests, and executing phased deployments with rollback procedures. - Used SharePoint for documentation, collaboration, and knowledge repositories; used TFS for source control, work item management, build pipelines, release approvals, and defect tracking. - Supported production applications through debugging, performance investigation, data issue resolution, deployment coordination, incident management, root-cause analysis, and stakeholder communication.

	Participated in design sessions, code reviews, sprint planning, and cross-team collaboration with project management, business analysts, DBAs, QA, security, and operations personnel.
Feb 2022 - Feb 2023	<i>Qatar National Bank, Doha, Qatar Senior Software Engineer</i> - Developed and maintained dynamic, database-driven enterprise banking web applications using C#, ASP.NET MVC, Visual Studio 2008+, .NET Framework 2.0+, .NET Core, Web API, SQL Server, and Oracle, supporting account management, payment processing, reconciliation, and regulatory reporting. - Designed and implemented relational data models, normalized schemas, stored procedures, views, transaction logic, indexes, validation rules, audit history tables, reconciliation queries, and performance-tuned data access layers for banking workflows. - Built client-side MVVM interfaces using Knockout.js observables, computed properties, data binding, commands, templates, validation, and AJAX service integration for account and payment processing workflows. - Developed secure WCF, SOAP/WSDL/XML, and REST/JSON service integrations for core banking system connectivity, including endpoint configuration, authentication, authorization, fault contracts, input validation, retry logic, and structured logging. - Modernized legacy .NET Framework components to .NET Core services using dependency mapping, API boundary extraction, configuration migration, data-access refactoring, regression test suites, and phased production releases. - Supported high-availability production banking applications through debugging, data investigation and correction, query performance analysis, deployment coordination, incident investigation, and RCA documentation. - Used SharePoint and TFS for technical artifact management, source control, work item tracking, builds, release definitions, deployment approvals, code reviews, audit trails, and stakeholder knowledge transfer.
Feb 2021 - Jan 2022	<i>Lloyds Bank - Zensar Technologies Ltd. Senior Software Engineer</i> - Developed and maintained dynamic, database-driven enterprise banking applications using C#, ASP.NET MVC, Visual Studio 2008+, .NET Framework 2.0+, .NET Core, SQL Server, WCF, and REST service layers, covering customer account features, internal reporting, and regulatory data processing. - Performed application analysis and relational data design, including normalized schemas, stored procedures, views, transaction logic, indexes, data-validation rules, reporting queries, and optimized Entity Framework and ADO.NET data-access patterns. - Implemented client-side MVVM patterns using Knockout.js observables, data binding, commands, templates, validation, reusable view models, and AJAX service calls across customer-facing and internal application modules. - Built responsive MVC/Razor interfaces using JavaScript, AJAX, jQuery, jQuery UI, HTML5, CSS3, Bootstrap, and reusable partial views aligned with accessibility and cross-browser requirements. - Migrated legacy .NET Framework modules to .NET Core services and REST APIs through dependency assessment, component refactoring, package upgrades, configuration conversion, test coverage expansion, and phased deployment with rollback planning. - Supported production through code reviews, IIS deployment coordination, monitoring, debugging, performance tuning, incident response, RCA write-ups, and release documentation. - Collaborated via SharePoint and TFS for requirements management, source control, work tracking, build definitions, release pipelines, stakeholder demonstrations, and team knowledge transfer.
Mar 2020 - Feb 2021	<i>Columbia Sportswear Company - Bradsol Contech Solutions Pvt Ltd. Software Engineer</i> - Developed and maintained dynamic, database-driven enterprise web applications for a global sportswear retailer covering product catalog management, inventory workflows, and internal reporting tools using C#, ASP.NET MVC, Visual Studio 2008+, .NET Framework 2.0+, Entity Framework, and SQL Server. - Performed application analysis and design, relational data modeling and database design, normalization, schema development, stored procedure and view creation, transaction logic, indexing, query optimization, and data validation for product and inventory data domains. - Built Knockout.js MVVM interfaces with observable view models, computed properties, declarative data binding, templates, client-side validation, AJAX service integration, responsive layouts, and reusable component libraries. - Developed WCF, SOAP/WSDL/XML, and REST/JSON services with explicit contracts, secure endpoints, authentication, authorization, validation, fault handling, retry logic, and structured logging.

	• Migrated selected .NET Framework components to .NET Core APIs and reusable service layers through dependency review, targeted refactoring, package upgrades, regression test suites, staged rollout, and production validation. • Used SharePoint and TFS for requirements documentation, source control, work item management, build automation, release records, defect tracking, and deployment documentation. • Supported production applications through SQL tuning, defect investigation, deployment coordination, monitoring, incident triage, root-cause analysis, and stakeholder communication.
Oct 2016 - Mar 2020	<i>Tigeeen Contech Solutions Pvt Ltd. - CloudRent Technologies, MiVi Electronics Software Engineer</i> • Developed and maintained dynamic, database-driven enterprise web applications using C#, ASP.NET (MVC and Web Forms), Visual Studio 2008+, .NET Framework 2.0+, WCF, JavaScript, AJAX, jQuery, jQuery UI, SQL Server, and IIS across commercial technology clients. • Performed application analysis and relational data design, including schema design, tables, primary/foreign keys, constraints, indexes, views, stored procedures, transaction logic, complex SQL queries, data-validation rules, reporting datasets, and optimized data-access patterns for application data requirements. • Implemented client-side MVVM architecture using Knockout.js observables, computed values, declarative data binding, templates, commands, client-side validation, AJAX service calls, and reusable view models. • Created SOAP/WSDL/XML and REST/JSON services using WCF contracts, bindings, endpoints, authentication, authorization, input validation, fault handling, structured logging, and enterprise integration patterns. • Drove migrations of suitable .NET Framework services and components to .NET Core patterns during later phases, tackling API boundary separation, configuration updates, automated testing, deployment validation, and ongoing production support. • Used SharePoint and TFS for document management, requirements tracking, source control, work items, builds, release coordination, team collaboration, and ongoing application maintenance records. • Contributed to code reviews, defect resolution, performance investigations, and knowledge transfer sessions that supported team capability growth across a 3.5-year engagement.

CRM Application Analyst

Name	Sireesha Pathi Neelakantan	
Summary of Experience	• Around 8 years of experience designing, developing, and implementing enterprise-scale Microsoft Dynamics 365 CRM and Power Platform solutions across Retail, Insurance, and Government sectors, delivering digital transformation initiatives and process automation programs. • Has Experience in working with LA County. • Extensive experience in Microsoft Dynamics 365 Customer Engagement modules including Sales, Customer Service, Case Management, Lead Management, Opportunity Management, Order Management, and Business Process Automation. • Strong expertise in designing and developing Model-Driven Apps, Canvas Apps, and Dataverse solutions to support complex business processes, improve user productivity, and enhance operational efficiency across enterprise environments. • Hands-on experience developing custom Plugins, Custom Workflow Activities, and business logic using C#.NET, JavaScript, CRM SDK, Web API, and Dataverse technologies to implement scalable and maintainable CRM solutions. • Proficient in building enterprise automation solutions using Power Automate, creating approval workflows, notification systems, case routing, task automation, escalation processes, and business process orchestration. • Experienced in designing and implementing Power BI dashboards and analytical reporting solutions that provide real-time visibility into sales performance, operational metrics, customer engagement, financial data, and executive decision-making processes. • Strong experience working with Microsoft Dataverse, configuring entities, relationships, forms, views, dashboards, business rules, business process flows, security roles, field-level security, and data governance frameworks. • Expertise in integrating Dynamics 365 CRM with enterprise applications including SAP, SharePoint Online, Azure Services, REST APIs, Web Services, Outlook, Teams, and third-party business systems to support seamless data exchange and business operations. • Proven experience gathering business requirements, conducting stakeholder workshops, translating business needs into technical solutions, preparing functional and technical design documents, and supporting end-to-end solution delivery. • Experienced in implementing complex CRM solutions involving sales automation, order management, inventory visibility, commissioner nomination and appointment lifecycle management, attendance tracking, insurance claims processing, premium management, and customer service automation. • Strong background in data migration, ETL processing, data transformation, and data validation using Azure Data Factory, Dataverse, SSIS, and integration frameworks while ensuring data quality and regulatory compliance. • Skilled in designing role-based security models, access management strategies, audit controls, and governance standards to support secure and compliant enterprise CRM implementations. • Experienced in Agile and Scrum methodologies, actively participating in backlog refinement, sprint planning, daily standups, sprint reviews, UAT support, production deployments, and post-production enhancements. • Strong analytical, problem-solving, and communication skills with proven ability to collaborate effectively with business stakeholders, product owners, architects, developers, QA teams, and executive leadership. • Proven record of delivering scalable, high-performing Dynamics 365 CRM and Power Platform solutions that improve operational efficiency, automate business processes, enhance customer experiences, and support strategic business objectives.	
Education & Certifications	• Bachelor's in electronic and communication, JNTU, India 2019 • Master's in computer science, University of North Texas, 2023 • Microsoft Certified: Dynamics 365 Fundamentals (CRM) (MB-910), 08/2024	
Skills	CRM & Customer Engagement	Microsoft Dynamics 365 CRM, Dynamics 365 Customer Engagement, Dynamics 365 Sales, Marketing Automation, Dynamics 365 Customer Service, Case Management, Lead Management, Opportunity Management, Order Management, Business Process Flows (BPF), Customer Service Hub
	Power Platform	Power Apps (Model-Driven Apps, Canvas Apps), Power Automate, Power BI, Microsoft Dataverse, Power Platform Administration, Solution Management, Environment Management, AI Builder

CRM Customization & Development	C#, .NET Framework, JavaScript, TypeScript, CRM SDK, Plugins, Custom Workflow Activities, Business Rules, Ribbon Workbench, Form Customizations, Command Bar Customizations, Client-Side Scripting, Web Resources
Dataverse & Data Management	Microsoft Dataverse, Tables, Relationships, Alternate Keys, Business Rules, Security Roles, Field Security Profiles, Auditing, Data Governance, Data Migration, Data Validation
Integration Technologies	REST APIs, SOAP Web Services, WCF, OData, Web API, Azure Logic Apps, Azure Data Factory, Azure Functions, Power Platform Connectors, Microsoft Graph API
Reporting & Analytics	Power BI, SSRS, Excel Reporting, KPI Dashboards, Executive Reporting, Interactive Dashboards, Data Visualization, Performance Analytics
Microsoft Technologies	SharePoint Online, Microsoft Teams, Outlook Integration, Office 365, Azure Active Directory (Azure AD), OneDrive, Microsoft Entra ID
Cloud & Azure Services	Microsoft Azure, Azure Logic Apps, Azure Data Factory, Azure Blob Storage, Azure Service Bus, Azure App Services, Azure Key Vault
Programming & Scripting Languages	C#, .NET Framework 2.0, ASP.NET, ASP.NET MVC, JavaScript, jQuery, jQuery UI, SQL, HTML5, CSS3, XML, JSON, Power Fx
Database Technologies	Microsoft SQL Server, Dataverse, SQL Queries, Stored Procedures, Data Modeling, Relational Database Design
Development Tools	Visual Studio 2008 and Higher, XrmToolBox, Plugin Registration Tool (PRT), Ribbon Workbench, Azure DevOps, Git, TFS, Postman
Methodologies & Practices	Agile, Scrum, SDLC, Waterfall, Sprint Planning, Backlog Grooming, User Story Creation, UAT Support, Production Deployment, Release Management
Domains	Retail & Consumer Products, Sales Automation, Order Management, Inventory Management, Government Administration, Board & Commission Management, Insurance Claims Management, Premium Processing, Customer Service Operations

Work History

Jan 2025 - Present

PepsiCo, Plano, United States of America (Remote) | Sr. Microsoft Dynamics 365 CRM Developer

Project: Sales & Order Management Modernization using Dynamics 365 CRM and Power Platform

PepsiCo implemented a Dynamics 365 CRM and Power Platform solution to modernize sales operations, order management, inventory visibility, and customer service processes across multiple regions. The legacy process relied heavily on Excel spreadsheets and end-of-day stock updates, resulting in inventory inaccuracies, delayed order fulfillment, and inefficient case management. The solution introduced mobile-friendly Model-Driven and Canvas Apps, real-time inventory tracking, automated order processing, intelligent case routing, and AI-powered insights using Microsoft Copilot. The platform integrated Dynamics 365 CRM with enterprise systems, enabling field sales representatives, distributors, and customer service teams to access real-time information and make faster business decisions.

- Collaborated with Business Stakeholders, Sales Managers, Distributors, and Operations Teams to gather requirements and design a Dynamics 365 CRM solution that modernized Order Management, Inventory Visibility, and Customer Engagement processes across multiple business units.
- Designed and developed Model-Driven Apps using Microsoft Dataverse to manage Customers, Distributors, Orders, Inventory Records, Service Cases, and Sales Activities while enforcing Role-Based Security and governance standards.
- Built responsive Canvas Apps for field sales representatives, enabling Real-Time Inventory Checks, Order Creation, Store Visit Tracking, and Product Availability Verification directly from mobile devices.
- Developed custom Plugins using C# and .NET Framework to implement complex Business Rules, automate validations, prevent duplicate transactions, and enforce Inventory Allocation Logic during order processing activities.
- Created Custom Workflow Activities and Dynamics 365 Workflows to automate Order Approvals, Customer Onboarding, Sales Escalations, Distributor Requests, and Case Lifecycle Management across multiple departments.
- Designed and developed enterprise integrations between Microsoft Dynamics 365 CRM and ERP, LOB, on-premise, and cloud-based systems using CRM Web API, REST/SOAP Web

	Services, OData, C#.NET, and integration services to support real-time business data synchronization. • Developed and maintained Dynamics 365 CRM customizations using C#.NET Plugins, Custom Workflow Activities, JavaScript, Web Resources, Business Process Flows, Entities, Workflows, Forms, Views, and security configurations, following CRM development best practices. • Supported Sales Force Automation and Customer Service functionality including Lead, Opportunity, Order, Customer and Case Management processes while implementing CRM Security Models, role-based access controls, and field-level security. • Implemented intelligent Case Assignment functionality using Dynamics 365 Customer Service by automatically routing service requests to the next available support representative based on Queue Management, Workload Balancing, and business priorities. • Leveraged Microsoft Copilot capabilities within Dynamics 365 CRM to assist users with Case Summarization, Customer Interaction Insights, Activity Recommendations, and productivity enhancements across sales and customer service operations. • Configured and supported Microsoft Copilot for Dynamics 365 CRM, enabling users to generate Meeting Summaries, draft customer communications, analyze customer interactions, and improve operational efficiency. • Developed Power Automate cloud flows to automate Notifications, Approval Chains, Inventory Alerts, Order Status Updates, Customer Communications, and Escalation Workflows, significantly reducing manual intervention. • Designed and configured Business Process Flows, Business Rules, and custom business logic to streamline Lead-to-Order, Opportunity-to-Quote, and Quote-to-Order processes while ensuring compliance with business standards. • Integrated Dynamics 365 CRM with enterprise inventory systems to provide Near Real-Time Stock Visibility, allowing sales representatives to validate product availability before placing customer orders and reducing stock-out situations. Created Power BI Dashboards and executive reporting solutions that provided real-time insights into Sales Performance, Inventory Utilization, Order Fulfillment Trends, Service Metrics, and Distributor Activities. • Customized Dataverse Tables, Forms, Views, Dashboards, Ribbon Commands, and JavaScript Components to improve user experience, increase productivity, and simplify business operations. • Participated in Agile Ceremonies including Backlog Grooming, Sprint Planning, Daily Standups, Sprint Reviews, and Retrospectives while collaborating with Business Analysts, QA Teams, Architects, and Product Owners. • Led Production Support activities by troubleshooting Plugins, Workflows, Integrations, Power Automate Flows, and custom applications while performing root cause analysis and performance optimization. • Developed integrations using Dataverse APIs, REST Services, and Power Platform Connectors to synchronize Customer, Order, Inventory, and Service Data across enterprise applications. • Designed and implemented Customer Service Automation solutions that reduced manual case handling efforts by automatically categorizing requests, assigning ownership, tracking SLAs, and escalating unresolved issues. • Partnered with business users during UAT, conducted Knowledge Transfer Sessions, created Technical Documentation, and delivered training materials to ensure successful adoption of Dynamics 365 CRM and Power Platform solutions.
Jan 2023 - Dec 2024	LA County, California, United States of America (Remote) Dynamics 365 CRM Analyst Project: LA County Boards & Commissions Management System. Los Angeles County manages more than 150 Boards, Commissions, and Advisory Committees that support public services such as Fire Safety, Child Welfare, Public Health, Education, Transportation, and Community Development. Each commission consists of multiple commissioners appointed through public applications, internal nominations, and government recommendations. The county previously relied on spreadsheets, emails, paper forms, and manual processes to manage nominations, appointments, commissioner terms, attendance tracking, and compliance reporting. To modernize these operations, we implemented a Microsoft Dynamics 365 CRM and Power Platform solution that automated the complete Commissioner Lifecycle Management process from nomination through appointment, term management, attendance tracking, renewals, and reporting. The solution included Model-Driven Apps, Canvas Apps, Power Automate workflows, Dataverse, Power BI dashboards, and custom C#.NET plugins to streamline appointment processes, improve transparency, ensure regulatory compliance, and provide real-time visibility into commissioner participation and board effectiveness.

	• Collaborated with County Stakeholders, Board Administrators, Commission Coordinators, and Department Leadership Teams to gather requirements and design a centralized Dynamics 365 CRM solution for managing Nominations, Appointments, Commissioner Terms, and Attendance Tracking processes. • Designed and developed Model-Driven Apps using Microsoft Dataverse to manage Boards, Commissions, Commissioners, Nominations, Appointments, Meeting Schedules, Attendance Records, and Term Expiration information through a unified platform. • Built responsive Canvas Apps for county staff and board coordinators to manage Commissioner Attendance, record Meeting Participation, update commissioner information, and monitor appointment statuses from mobile and tablet devices. • Developed custom Plugins using C# and .NET Framework to automate complex Appointment Validations, enforce Business Rules, prevent duplicate nominations, validate eligibility requirements, and ensure data consistency throughout the commissioner lifecycle. • Created Custom Workflow Activities and Dynamics 365 Workflows to automate Nomination Reviews, Approval Processes, Appointment Recommendations, Term Renewals, Expiration Notifications, and commissioner status transitions. • Worked with Microsoft SharePoint Services/SharePoint Server integrating Dynamics 365 CRM with SharePoint for centralized document management, document storage and retrieval, access management, and team collaboration • Configured Power Automate cloud flows to automate Nomination Submissions, Approval Routing, Meeting Reminders, Appointment Notifications, Attendance Updates, and Escalation Processes across multiple county departments. • Designed and implemented an end-to-end Nomination Management Solution that tracked commissioner applications from initial submission through review, approval, appointment, onboarding, and term completion activities. • Developed Business Process Flows (BPFs) and custom Business Rules that standardized commissioner appointment procedures across more than 150 County Boards and Commissions while ensuring compliance with county governance policies. • Implemented Attendance Tracking Functionality that enabled administrators to monitor commissioner participation, calculate attendance percentages, identify inactive members, and maintain compliance with board participation requirements. • Customized Dynamics 365 Forms, Views, Dashboards, Business Rules, Ribbon Commands, and JavaScript Web Resources to improve user experience and streamline day-to-day operations for county administrators. • Developed Power BI Dashboards and executive reports providing real-time insights into Active Commissioners, Board Vacancies, Appointment Trends, Meeting Participation Rates, Attendance Compliance, and Commissioner Term Expirations. • Designed secure Role-Based Access Controls (RBAC) and Dataverse Security Models to protect confidential nomination information while providing appropriate access to county administrators, department staff, and commission coordinators. • Integrated Dynamics 365 CRM with SharePoint Online for centralized Document Management, allowing users to securely store, retrieve, and manage nomination forms, appointment documents, meeting agendas, and supporting records. • Developed reusable Power Platform Components and Solution Packages that accelerated future enhancements, simplified maintenance efforts, and promoted standardized development practices across the county CRM environment. • Leveraged Dataverse Relationships and Custom Entities to establish complete visibility into commissioner histories, appointment records, committee memberships, attendance activities, and board participation metrics. • Participated in Agile Development Activities including Requirement Workshops, Backlog Refinement, Sprint Planning, Solution Demonstrations, UAT Support, Defect Resolution, and Production Deployments. • Worked closely with QA Teams, Business Analysts, and county stakeholders to validate system functionality, resolve production issues, and implement enhancements based on changing business and regulatory requirements. • Created Technical Design Documents, Data Models, Process Flows, Deployment Guides, and User Training Materials while conducting Knowledge Transfer Sessions to support long-term adoption and system sustainability. Supported production environments by troubleshooting Plugins, Workflows, Power Automate Flows, Integrations, and application performance issues while implementing optimization strategies to improve reliability and user satisfaction.
Jan 2019 - Aug 2022	Cognizant/ AIG - American International Group, Chennai, India Dynamics 365 CRM and Power Platform Developer

Project: Insurance Claims & Policy Management Modernization

AIG sought to modernize its insurance operations by replacing manual claim processing, policy servicing, premium tracking, loss management, and underwriting workflows with a centralized Dynamics 365 CRM and Power Platform solution. The legacy process relied heavily on spreadsheets, emails, and disconnected applications, creating delays in policy administration, premium reconciliation, claim settlements, and financial reporting. The solution streamlined the entire insurance lifecycle including Policy Management, Claims Processing, Premium Collection, Loss Tracking, Earned Premium Calculations, Underwriting Reviews, Customer Service, and Regulatory Reporting. Using Dynamics 365 CRM, Power Platform, Dataverse, Power BI, and Azure integrations, the platform provided real-time visibility into policy performance, claim activities, premium earnings, and customer interactions while improving operational efficiency and compliance.

- Collaborated with Business Analysts, Underwriters, Claims Processors, Policy Servicing Teams, and Finance Stakeholders to gather requirements and design Dynamics 365 CRM solutions supporting Policy Administration, Claims Processing, Premium Management, and Loss Tracking operations.
- Designed and developed custom Dynamics 365 CRM Entities, Forms, Views, Dashboards, Business Process Flows (BPFs), and relationships to manage Policies, Claims, Premiums, Loss Reserves, Settlements, Underwriting Reviews, and Customer Accounts.
- Developed complex C#.NET Plugins using the Microsoft Dynamics CRM SDK to automate Premium Calculations, Policy Validations, Claim Eligibility Checks, Settlement Approvals, and Underwriting Decision-Making Processes.
- Built custom Server-Side Business Logic using C# and .NET Framework to calculate Earned Premiums, Unearned Premiums, Policy Endorsements, Cancellations, Renewals, and Policy Coverage Validations based on insurance regulations.
- Developed and maintained enterprise web applications using ASP.NET, ASP.NET MVC, C#, .NET Framework, JavaScript, jQuery, and jQuery UI, supporting Dynamics 365 CRM business processes and insurance applications.
- Developed Custom Workflow Activities using C#.NET to automate Policy Issuance, Premium Adjustments, Claim Escalations, Settlement Processing, Underwriting Approvals, and Policy Renewal Workflows across multiple business units.
- Created event-driven Plugins registered on Create, Update, Delete, and Status Change messages to enforce Insurance Business Rules, prevent duplicate claims, validate policy coverage, and maintain Data Integrity across the CRM platform.
- Leveraged Dynamics 365 CRM SDK, Organization Services, and Web API to develop reusable Business Components, Integration Services, and custom automation frameworks supporting enterprise insurance operations.
- Performed system analysis and application design, translating business requirements into functional and technical specifications, data models, process flows, interface designs, and Dynamics 365 CRM solution designs.
- Developed advanced Plugin Logic to calculate Claim Reserves, Incurred Losses, Paid Losses, Recovery Amounts, and Settlement Recommendations while ensuring compliance with underwriting and financial guidelines.
- Integrated Dynamics 365 CRM with Policy Administration Systems, Billing Systems, and Underwriting Applications using REST APIs, SOAP Web Services, and Azure Integration Services to support real-time policy and claims synchronization.
- Developed and consumed WCF services along with REST/SOAP web services to integrate Dynamics CRM with policy administration, billing, underwriting, and other enterprise applications.
- Designed and implemented application data models using Microsoft SQL Server, SQL queries, stored procedures, relational database design, and data modeling techniques to support CRM and integrated business applications.
- Developed custom Integration Components using .NET Framework and CRM SDK to exchange Policyholder Information, Premium Transactions, Claim Histories, and Financial Records between multiple enterprise systems.
- Participated in large-scale migration of Insurance Policy Records, Claims Data, Customer Accounts, Premium Histories, and Underwriting Information from legacy systems into Dynamics 365 CRM while ensuring Data Quality and Regulatory Compliance.
- Customized CRM Security Roles, Field-Level Security, Auditing, and Access Management Controls to protect sensitive insurance information and support compliance requirements.
- Developed JavaScript and Client-Side Customizations to enhance User Experience, improve Data Validation, streamline navigation, and optimize Claim Processing and Policy Servicing Activities.

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| | <ul style="list-style-type: none">• Created Power Automate Workflows to automate Approval Routing, Policy Notifications, Claim Escalations, SLA Monitoring, Customer Communications, and Underwriting Review Processes.• Built Model-Driven Apps enabling Claims Processors, Underwriters, and Policy Servicing Teams to efficiently manage insurance operations through a centralized Dynamics 365 CRM Platform.• Worked extensively with Visual Studio and Team Foundation Server (TFS) for application development, source control, team collaboration, code management, build activities, and deployment, along with Plugin Registration Tool (PRT), XrmToolBox, Azure DevOps, and Git.• Participated in Agile Development Activities including Sprint Planning, Backlog Refinement, Code Reviews, UAT Support, Deployment Planning, Production Releases, and Post-Production Support Activities. |
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Senior SQL Server Database Administrator

Name	Anitha Mallam	
Summary of Experience	- Senior SQL Server Database Administrator with 15 years of experience delivering enterprise database administration, cloud migration, high availability, disaster recovery, performance optimization, security, automation, production support across Banking, Healthcare, Oil & Gas, Technology domains. - Has Experience in working with The Maryland Department of Transportation. - Developed enterprise SQL Server solutions across Microsoft SQL Server 2000-2025, Azure SQL Database, Azure SQL Managed Instance, Oracle, Sybase ASE, DB2 for large scale mission critical environments. - Extensive experience with SQL Server 2008/2008 R2 and SQL Server 2012 on Windows Server, including database creation, T-SQL/DDDL scripting, stored procedures, SQL Server migrations, DTS-to-SSIS conversion, SSIS/SSAS implementation and monitoring, backup/recovery, and production database support. - Worked on Microsoft Azure, Amazon Web Services including Azure Virtual Machines, Azure SQL Database, Azure Blob Storage, Azure Database Migration Service, Amazon EC2, RDS, S3, EBS, Glacier, IAM, VPC, Route 53, CloudWatch for enterprise cloud modernization initiatives. - Implemented High Availability Disaster Recovery solutions using Always on Availability Groups, Windows Failover Clustering, Database Mirroring, Log Shipping, Transactional Replication, Backup Recovery, Disaster Recovery Testing, Business Continuity Planning, Point in Time Recovery for business-critical systems. - Developed migration strategies using Azure Database Migration Service, SQL Server Migration Assistant, cross version SQL Server upgrades, on premises to Azure migration, on premises to AWS migration, data center migration with minimal downtime. - Worked extensively on SQL Server installation, configuration, patching, cumulative updates, version upgrades, capacity planning, database monitoring, production support, change management, release management across enterprise environments. - Implemented advanced performance tuning using Query Optimization, Query Store, Extended Events, SQL Profiler, Dynamic Management Views, Execution Plans, Wait Statistics, Statistics IO, Blocking Analysis, Deadlock Resolution, Index Optimization, TempDB Optimization, Database Partitioning. - Developed ETL, reporting, business intelligence solutions using SSIS, SSRS, SSAS, DTS, Report Builder, SQL Server Data Tools supporting enterprise reporting requirements. - Collaborated with application teams, infrastructure teams, development teams to deliver database deployments, production releases, root cause analysis, performance improvements, platform modernization initiatives. - Implemented enterprise database security using Transparent Data Encryption, database auditing, logins, users, roles, permissions, schema level security following organizational compliance standards. - Worked extensively with T SQL, PL SQL, PowerShell, Python to automate database administration, monitoring, migration, maintenance, operational activities. - Developed database objects including stored procedures, functions, views, triggers, tables, indexes, user defined data types supporting high performance transactional systems. - Utilized SQL Profiler, IDERA SQL Diagnostic Manager, Redgate SQL Backup, Quest LightSpeed, SQL Monitor, Fog light, Spotlight, SCOM, Performance Monitor, JIRA to proactively monitor database health, troubleshoot production issues, improve operational stability. - Delivered enterprise backup recovery strategies, database maintenance, automation, monitoring supporting round the clock mission critical production environments with maximum availability, scalability, reliability. - Led large scale SQL Server modernization initiatives across on premises, Azure, AWS environments while improving database performance, operational efficiency, platform reliability, business continuity. - Recognized for strong expertise in enterprise SQL Server administration, cloud database technologies, automation, database migrations, High Availability, Disaster Recovery, performance tuning, production support for complex multi-terabyte environments.	
Education & Certifications	- Master of Computer Applications (MCA), Osmania University, 2005 - Bachelor of Computer Applications (BCA), Osmania University, 2002 - Microsoft Certified Technology Specialist (MCTS) - ITIL Foundation Certification	
Technical Skills	Databases	Microsoft SQL Server (2000–2025), Azure SQL Database, Azure SQL Managed Instance, Oracle, Sybase ASE, DB2

Cloud Platforms	Microsoft Azure, Amazon Web Services (AWS)
Azure Services	Azure Virtual Machines, Azure SQL Database (PaaS), Azure SQL Managed Instance, Azure Blob Storage, Azure Database Migration Service (DMS)
AWS Services	EC2, RDS, S3, EBS, Glacier, IAM, VPC, Route 53, CloudWatch, Auto Scaling, Elastic Load Balancer (ELB), Security Groups, Snowball
High Availability & Disaster Recovery	Always on Availability Groups, Windows Failover Clustering, Database Mirroring, Log Shipping, Transactional Replication, Backup & Recovery, Disaster Recovery Testing, Business Continuity Planning (BCP), Point-in-Time Recovery
Migration & Upgrades	SQL Server Migration Assistant (SSMA), Azure Database Migration Service (DMS), Cross-Version SQL Server Migrations, On-Premises to Azure Migration, On-Premises to AWS Migration, Data Center Migration
ETL & Business Intelligence	SSIS, SSRS, SSAS, DTS, Report Builder, SQL Server Data Tools (SSDT)
Programming & Scripting	T-SQL, PL/SQL, PowerShell, Python
Performance Tuning	Query Optimization, Query Store, Extended Events, SQL Profiler, Dynamic Management Views (DMVs), Execution Plans, Wait Statistics, Statistics IO, Blocking Analysis, Deadlock Resolution, Index Optimization, TempDB Optimization, Database Partitioning, Capacity Planning
Database Administration	SQL Server Installation, Configuration, Patching, Upgrades, SQL Server Agent, Database Mail, Linked Servers, Maintenance Plans, Alerts, Operators, Database Monitoring, Production Support, Change & Release Management
Database Development	Stored Procedures, Functions, Views, Triggers, Tables, Indexes, User Defined Data Types (UDDT)
Security	Transparent Data Encryption (TDE), Database Security, Auditing, Logins, Users, Roles, Permissions, Schema-Level Security
Monitoring & DBA Tools	SQL Profiler, IDERA SQL Diagnostic Manager, Redgate SQL Backup, Quest LiteSpeed, SQL Monitor, Foglight, Spotlight, SCOM, Performance Monitor, JIRA
Operating Systems	Windows Server 2000, 2003, 2008, 2008 R2, 2012, 2012 R2, 2022

Work History

May 2023 - Present	Exelon, Dallas, TX (Remote) Senior SQL Server DBA Providing enterprise SQL Server database administration for mission critical production environments supporting large scale utility operations across on premises, virtual, clustered, Azure cloud infrastructure. Responsible for database administration, cloud migration, High Availability, Disaster Recovery, performance optimization, security, automation, patch management, production support ensuring platform availability, reliability, scalability. - Leading enterprise scale migration of on premises Microsoft SQL Server databases to Azure Virtual Machines using industry best practices ensuring seamless cutover with minimal downtime. - Administering more than 400 mission critical Microsoft SQL Server 2012–2025 databases across physical servers, virtual infrastructure, clustered environments, Azure cloud platforms delivering round the clock production support. - Implementing SQL Server installation, configuration, monthly patching, cumulative updates, version upgrades across Development, QA, UAT, Production environments while maintaining security compliance. - Developing advanced SQL Server performance tuning solutions by analyzing execution plans, wait statistics, Extended Events, Windows Performance Monitor, application connectivity improving overall database performance. - Optimizing database storage, capacity planning, file growth, TempDB configuration, indexing strategies maximizing resource utilization, application responsiveness. - Installing, implementing, configuring, and monitoring SQL Server Integration Services (SSIS) and SQL Server Analysis Services (SSAS) environments on SQL Server 2008, managing SSIS package execution, SSAS processing, scheduled jobs, service health, data connectivity, and production issues to ensure reliable ETL and business intelligence operations.
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	- Implementing enterprise database security using logins, users, roles, permissions, schema level access, Transparent Data Encryption, auditing following organizational security standards. - Designing backup recovery architecture including full, differential, transaction log backups, point in time recovery, disaster recovery validation, business continuity planning. - Utilizing Dynamic Management Views, Query Store, Extended Events, SQL Profiler, enterprise monitoring tools identifying performance bottlenecks, resolving production issues proactively. - Implementing High Availability Disaster Recovery solutions using Always on Availability Groups, Windows Failover Clustering ensuring maximum database availability for business-critical applications. - Collaborating with application teams, infrastructure teams, development teams supporting production releases, database deployments, performance optimization, root cause analysis, SQL Server best practices. - Developing automation solutions using T SQL, PowerShell improving database administration efficiency, reducing repetitive operational tasks. - Working extensively on SSIS, SSRS troubleshooting, SQL Server administration, production database maintenance supporting enterprise applications. - Performing database health checks, capacity analysis, maintenance planning, proactive monitoring ensuring stable, highly available SQL Server environments. - Resolving production incidents involving database performance, blocking, deadlocks, storage utilization, application connectivity maintaining service availability. - Preparing operational documentation, database standards, migration procedures, disaster recovery documentation supporting enterprise governance, knowledge transfer. Environment: Microsoft SQL Server 2012–2025, Azure Virtual Machines, Microsoft Azure, Azure SQL Database, T-SQL, PowerShell, SSIS, SSRS, Query Store, Extended Events, Dynamic Management Views (DMVs), SQL Profiler, Windows Performance Monitor, Always on Availability Groups, Windows Failover Clustering, Transparent Data Encryption (TDE), Backup Recovery, Point-in-Time Recovery, SQL Server Agent, Windows Server.
Jan 2021 - Feb 2023	Microsoft, TX Technical Support Engineer/ Senior SQL Server DBA Provided enterprise technical support for Microsoft SQL Server platforms supporting global customers across Production, Development, QA, cloud environments. Delivered advanced troubleshooting, database administration, performance optimization, High Availability, Disaster Recovery, cloud migration, production support for mission critical SQL Server infrastructures hosted on Microsoft Azure, Amazon Web Services. - Worked with global Microsoft support teams resolving high priority Sev A, Sev B, Sev C incidents related to SQL Server performance, High Availability, installation, configuration, patching, production outages. - Resolved complex database issues involving CPU utilization, memory pressure, storage bottlenecks, application slowness, blocking, deadlocks improving overall SQL Server stability. - Implemented SQL Server installation, configuration, maintenance, cumulative updates, version upgrades across SQL Server 2008, 2008 R2, 2012, 2014, 2016 production environments. Developed advanced troubleshooting solutions for backup recovery failures, database corruption, restore operations, disaster recovery scenarios ensuring business continuity. - Assisted customers with SQL Server database migrations from SQL Server 2012 through latest releases including on premises to Microsoft Azure cloud migration initiatives. - Installed, configured, implemented, and monitored SSIS and SSAS environments supporting SQL Server 2008 and 2008 R2, validating package execution, ETL workloads, SSAS processing, scheduled jobs, connectivity, and service health across Production and Non-Production environments. - Troubleshot SSIS package failures and SSAS processing issues by reviewing execution logs, SQL Server Agent jobs, package dependencies, data source connectivity, and processing errors, restoring reliable ETL and business intelligence operations. - Implemented High Availability Disaster Recovery solutions using Always On Availability Groups, Windows Failover Clustering, Database Mirroring, Log Shipping, Transactional Replication supporting mission critical applications. - Created, administered Azure SQL Database environments including singleton databases, elastic pools, Azure SQL Managed Instance supporting enterprise cloud workloads. - Managed Microsoft SQL Server databases hosted on Azure Virtual Machines delivering secure, scalable, highly available cloud infrastructure. Planned, executed SQL Server

	patching, cumulative updates, security maintenance activities minimizing production downtime. - Administered more than 400 production SQL Server databases across physical servers, virtual infrastructure, cloud platforms providing round the clock database support. - Performed advanced SQL Server performance tuning using Query Optimization, SQL Profiler, Performance Monitor, execution plans, monitoring tools improving application responsiveness. - Collaborated with Microsoft engineering teams, infrastructure teams, application teams resolving production incidents, root cause analysis, database optimization activities. - Developed backup recovery strategies storing database backups within Azure Blob Storage supporting disaster recovery, long term retention requirements. Utilized SSIS, SSRS, SSAS, T SQL, PL SQL supporting enterprise reporting, ETL workloads, database administration, production troubleshooting. - Documented technical solutions, troubleshooting procedures, knowledge base articles supporting operational excellence, customer success, enterprise support standards. Environment: Microsoft Azure, Amazon Web Services (AWS), Microsoft SQL Server 2008, 2008 R2, 2012, 2014, 2016, Azure SQL Database, Azure Virtual Machines, Azure Blob Storage, SSIS, SSRS, SSAS, Always On Availability Groups, Windows Failover Clustering, Database Mirroring, Transactional Replication, Log Shipping, SQL Server Migration Assistant (SSMA), Transparent Data Encryption (TDE), SQL Profiler, SCOM, Quest LiteSpeed, T-SQL, PL/SQL, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2.
Nov 2019 - Dec 2020	The Maryland Department of Transportation, Baltimore, MD Sr. SQL Server DBA & Developer Supported enterprise transportation applications by administering Microsoft SQL Server databases across on premises, virtual, Azure cloud environments. Responsible for database administration, Azure cloud management, High Availability, Disaster Recovery, database migration, ETL development, performance optimization, database security, production support for mission critical systems. - Administered more than 200 Microsoft SQL Server 2008 R2, 2012, 2014, 2016 databases across physical, virtual, Azure cloud environments providing round the clock production support. - Created, configured, maintained Azure SQL Database PaaS environments including singleton databases, elastic pools, Azure SQL Managed Instances supporting enterprise cloud workloads. Managed Microsoft SQL Server databases hosted on Azure Virtual Machines delivering secure, scalable, highly available database infrastructure. - Implemented High Availability solutions using Always On Availability Groups improving database availability for mission critical applications. - Planned, executed SQL Server installation, configuration, patching, cumulative updates, maintenance activities across Production, QA, Development environments. - Performed advanced database performance tuning using SQL Profiler, execution plans, query optimization, statistics maintenance, index rebuilds, TempDB optimization, blocking analysis, deadlock resolution, fragmentation management. - Developed enterprise backup recovery solutions utilizing Azure Blob Storage supporting disaster recovery, business continuity, point in time recovery requirements. - Optimized database storage through table partitioning, capacity planning, space management, resource utilization improving query performance for large transactional databases. - Implemented Transparent Data Encryption securing database files, transaction logs, sensitive business data following enterprise security standards. Migrated Microsoft SQL Server 2008 R2, 2012, 2014 databases to SQL Server 2016 supporting database modernization initiatives with minimal downtime. - Developed SSIS packages integrating SQL Server data with Cornerstone applications supporting enterprise ETL processes. - Wrote complex T-SQL queries for various tasks such as functions, store procedure, triggers, cursors and various DML, DDL statements. - Created database objects including tables, stored procedures, views, triggers, functions, rules, defaults, user defined data types supporting application development requirements. - Led database migration initiatives transferring DB2, Sybase databases to Microsoft SQL Server integrating Always On Availability Groups, Transactional Replication technologies. - Performed database administration activities including database refresh, monitoring, backups, maintenance, auditing, orphan user cleanup, production migration support.

	Collaborated with application teams, infrastructure teams, development teams managing database deployments, change management, release management, production support following SQL Server best practices. Environment: Microsoft Azure, Azure SQL Database, Azure SQL Managed Instance, Azure Virtual Machines, Azure Blob Storage, Microsoft SQL Server 2016, 2014, 2012, 2008 R2, Always on Availability Groups, SQL Profiler, T-SQL, SSIS, SSRS, DB2, Sybase ASE, Transparent Data Encryption (TDE), Query Optimization, Point-in-Time Recovery, Windows Server.
Dec 2017 - Nov 2019	Wells Fargo, North Brunswick, NJ Sr. SQL Server DBA Provided enterprise SQL Server database administration supporting mission critical banking applications across Production, UAT, SIT, Development, Pre Production environments. Responsible for database migration, Azure cloud adoption, High Availability, Disaster Recovery, ETL development, reporting, performance optimization, security, release management ensuring highly available enterprise database platforms. - Led on premises Microsoft SQL Server database migrations to Microsoft Azure using Azure Database Migration Service supporting enterprise cloud modernization initiatives. - Migrated Sybase databases to Microsoft SQL Server using SQL Server Migration Assistant supporting application modernization with minimal downtime. - Implemented cross version SQL Server upgrades migrating legacy SQL Server environments to SQL Server 2016, SQL Server 2017 including Production to Non-Production database refresh activities. - Installed, configured, patched, upgraded Microsoft SQL Server instances across Production, UAT, SIT, Development, Pre-Production environments following enterprise change management practices. - Implemented High Availability Disaster Recovery solutions using Always On Availability Groups, Windows Failover Clustering, Database Mirroring, Log Shipping, Transactional Replication ensuring continuous database availability. - Performed advanced SQL Server performance tuning through execution plan analysis, wait statistics, memory optimization, CPU utilization, disk I/O analysis, TempDB optimization establishing enterprise performance baselines. - Configured Transparent Data Encryption securing Production, Non Production databases meeting enterprise security, compliance requirements. - Developed automated database administration solutions using SQL Server Agent Jobs, Database Mail, Linked Servers, Alerts, Operators, Maintenance Plans improving operational efficiency. - Designed, developed, deployed SSIS packages extracting, transforming, loading enterprise data from Oracle, Sybase, Microsoft SQL Server, Excel, CSV, Flat Files supporting enterprise ETL processes. - Developed advanced SSIS workflows utilizing Conditional Split, Lookup, Merge, Merge Join, Union All, Multicast, Derived Column, Data Conversion, Aggregate, Script Task with automated scheduling through SQL Server Agent. - Designed, deployed, administered SSRS reporting solutions including parameterized reports, matrix reports, drill through reports, chart reports, OLAP reports, sub reports using Report Builder, SQL Server Data Tools. - Configured SSRS Native Mode, Report Server, Report Manager, shared data sources, report subscriptions, report scheduling, Scale Out deployments, security supporting enterprise reporting infrastructure. - Implemented Transactional Replication resolving replication latency, synchronization issues while supporting high volume business critical applications. - Participated in Business Continuity Planning, Disaster Recovery testing validating backup recovery strategies, High Availability architecture ensuring business continuity. - Collaborated with application teams, infrastructure teams, development teams managing production deployments, database releases, change management, configuration management, performance optimization, troubleshooting following SQL Server best practices. Environment: Microsoft Azure, Azure Database Migration Service (DMS), Microsoft SQL Server 2016, 2014, 2012, 2008 R2, SSIS, SSRS, SSAS, SQL Server Data Tools (SSDT), Report Builder, T-SQL, PL/SQL, Oracle Database, Sybase ASE, SQL Server Migration Assistant (SSMA), Always On Availability Groups, Windows Failover Clustering, Database Mirroring, Transactional Replication, Log Shipping, Transparent Data Encryption (TDE), SQL Server Agent, Database Mail, Linked Servers, Quest LiteSpeed, IDERA SQL Diagnostic Manager, SCOM, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2.
Sep 2016 - Oct 2017	GameStop, Dallas, TX SQL Server DBA

	Supported enterprise Microsoft SQL Server infrastructure modernization by migrating mission critical production databases from on premises data centers to Amazon Web Services. Responsible for AWS cloud deployment, SQL Server administration, High Availability, Disaster Recovery, database migration, infrastructure monitoring, production support ensuring secure, scalable, highly available database platforms. • Led migration of mission critical Microsoft SQL Server databases from on premises data center infrastructure to Amazon Web Services supporting enterprise cloud transformation initiatives. • Built Microsoft SQL Server 2016 standalone servers, clustered environments following enterprise installation, configuration, validation procedures. • Implemented Log Shipping migrating more than 350 production databases from on premises environments to Amazon Web Services with minimal downtime. • Configured Always On Availability Groups utilizing Amazon EC2, Amazon RDS, Amazon S3, AWS IAM, AWS Snowball, Amazon Glacier delivering highly available SQL Server infrastructure. • Administered Amazon Redshift clusters, AWS Route 53 configuration supporting enterprise cloud database, networking requirements. • Implemented Elastic Load Balancers, EC2 Auto Scaling groups improving application availability, workload distribution, infrastructure scalability. • Configured Amazon S3 versioning, lifecycle management policies automating backup retention, archival processes using Amazon Glacier. • Developed CloudWatch monitoring solutions creating alarms, notifications, health monitoring for Amazon EC2 instances supporting proactive infrastructure management. • Utilized AWS CloudWatch, SCOM monitoring tools analyzing CPU utilization, memory consumption, system performance maintaining highly available production environments. • Implemented AWS Identity Access Management security through IAM users, groups, access policies strengthening cloud authentication, authorization controls. • Configured Transactional Replication supporting Always On SQL Server environments ensuring reliable data synchronization, business continuity. • Administered Amazon EC2 instances performing routine database maintenance, monitoring, configuration, performance optimization activities. • Collaborated with infrastructure teams, application teams supporting production deployments, cloud migration activities, SQL Server administration, operational support. • Assisted decommissioning legacy database platforms reducing infrastructure costs, improving operational efficiency through AWS cloud adoption. • Documented migration procedures, AWS architecture, operational standards, disaster recovery processes supporting enterprise governance, knowledge transfer. Environment: Amazon Web Services (AWS), Amazon EC2, Amazon RDS, Amazon S3, Amazon EBS, Amazon Glacier, AWS IAM, AWS VPC, AWS Route 53, AWS CloudWatch, Amazon Redshift, EC2 Auto Scaling, Elastic Load Balancer (ELB), AWS Snowball, Microsoft SQL Server 2016, 2014, 2012, 2008 R2, Always On Availability Groups, Log Shipping, Transactional Replication, SSIS, T-SQL, IDERA SQL Diagnostic Manager, SCOM, Windows Server 2003, 2008, 2008 R2, 2012, 2012 R2.
Mar 2007 - Sep 2016	Tech Mahindra - Microsoft (India), Pfizer (Australia/ India), Chevron (USA/ India) Production Support Engineer/ SQL Server DBA & BI Support/ Lead SQL DBA Delivered enterprise Microsoft SQL Server database administration, Business Intelligence support, production support for global Banking, Healthcare, Energy, Technology clients. Responsible for SQL Server installation, database administration, migration, High Availability, Disaster Recovery, ETL development, reporting, performance optimization, database security, production support across large scale mission critical environments. • Installed, configured, upgraded, patched, maintained Microsoft SQL Server 2000, 2005, 2008, 2008 R2, 2012, 2014 environments supporting enterprise production systems. • Planned, executed SQL Server database migrations including data center migration, Azure cloud migration, server consolidation initiatives ensuring smooth production transition. • Built standalone SQL Server instances, Windows Failover Clusters, Always On Availability Groups, Database Mirroring, Log Shipping, Transactional Replication delivering highly available database infrastructure. • Implemented SQL Server installations, cluster builds, database deployments for new data centers supporting enterprise infrastructure expansion. • Created, configured, and deployed SQL Server databases and database primary objects, including tables, schemas, indexes, stored procedures, views, functions, triggers, constraints, and related database structures, ensuring data integrity, performance, security, and alignment with application requirements.

- Administered SQL Server security through logins, users, roles, permissions, database access management following enterprise security standards.
- Executed SQL Server 2008 and SQL Server 2008 R2 migrations and upgrades to SQL Server 2012 on Windows Server environments, validating database compatibility, server configurations, application connectivity, and post-migration functionality to support smooth production transitions.
- Converted legacy DTS packages to SSIS packages during SQL Server modernization initiatives, redesigning package workflows, data connections, transformations, error handling, and scheduling while validating successful ETL execution after migration.
- Created and deployed SQL Server databases and primary database objects including schemas, tables, indexes, stored procedures, views, functions, triggers, constraints, and related dependencies, following application data-modeling, integrity, security, and deployment standards.
- Performed command-line DDL operations and T-SQL scripting for database creation, alteration, object deployment, schema changes, table and index management, and production maintenance activities across SQL Server environments.
- Executed and validated SQL Server backup and recovery operations including full, differential, and transaction log backups, database restores, point-in-time recovery, recovery validation, and backup integrity checks to support production continuity and disaster recovery requirements.
- Developed automated database administration using SQL Server Agent Jobs, Database Mail, Alerts, Operators, Maintenance Plans improving operational efficiency.
- Designed enterprise backup recovery strategies utilizing native SQL Server Backup, Quest LiteSpeed, Redgate SQL Backup supporting disaster recovery validation, business continuity.
- Resolved production issues involving blocking, deadlocks, replication latency, Log Shipping, Database Mirroring, SQL Server Agent Jobs, SSIS package failures maintaining platform stability.
- Designed, developed, optimized database objects including tables, stored procedures, views, functions, indexes, T SQL scripts supporting enterprise application development.
- Developed DTS, SSIS packages importing, transforming enterprise data from Oracle, Excel, CSV, Text Files, Linked Servers utilizing Conditional Split, Merge, Merge Join, Union All, Multicast, Derived Column transformations.
- Designed, deployed, administered SSRS reporting solutions including parameterized reports, matrix reports, OLAP reports, chart reports, sub reports utilizing Report Builder supporting business intelligence requirements.
- Performed advanced SQL Server performance tuning using SQL Profiler, Statistics IO, execution plans, query optimization, indexing strategies, statistics maintenance improving application performance.
- Collaborated with application teams, development teams, infrastructure teams supporting database design reviews, production deployments, performance optimization, issue resolution following SQL Server best practices.
- Reviewed logical, physical database designs ensuring scalability, data integrity, High Availability supporting enterprise architecture standards.
- Coordinated resource planning, migration scheduling, production support, ETL automation, database monitoring, data synchronization activities across multiple enterprise environments.

Environment: Microsoft SQL Server 2000, 2005, 2008, 2008 R2, 2012, 2014, Microsoft Azure, T-SQL, SSIS, SSRS, SSAS, DTS, Report Builder, SQL Profiler, Quest LiteSpeed, Redgate SQL Backup, IDERA SQL Diagnostic Manager, Always on Availability Groups, Windows Failover Clustering, Database Mirroring, Transactional Replication, Log Shipping, SQL Server Agent, Database Mail, Oracle, Linked Servers, Windows Server 2000, 2003, 2008, 2008 R2, 2012.

Business Analyst

Name		Priyanka Kongari Datharaj	
Summary of Experience		- Business Analyst with over 10+ years of experience bridging business objectives and technical solutions across enterprise environments. - Has Experience in working with NC Department of Health and Human Services. - Skilled in eliciting, analyzing, and translating complex business requirements into clear, actionable specifications, including BRDs, FRDs, and user stories. - Proven expertise leading cross-functional teams through full SDLC using Agile/Scrum and Waterfall methodologies to ensure timely, on-budget delivery. - Strong technical proficiency in SQL, data analysis, system integration, and API workflows, paired with solid business process re-engineering skills. Adept at managing stakeholder relationships, facilitating requirement workshops, and coordinating UAT to ensure solutions align with business needs. Known for translating complex technical concepts into business-friendly language for informed decision-making. - Works closely with developers, QA teams, and product owners to identify gaps, mitigate risks, and drive improvements. Consistently delivers measurable results by streamlining operations, reducing costs, and enhancing system performance.	
Education		- Master of Science in Business Analytics from University of New Haven, West Haven, CT 2015 - Bachelor of commerce from Kasturba Gandhi Degree College, Hyderabad, India 2013	
Technical Skills	Business Analysis	Requirements Elicitation, BRD, FRD, Functional Specifications, User Stories, Use Cases, Acceptance Criteria, Business Rules, RTM, Gap Analysis, Impact Analysis, Root-Cause Analysis	
	Process Modeling	AS-IS/TO-BE Analysis, BPMN, Process Mapping, Swimlane Diagrams, Data-Flow Diagrams, System-Context Diagrams, Interface Workflows	
	Data & Reporting	SQL, Microsoft Excel, Power BI, Data Profiling, Data Mapping, Data Validation, Reconciliation, Exception Analysis, KPI Dashboards	
	APIs & Integrations	REST APIs, SOAP Web Services, Microservices, JSON, XML, Batch Processing, Event-Driven Integrations, Source-to-Target Mapping, HL7	
	Testing & QA	UAT, SIT, Functional, Integration, System, Regression and End-to-End Testing, Test Planning, Test Cases, Defect Management, Production Validation	
	Tools	Jira, Azure DevOps, Microsoft Visio, Lucidchart, Microsoft Office Suite	
	Methodologies	Agile, Scrum, Waterfall, SDLC, JAD Sessions, Backlog Refinement, Sprint Planning, Release Planning, Change Management	
Work History			
Nov 2023 - Present		Rapid Finance, Detroit, MI Sr. Technical Business Analyst - Developed comprehensive BRDs, FRDs, functional specifications, use cases, process flows, data-flow diagrams, and Requirements Traceability Matrices (RTMs). - Led User Acceptance Testing (UAT) by preparing test plans and test cases, coordinating business testers, documenting test results, reporting and tracking defects, retesting resolved issues, performing regression validation, and obtaining stakeholder sign-off prior to production deployment. - Facilitated stakeholder meetings, discovery workshops, interviews, and Joint Application Development (JAD) sessions to elicit and document business requirements, operational constraints, assumptions, business rules, functional requirements, and technical requirements for application development initiatives. - Analyzed payment-processing workflows, including transaction validation, disbursements, and reconciliation, to identify and resolve issues impacting borrower payments and system accuracy. - Created and refined epics, features, user stories, acceptance criteria, and technical tasks in Jira, ensuring requirements were testable and aligned with business priorities. - Developed BPMN process maps, swimlane diagrams, system-context diagrams, and interface workflows using Microsoft Visio and Lucidchart. - Collaborated with risk and compliance teams to ensure system requirements supported KYC, AML, OFAC screening, fair-lending regulations, data privacy, and regulatory controls. - Performed AS-IS and TO-BE process analysis, gap assessments, and impact analysis to support lending-platform modernization and workflow-automation initiatives. - Supported LoanIQ workflows for commercial loan servicing, including loan setup, disbursements, and fee processing, partnering with technology teams to align system functionality with underwriting and servicing requirements.	

	- Partnered with architects and development teams to define requirements for REST APIs, microservices, third-party integrations, batch processes, and event-driven data exchanges. - Collaborated with business leaders, Product Owners, underwriting teams, operations, compliance, and technology stakeholders to gather and analyze requirements for digital lending and small-business financing platforms. - Documented integration requirements for credit bureaus, bank-account verification services, payment gateways, identity-verification platforms, CRM systems, and document-management solutions. - Analyzed lending data using SQL and Microsoft Excel to validate applicant information, investigate processing issues, reconcile transactions, and support business decision-making. - Led User Acceptance Testing (UAT) by preparing test cases, coordinating business testers, managing defects, and obtaining stakeholder approval before production deployment. - Gathered and documented requirements for investment and portfolio-management reporting, supporting data accuracy for fund performance, allocations, and risk-exposure analysis. - Defined business rules for credit eligibility, risk scoring, loan limits, interest calculations, repayment schedules, pricing, approvals, and exception-management workflows. - Supported API, integration, system, regression, and end-to-end testing by reviewing test scenarios, validating data mappings, and confirming expected system behavior. - Managed requirements throughout the Agile SDLC by participating in sprint planning, backlog refinement, daily stand-ups, sprint reviews, and retrospectives while addressing requirement clarifications during development. - Resolved production defects through root-cause analysis, collaborating with technical teams to identify underlying issues, implement timely fixes, and validate solutions after deployment.
Jan 2021 - Oct 2023	NC Department of Health and Human Services, Raleigh, NC Sr. Business Analyst - Spearheaded requirements-gathering sessions with Medicaid program managers, provider services teams, claims operations, SMEs, developers, and QA teams to define business and functional requirements. - Worked with IT and business project teams to gather, analyze, and document reporting requirements, data definitions, business rules, source-to-target mappings, transformation requirements, and data-validation rules for healthcare reporting solutions. - Developed detailed BRDs, FRDs, user stories, use cases, acceptance criteria, business rules, and functional specifications for application enhancements, system integrations, data interfaces, and reporting requirements throughout the SDLC. - Reengineered complex operational workflows by performing AS-IS and TO-BE analysis, gap analysis, impact assessments, and root-cause analysis. - Facilitated JAD sessions, stakeholder interviews, process walkthroughs, and requirements-validation workshops to clarify business rules, resolve ambiguities, and establish project scope. - Designed BPMN process models, swimlane diagrams, data-flow diagrams, interface flows, and system workflows using Microsoft Visio and Lucidchart. - Mapped healthcare data across MMIS, EHR/EMR, provider, claims, eligibility, and reporting systems, documenting source-to-target rules and transformation requirements. - Evaluated system integrations and healthcare data exchanges involving REST APIs, SOAP services, JSON, XML, EDI X12, HL7, and FHIR standards - Analyzed Medicaid eligibility, enrollment, claims adjudication, provider management, prior authorization, and member-services workflows to identify gaps and system-enhancement opportunities. - Verified data accuracy and completeness through SQL queries, data profiling, reconciliation, exception analysis, and advanced Microsoft Excel functions. - Ensured solution compliance with CMS guidelines, HIPAA, HITECH, Medicaid policies, and PHI security requirements by conducting regulatory reviews, privacy impact assessments, and audit readiness checks throughout the SDLC. - Orchestrated backlog refinement with Product Owners and Scrum teams, prioritizing epics, features, user stories, acceptance criteria, dependencies, and defects in Jira and Azure DevOps. - Coordinated Agile/Scrum ceremonies, including sprint planning, daily stand-ups, backlog grooming, sprint reviews, retrospectives, and release-planning sessions. - Maintained the Requirements Traceability Matrix (RTM) to track requirements through design, development, SIT, UAT, deployment, and post-production validation. - Directed UAT planning and execution, preparing test plans, test scenarios, test cases, test data, defect reports, and business sign-off documentation.

	Mobilized business and technical teams for defect triage, change management, deployment readiness, end-user training, and release validation, enabling successful production support and solution delivery.
Feb 2018 - Dec 2020	Encova Insurance, Columbus, OH Business Analyst - Led requirements gathering sessions with underwriting, claims, and IT stakeholders to define business and functional requirements for policy administration system enhancements. - Managed the requirements traceability matrix (RTM) to ensure all business requirements were mapped to design, development, and testing deliverables. - Configured and supported Guidewire modules (PolicyCenter/ ClaimCenter) to gather business requirements for policy administration and claims processing workflows. - Partnered with cross-functional teams to translate complex business needs into detailed business requirement documents (BRDs), functional specifications, and user stories that guided development efforts. - Utilized SQL to query, validate, and reconcile insurance policy and claims data, supporting reporting accuracy and identifying data discrepancies for resolution. - Facilitated Agile/Scrum ceremonies including sprint planning, backlog grooming, and daily stand-ups as the primary liaison between business stakeholders and the development team. - Analyzed Property & Casualty (P&C) insurance workflows, including policy issuance, underwriting, claims processing, and endorsements, to gather and document business requirements supporting system enhancements. - Created and maintained process flow diagrams, workflow models, and use case documentation using Visio and other modeling tools. - Facilitated requirements workshops with underwriters, claims adjusters, and IT teams to translate business needs into Guidewire configuration specifications and test scenarios. - Performed data analysis using SQL to validate business rules, troubleshoot data discrepancies, and support reporting needs for underwriting and claims operations across multiple lines of business. - Conducted gap analysis between current-state and future-state business processes to identify inefficiencies and recommend process improvements. - Analyzed policy, billing, and claims data to support strategic decision-making, identifying trends impacting performance. - Managed change requests and conducted detailed impact assessments to evaluate the potential effects of proposed changes on existing systems, business processes, and ensuring minimal disruption to ongoing operations. - Collaborated with QA teams to develop test plans, test cases, and acceptance criteria, ensuring delivered solutions met business requirements. - Contributed to the successful implementation of core system upgrades by coordinating between vendors, IT, and business units to ensure full alignment with organizational goals and timelines. - Coordinated User Acceptance Testing (UAT) cycles, working with business users to validate system functionality prior to production releases. - Developed training materials and conducted knowledge transfer sessions for end users during system rollouts and process changes.
Nov 2016 - Jan 2018	Best Buy, Richfield, MN Business Analyst - Analyzed sales, inventory, and customer data across retail locations to identify trends and support strategic decision-making for merchandising and operations teams. Partnered with cross-functional stakeholders including IT, Merchandising, Supply Chain, and Marketing to gather business requirements and translate them into actionable technical specifications. - Developed and maintained dashboards and reports using SQL, Excel, and Power BI to track KPIs such as sales performance, conversion rates, and inventory turnover. - Gathered and documented business and functional requirements for enterprise reporting and Business Intelligence (BI) solutions, including KPIs, data definitions, business rules, report layouts, filters, calculations, and data-validation requirements. - Documented requirements for Warehouse Management System (WMS) processes, including inventory tracking, order fulfillment, and shipment coordination, to improve accuracy and streamline supply-chain operations. - Collaborated with product owners and engineering teams in an Agile environment to prioritize backlog items and define user stories for internal tools and systems. - Automated recurring data pulls and reporting processes to reduce manual work and improve turnaround time for stakeholders. - Conducted gap analysis between current and desired business processes, recommending system and workflow improvements to increase operational efficiency. Collaborated with business, IT, and data engineering teams to analyze reporting requirements, identify data

	sources, document source-to-target mappings and transformation rules, and recommend solutions for reporting enhancements • Gathered and documented business requirements for SAP modules supporting inventory, procurement, and supply-chain operations, ensuring alignment between business processes and system functionality. • Supported forecasting and budgeting efforts by building financial models to project revenue, costs, and inventory needs across departments. • Supported ERP system enhancements by gathering business requirements for procurement, inventory, and order-management processes, ensuring seamless integration across supply-chain functions. • Facilitated stakeholder meetings and workshops to align business objectives with technical solutions, managing action items and follow-ups to ensure on-time project delivery for cross-functional initiatives. • Documented business requirements, process flows, and functional specifications for enterprise systems and process improvement initiatives. • Assisted in user acceptance testing for new systems and enhancements, ensuring solutions met business needs before go live. Tracked and analyzed customer feedback and return data to identify recurring product or service issues and recommend corrective action. • Maintained data integrity across multiple source systems by identifying discrepancies, coordinating with data engineering teams on fixes, and establishing validation checks to catch issues before they impacted downstream reporting.
Sep 2015 - Oct 2016	Revecore, Franklin, TN Jr. Business Analyst • Formulated and maintained process flow diagrams, use cases, and business requirement documents (BRDs) using Visio and Excel, keeping documentation accurate and audit-ready. • Investigated large datasets related to patient billing, insurance claims, and denials to identify trends and recommend corrective actions. • Ensured business requirements and system enhancements complied with HIPAA regulations, safeguarding protected health information (PHI) across data handling, reporting, and system integrations. • Prioritized and partnered with development teams to manage product backlogs, ensuring deliverables stayed aligned with evolving business objectives and departmental priorities. • Gathered and documented requirements for EHR system enhancements, including clinical data capture, interoperability, and reporting, to support compliant and efficient healthcare data workflows. • Verified data accuracy and integrity while conducting quality assurance testing on system enhancements prior to production releases, minimizing post-deployment errors. • Streamlined UAT processes by developing test cases, tracking defects, and coordinating resolution with technical teams. • Presented clear, concise reports, dashboards, and ad hoc analyses to senior management to support data-driven decisions on revenue cycle performance. • Documented HL7 interface requirements to support healthcare data exchange between clinical, claims, and reporting systems, ensuring accurate and standards-compliant data integration.

Learning Management System & eLearning Development Specialist

Name	Heather Rideaux
Summary of Experience	Senior Instructional Designer with 15+ years of experience designing innovative eLearning, blended, and instructor-led training across corporate, government, and academic sectors. Experienced in LMS administration, configuration, course management, learner access, user roles and permissions, course structures, troubleshooting, and ongoing learning-system support. Proven ability to partner with subject matter experts to translate complex technical and operational content into effective courses, quizzes, assessments, job aids, and performance-support materials. Proven track record leading design projects end-to-end and managing distributed teams of designers and trainers to deliver measurable performance gains. Expert in ADDIE, SCORM, and the 70/20/10 model, with advanced command of Articulate Storyline 360, Rise, Adobe Captivate, Camtasia, and the Adobe Creative Suite. Adept at translating complex subject matter into engaging learning experiences aligned to organizational goals.
Education	- Ph.D., Instructional Technology (ABD) - College of Education & Human Performance - M.A., Instructional Systems Design & Technology - College of Education & Human Performance - B.S., Hospitality Management, Minor in Writing - Rosen College of Hospitality Management
Core Competencies	Instructional Systems Design, Curriculum Development, eLearning Development, Project Management, Needs & Gap Analysis, Team Leadership & Mentoring, ADDIE & SCORM, Learning Evaluation, Instructor-Led Training, Storyboarding, Voiceover & Audio Editing, Stakeholder Engagement
Technical Proficiencies	- Authoring: Articulate Storyline 360, Rise, Adobe Captivate, Camtasia - Creative & Media: Adobe Premiere Pro, Audition, Illustrator, InDesign, Acrobat Pro, PowerPoint - LMS: Moodle, Blackboard - AI & Other: ChatGPT, Claude.ai, Perplexity, ElevenLabs, Openclaw; HeyGen (similar to Vyond), Mac & Windows, Slack
Work History	
Mar 2022 - Present	<i>The RedWagon Delivers, Carson City, NV Senior Instructional Designer and Owner</i> - Design and develop a delivery-driver course and supporting training video and assessments for 1099 contract workers, applying the ADDIE model end-to-end. Implement the 70/20/10 model to onboard new dispatchers and drivers assigned to direct clients, accelerating ramp time. - Support enterprise learning programs by managing eLearning course delivery, learner access, course updates, and ongoing learning-system activities across organizational training environments. - Partner with subject matter experts (SMEs) to analyze technical and operational content and translate complex information into learner-focused eLearning courses, instructor-led training, assessments, and performance-support materials. - Configure and administer LMS (Learning Management System) architecture, managing course structures, learning paths, user roles, permissions, enrollments, assignments, and course settings to support effective learning delivery. - Provide ongoing LMS administration and system support, maintaining course configurations, learner access, training records, content updates, and other learning-system functions to ensure reliable operation. - Troubleshoot LMS and course-delivery issues involving learner access, course functionality, navigation, content behavior, assessments, and system configurations, coordinating with stakeholders to resolve issues efficiently. - Design and develop interactive eLearning courses, quizzes, knowledge checks, and assessments that reinforced learning objectives and evaluated learner comprehension and training effectiveness. - Develop and maintain digital learning content using common eLearning authoring and multimedia tools, including Articulate Storyline, Articulate Rise, Adobe Captivate, Camtasia, and related creative applications. - Apply ADDIE, SCORM, adult learning principles, and instructional design methodologies to create engaging workplace learning experiences aligned with organizational objectives, learner needs, and performance requirements. - Manage cross-functional projects (hiring, dispatch, marketing, contracts). - Implement strategies to achieve organizational goals and key performance indicators. - Perform gap analysis against key performance indicators and evaluate training effectiveness based on driver performance metrics.

	• Apply adult learning principles and instructional design practices to develop workplace training programs, eLearning content, assessments, and supporting job aids for drivers and dispatchers. • Support the use and delivery of learning content through LMS/eLearning environments, helping ensure training materials and assessments are accessible to learners and aligned with organizational training needs. • Create job aids, standard operating procedures, and stakeholder presentations for drivers and dispatchers. • Deliver instructor-led training sessions and ongoing coaching to dispatch staff to drive continuous performance improvement. • Leverage AI tools (ChatGPT, Perplexity.AI, Claude.AI, and Openclaw) to increase development efficiency and authored company policies and documentation. • Mentor staff and contractors while managing multiple concurrent projects using Slack and Quo.
Mar 2022 - Dec 2022	<i>Southern California Edison (Synergis), Rosemead, CA Training Specialist III</i> • Analyzed and designed assigned courses, aligning content with organizational objectives and diverse learner needs. Built interactive eLearning content using Articulate 360 and Rise to elevate learner engagement. • Mentored junior instructional designers across projects. Supported LMS course administration, including course setup, learner access, content updates, and ongoing maintenance of assigned learning programs. • Ironed out LMS and course-delivery issues and coordinated with stakeholders to resolve learner access and functionality concerns. • Configured and administered LMS (Learning Management System) architecture and course structures, including learning paths, course settings, enrollment options, user roles, permissions, and learner access to support enterprise training programs. • Managed LMS training records and course configurations, coordinating updates to catalogs, assignments, completion requirements, and learner-facing settings while maintaining consistent course delivery across the learning environment. • Developed knowledge checks, quizzes, and assessments within eLearning courses to measure learner comprehension, reinforce key concepts, and verify completion of required training. • Supported the delivery and maintenance of assigned eLearning courses within the learning environment, resolving course-delivery issues and coordinating updates as needed. • Collaborated with subject matter experts to analyze technical content and convert operational knowledge into learner-focused courses and performance-support materials.
Jul 2020 - Dec 2021	<i>HydraFacial (ISC), Long Beach, CA Senior Instructional Design Contractor</i> • Led development of courses and educational materials for the HydraFacial CONNECT Certification program, improving training effectiveness and skill proficiency. • Supported the organization and delivery of certification courses and associated learning materials, coordinating course updates and resolving learner-facing eLearning issues. • Worked with subject matter experts and business stakeholders to translate product and technical information into structured learning experiences, certification content, and performance-support materials. Engineered interactive eLearning modules in Articulate Storyline 360, including the Keravive for Scalp Health and Personalizing with HydraFacial courses. • Designed and revised multi-level CONNECT workbooks (Professional Level 1 through Master Level 3) using Adobe InDesign. • Produced educational presentations and voiced/edited video content to enhance learner engagement.
Jun 2019 - Sep 2020	<i>Southern California Edison (Synergis), Rosemead, CA Training Specialist II</i> • Developed Articulate Storyline 360 and Rise eLearning modules and instructional videos, broadening accessibility of digital learning. • Designed and delivered the multi-phase Grid Interconnection Processing Tool (GIPT) training series and the Introduction to Grid Modernization course. • Administered LMS course structures and learner configurations for enterprise training programs, supporting user enrollment, role-based access, permissions, course assignments, and completion tracking. • Diagnosed and resolved LMS configuration and eLearning delivery issues involving learner access, course settings, navigation, content behavior, and assessment functionality, coordinating with stakeholders to restore reliable training delivery. • Supported eLearning course delivery and learning-system activities while troubleshooting course access, functionality, and learner-facing issues as part of ongoing training support.

	- Supported LMS course management activities for eLearning programs, including course delivery, content updates, learner access, and ongoing learning-system support. Troubleshot course access and functionality issues and worked with stakeholders to maintain reliable delivery of eLearning programs. - Partnered with subject matter experts to analyze technical processes and translate complex operational information into eLearning, instructor-led training, and job aids. Led PI System training for SCE employees and recorded/edited professional voiceovers for training materials.		
Jun 2017 - Oct 2019	The Boeing Company (Chipton-Ross), Long Beach, CA Instructional Designer II - Led analysis, design, and development of eLearning, WBT, and ILT content for Boeing's global workforce. Developed Boeing Enterprise Onboarding, including Executive Orientation, introducing company culture, values, and operations. - Created CDST eLearning using Articulate Storyline 2 with skills-based simulations to improve learning outcomes. - Partnered with senior-level and executive stakeholders to align training initiatives with organizational goals. - Collaborated with subject matter experts and business stakeholders across Boeing's global workforce to translate technical and operational requirements into structured eLearning, WBT, and ILT solutions. Supported course deployment and learner experience activities, identifying and resolving issues affecting eLearning functionality and course delivery.		
Jul 2013 - May 2016	Adams Communication & Engineering Technology, Los Angeles CA Instructional Design Contractor/ Training Manager - Transformed the VA National Service Desk (NSD) training team, leading 17 virtual trainers and developers to optimize processes and elevate performance. - Supported LMS administration for a large virtual training environment, maintaining course structures, learner groups, enrollment settings, user access, and role-based permissions for distributed trainers and learners. - Coordinated LMS course assignments, completion requirements, assessment availability, and learning-content updates with technical trainers and subject matter experts to support consistent delivery of workforce training. - Leveraged established instructional design methodologies, including ADDIE and adult learning principles, to develop learner-centered workplace training programs that addressed organizational needs, performance gaps, and real-world job requirements. Built curricula and business-process frameworks that improved training quality and consistency. - Developed a range of courses including an Incident Management Overview, NSD Operations SOP call-script training, and a Quality Assurance Manual Overview using Articulate Storyline and instructor-led formats. - Supported learning-system and course-management activities for the VA National Service Desk training environment, coordinating course delivery and updates for virtual trainers and learners. - Worked with technical subject matter experts to translate service-desk processes, procedures, and operational requirements into structured training, assessments, SOPs, and performance-support materials.		
Additional Experience	Client	Role	Duration
	Loyola Marymount University (The Creative Group), Los Angeles, CA	Instructional Design Contractor	Mar 2017 – Jun 2017
	10+ Interactive (Arrowmac), Los Angeles, CA	Instructional Design Contractor	Feb 2017 – Mar 2017
	Public Storage, Los Angeles, CA	Instructional Designer, Freelance	Aug 2016 – May 2017
	Training Systems Design, Thousand Oaks, CA	Instructional Designer, Freelance	May 2016 – Jan 2017
	Orange County Superior Court (Intratek Computers), Orange County, CA	Instructional Design Contractor	Jun 2016 – Jul 2016
	Embry-Riddle Aeronautical University (Blackboard LMS), Daytona Beach, FL	Instructional Designer	May 2010 – Jan 2012
	General Dynamics (Optimal Technologies Intl.), Orlando, FL	Instructional Design Contractor	Oct 2009 – Apr 2010

	Air Force Agency for Modeling & Simulation (Engineering Systems Solutions), Orlando, FL	Instructional Design Intern	Jan 2009 – Jun 2009
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Cloud Financial Operations Specialist

Name	Sai Poojitha Kadira
Summary of Experience	• Cloud/DevOps Engineer with 12+ years of overall IT experience, including extensive hands-on Cloud FinOps and cloud cost optimization experience across Azure and AWS. Skilled in Azure Cost Management, Azure Advisor, cloud spend and usage analysis, cost governance, tagging, resource rightsizing, Reserved Instance (RI) planning, autoscaling, cloud financial reporting, and cloud cost optimization. • Expert in configuring and managing GitHub repositories, implementing branch protection rules, managing secrets, and enforcing access policies across enterprise projects. • Proven expertise in Azure IaaS migrations, including lift-and-shift of Windows Server workloads (file servers, AD DS, application servers) • Cloud FinOps: Azure Cost Management, Azure Advisor, cloud spend and usage analysis, cost governance, tagging, resource rightsizing, Reserved Instance (RI) planning, cloud financial reporting, cost and consumption dashboards, autoscaling, business-value-aligned optimization, and cloud cost optimization. • Experience building and maintaining CI/CD pipelines using Azure DevOps, with integrated unit testing, compliance checks, and release approvals. • Expertise in scripting Azure resource automation with PowerShell for VM lifecycle, NSG configuration, and storage management. • Experienced in designing hybrid identity infrastructures using Azure AD, Entra ID, Azure AD Connect, and Conditional Access. • Strong background in configuring and managing Azure core services: Virtual Machines, VNets, NSGs, route tables, and private endpoints. • Led cloud cost management and optimization initiatives using Azure Cost Management and Azure Advisor, analyzing cloud usage, identifying cost-saving opportunities, and supporting rightsizing and governance decisions. • Designed and implemented secure, scalable CI/CD pipelines using GitHub Actions, enabling automated testing, security scanning, and multi-environment deployments. • Managed GitHub workflows for microservices deployments on Azure using GitHub Actions, integrating with Terraform and Azure Key Vault for secure provisioning. • Experience implementing Infrastructure as Code with Azure Bicep templates for lightweight, modular, and auditable resource provisioning. • Experience with Azure API Management for publishing, securing, monitoring, and transforming APIs across enterprise-grade microservices. • Supported production Azure App Services and Function Apps by implementing monitoring, performance tuning, and issue resolution strategies using Azure-native tools. • Experience in the insurance and healthcare domains with exposure to claims processing systems, HIPAA compliance, and regulatory data handling. • Proven expertise in Infrastructure as Code using Terraform and ARM templates to provision Azure Data Lake (ADLS Gen2), Function Apps, SQL DBs, and other services. • Solid scripting skills in Python, PowerShell, and Bash for automation, AI service deployment, and infrastructure monitoring using Azure-native tools. • Expert in designing Azure-native solutions leveraging AKS, ACA, Azure App Services, and Azure Front Door to deliver secure, highly available cloud-native applications with serverless and containerized architectures. • Skilled in scripting with Python, Bash, and PowerShell to automate infrastructure deployment, real-time data integration, and serverless compute workflows within Azure cloud environments. • Designed and maintained CI/CD pipelines using GitHub Actions to deploy Spring Boot microservices and frontend applications to Azure, enabling seamless, secure, and version-controlled deployments. • Remediated security misconfigurations by auditing and optimizing Azure IAM policies, enforcing least privilege access, and integrating role-based controls into infrastructure provisioning workflows. • Applied Site Reliability Engineering (SRE) principles by implementing comprehensive monitoring, logging, and alerting using Azure Monitor, Log Analytics, and Application Insights, reducing MTTR and improving SLA adherence. • Mentored junior engineers on cloud-native design, Terraform module development, and secure CI/CD practices, fostering a culture of DevOps maturity and operational excellence. • Advocate for security and compliance, integrating static and dynamic security testing tools (Snyk, Checkov, OWASP ZAP, Aqua Security, Trivy, Clair) into automated pipelines to enforce secure software development and delivery.

	Ensures organizational compliance and policy enforcement with tools such as Terraform Sentinel, AWS Config, Azure Policy and leads post-incident reviews and service optimization for reliability.
Education & Certifications	- Bachelor of Technology in Electronics and Communication engineering in 2010 from Sreenidhi College of Engineering – INDIA. - AWS Certified DevOps Engineer Professional. - Microsoft Certified DevOps Engineer Expert - Google Cloud Certified Professional Cloud DevOps Engineer.
Work History	
Aug 2024 - Present	Prudential Financial, Newark, NJ Senior Cloud DevOps Engineer - Architecting and deploying scalable Azure infrastructure using Terraform, supporting multi-region high availability and automating CI/CD pipelines across Databricks, Function Apps, and Cosmos DB environments. - Developing and managing Azure DevOps pipelines for Infrastructure and App deployments with PowerShell scripting. Integrating Azure DevOps with Bicep/Terraform for multi-stage releases with rollback and compliance gates. - Leading multiple on-prem to Azure migration initiatives using Azure Migrate, replicating AD DS and file services to Azure VMs. - Leading triage and resolution of Sev-1/Sev-2 incidents affecting production APIs hosted in Azure App Services and Azure Functions. - Configuring and maintaining hybrid identity environments with Azure AD Connect and Entra Domain Services for seamless SSO and directory sync. - Managing and optimizing cloud infrastructure costs using AWS Cost Explorer and Azure Cost Management, analyzing service-level consumption, spending trends, and resource utilization to identify cost-saving opportunities, optimize cloud workloads, and improve overall cost efficiency. - Developing executive-facing FinOps dashboards and financial reports covering cloud spend, budget versus actuals, consumption trends, forecasted costs, savings opportunities, and optimization KPIs, providing leadership with clear visibility into cloud financial performance. - Correlating Azure resource consumption, workload utilization, application demand, and business priorities to identify cost anomalies and prioritize optimization opportunities, helping stakeholders balance cloud performance, scalability, and business value. - Integrating Microsoft Defender for Cloud and Sentinel with migrated workloads to monitor vulnerabilities and automate incident responses. - Collaborating with networking teams to implement site-to-site VPNs, configure NSGs, custom DNS, and route tables for secure connectivity. - Documenting CI/CD pipeline architecture, environment setup guides, and operational runbooks to support developer onboarding and incident response. - Integrating GitHub Actions with Terraform and Bicep for end-to-end infrastructure and application deployment automation in Azure. - Managing and supporting Azure-native workloads including API Management, App Services, and Function Apps, ensuring high availability, scalability, and SLA compliance. - Analyzing cloud consumption against application demand, service criticality, and business priorities to distinguish essential production capacity from optimization opportunities, enabling cost decisions that preserved performance, availability, and business outcomes. - Performing cloud usage analysis across AWS/Azure environments by evaluating compute, storage, database, and network consumption patterns to identify cost anomalies, underutilized resources, and opportunities for cloud cost optimization. - Managing Reserved Instances (RI) and Savings Plans by analyzing historical workload utilization, forecasting future capacity requirements, and recommending appropriate commitment levels to maximize cloud savings while maintaining application availability. - Conducting cloud resource right-sizing assessments using CPU, memory, storage, and utilization metrics to recommend appropriate instance types and configurations, reducing over-provisioning and improving infrastructure efficiency. - Enhancing Agile delivery in the Health Insurance domain by supporting Azure PaaS infrastructure for claims processing, secure APIs, and HIPAA-compliant automation pipelines. - Spearheading automation of infrastructure provisioning using Infrastructure as Code (IaC) principles, enhancing deployment velocity and minimizing manual configuration drift. Integrating Azure Data Factory, Synapse, and ADLS Gen2 for secure, governed data pipelines supporting advanced analytics and AI workloads across financial applications.

	• Leading observability initiatives using Azure Monitor, Log Analytics, and Prometheus/Grafana to ensure performance tuning, backup/DR readiness, and SLA compliance for mission-critical workloads. • Using Azure API Management to configure policies for routing, throttling, request/response transformation, and OAuth-based authentication across internal APIs. • Leading L2/L3 support for cloud applications, resolving availability, integration, and deployment issues; working closely with development and offshore teams for end-to-end fixes. • Performing root cause analysis on production incidents using Azure Monitor, Application Insights, and Log Analytics to improve reliability and reduce MTTR. • Architecting Azure-based real-time data pipelines using Event Hubs and Stream Analytics to process streaming financial data with low-latency transformations and ingestion. • Designing and deploying Azure-native solutions using services like Azure Postgres, Cosmos DB, and Service Bus/Event Hub, addressing non-functional requirements like availability, disaster recovery, and data replication. • Engineering Infrastructure as Code (IaC) deployments using Terraform to provision and manage Azure compute, storage, networking, and identity components, enabling secure, repeatable infrastructure workflows. • Engineering production-grade applications using Azure Functions and Logic Apps for serverless execution of background processes and event-driven logic. • Implementing Site Reliability Engineering (SRE) principles across production environments using Azure Monitor, Log Analytics, and custom alerting solutions to enhance observability and reduce MTTR. • Remediating IAM and security misconfigurations across Azure environments by enforcing least-privilege access, configuring NSGs, encrypting data in-transit/at-rest, and integrating secure identity/auth strategies. • Leading design and deployment of cost-optimized Azure PaaS architectures, evaluating cloud usage and resource consumption to improve scalability, maintainability, resilience, and cost efficiency. Developing and deploying serverless solutions using Azure Functions to support scalable and compliant cloud services tailored to evolving Financial Services needs.
May 2022 - Jul 2024	Northern Trust, Chicago, IL Senior Cloud DevOps Engineer • Designed and maintained enterprise-grade Azure cloud infrastructure for data lake and analytics platforms using Terraform and Azure CLI, improving platform uptime and scalability by 30%. • Created PowerShell scripts to automate infrastructure monitoring and auto-remediation of high-latency pipelines. • Collaborated with FinOps teams to perform Azure cloud spend and usage analysis, track consumption trends, and enforce tagging and cost-governance policies across subscriptions. • Used GitHub Actions to automate deployments of containerized services and backend APIs in a healthcare compliance-focused Azure environment. • Implemented secure GitHub workflows with reusable actions, managing sensitive values using GitHub Secrets and Azure Key Vault integration. • Used Azure Bicep to provision Azure SQL, App Services, and Service Bus in a declarative, repeatable fashion aligned with compliance standards. • Deployed and maintained Azure Databricks, Azure SQL, and Cosmos DB for processing large-scale healthcare datasets with end-to-end automation. • Utilized Azure Cost Management and Azure Advisor to analyze subscription-level consumption, identify underutilized resources and cost anomalies, and translate usage patterns into actionable cloud optimization recommendations. • Evaluated workload utilization and historical consumption trends to develop resource commitment, rightsizing, and scheduling recommendations, aligning infrastructure capacity with actual application demand while maintaining performance and availability objectives. • Produced recurring FinOps scorecards and cost-performance reports for technology and business stakeholders, highlighting consumption drivers, budget trends, optimization opportunities, and realized savings to support cloud financial planning. • Architected Azure-based solutions using Cosmos DB and Azure PostgreSQL, implementing backup, replication, and automatic failover strategies for critical healthcare and claims processing workloads. • Built infrastructure pipelines using Terraform to automate deployment of Azure resources including VNets, NSGs, and managed identity roles, enabling consistent and scalable cloud operations.

	• Designed and deployed CI/CD pipelines with GitLab and GitHub Actions to automate deployment of APIs and microservices, integrated with security scanners (OWASP ZAP, CheckMarx) and test automation. • Integrated Azure Policy and Key Vault with Terraform for compliance, credential management, and automated resource validation across multiple subscriptions. • Enhanced observability by configuring Azure-native monitoring, dashboards, and log ingestion for critical services using Azure Monitor and Application Insights; improved MTTD by 30%. • Provided architectural guidance on cost-optimized Azure PaaS deployments, helping teams adopt serverless and containerized services (ACA, ACI, Azure Functions) to reduce operational overhead. • Developed real-time ETL pipelines using Azure Data Factory, Event Grid, and Stream Analytics to process member data and clinical events for time-sensitive analytics. • Deployed serverless APIs and workflow automation with Azure Functions and Logic Apps, reducing infrastructure overhead for batch and event-driven healthcare operations. • Ensured application security by integrating CheckMarx and SonarQube static analysis tools into GitLab CI/CD pipelines; enforced OWASP-based code review policies. • Leveraged Azure Key Vault for dynamic secret injection and secure storage of sensitive healthcare credentials and PII data. • Architected and deployed containerized applications using Docker, leveraging Azure Container Instances to achieve serverless scalability, optimize resource usage and enhance application performance for dynamic workloads in healthcare. • Designed and implemented server less APIs using Azure API Management, integrating with Azure Service Bus and other Azure services to deliver cost-effective, scalable solutions. • Engineered automated data pipelines with Azure Data Factory and Azure Data Catalog, optimizing ETL workflows for data transformation and enabling scalable data analysis for real-time decision-making. • Secured secrets management using Azure Key Vault, automating secret rotation, integrating with Azure Active Directory and implementing encryption to safeguard sensitive data.
Jan 2021 - Apr 2022	Fannie Mae, Reston, VA Senior DevOps Engineer • Implemented Agile methodologies, fostering seamless collaboration between development and operations teams to optimize sprint cycles, improve feedback loops and accelerate delivery of high-quality software products. • Developed and refined automation scripts using Rust to deliver robust, efficient solutions for infrastructure management, system monitoring and deployment processes, reducing manual intervention and boosting operational efficiency. • Administered and optimized Linux-based environments by managing system configurations, automating patch management and tuning performance parameters to ensure system stability, security and scalability. • Orchestrated containerized applications with Docker, deploying on EKS with Kubernetes to enable scalable, resilient microservices architectures and managed container lifecycle, networking and security policies to support dynamic application needs. • Designed and deployed serverless applications using Azure Functions, integrating with Azure Event Grid to achieve high availability, scalability and cost efficiency for event-driven, cloud-native solutions. • Engineered data warehousing solutions with Azure Synapse Analytics, optimizing data pipelines, storage and retrieval workflows to support real-time analytics and large-scale data processing. • Automated CI/CD pipelines with Jenkins and managed infrastructure as code using Terraform, enabling rapid, consistent software delivery and secure, scalable multi-cloud infrastructure. • Implemented proactive end-to-end monitoring with Prometheus and centralized logging via the ELK Stack for early issue detection and improved observability; migrated to Pulumi for dynamic infrastructure-as-code management. • Administered and optimized MySQL databases, focusing on replication, robust backup strategies and performance tuning to ensure high availability, data integrity and efficient query processing for business-critical applications. • Automated server provisioning and configuration management with Chef, secured application secrets with Vault and managed artifacts with Artifactory to ensure consistent deployments, strong security and streamlined workflows. • Advanced GitOps practices with ArgoCD by automating Kubernetes deployments and managing cluster configurations, while optimizing service mesh architectures with Envoy for secure, efficient and resilient microservices communication.

	- Configured and managed HTTP/HTTPS protocols; deployed high-performance web servers using Nginx with advanced configurations for SSL/TLS encryption, reverse proxies and load balancing for secure, reliable application delivery. - Managed version control systems using Git, implementing branching strategies, integrating CI/CD pipelines and automating code review processes to improve collaboration and workflow efficiency across development teams. - Customized and streamlined terminal-based operations using Vim, leveraging plugins and scripts to enhance productivity and precision when editing configuration files, codebases and system settings.
Jun 2018 - Dec 2020	Blue Cross Blue Shield Association, Chicago, IL DevOps Engineer - Architected and optimized large-scale AWS cloud infrastructure using AWS CDK and CloudFormation, designing resilient VPC networks, ECS/Fargate clusters, load balancers and secure inter-service communication patterns supporting multi-environment deployments. - Led enterprise application migrations from on-premises infrastructure to Azure, conducting cloud readiness assessments, dependency analysis and risk mitigation for mission-critical banking workloads. - Designed and automated Azure infrastructure provisioning using Terraform and Ansible, ensuring secure network segmentation, identity controls and compliance with financial regulations. - Implemented GitLab CI/CD pipelines to automate infrastructure and application deployments, integrating validation, security scanning and approval gates. - Collaborated closely with application owners, DBAs and compliance teams to execute controlled cutover plans, rollback procedures and post-migration validation. - Optimized migrated workloads through Azure resource right-sizing, autoscaling and cost governance, improving performance while maintaining strict SLA requirements. - Developed reusable Infrastructure-as-Code (IaC) modules with AWS CDK and Terraform to accelerate provisioning of compute, storage and networking resources across global regions with version-controlled reproducibility. - Engineered automated infrastructure deployment pipelines integrating AWS CodeBuild, CodePipeline and GitHub Actions to provision, validate and update multi-tier applications with zero-downtime rollouts. - Implemented container lifecycle automation and image management strategies via Amazon ECR, improving consistency, traceability and compliance across environments through automated image scanning and promotion workflows. - Used AWS Cost Explorer to analyze account-level and service-level spending, identify consumption anomalies, evaluate cost drivers, and develop optimization recommendations across compute, storage, and application workloads. - Managed AWS Reserved Instance and Savings Plan evaluations by analyzing historical utilization and workload stability, comparing commitment options, and recommending purchasing strategies that improved cost predictability while supporting long-running production workloads. - Established enterprise-grade authentication and access models using IAM roles, policies and AWS Organizations, enforcing least-privilege principles and cross-account security boundaries. - Enhanced performance and reliability by standardizing compute configurations, optimizing ECS/Fargate task sizing and implementing autoscaling policies driven by CloudWatch and predictive analytics. - Built secure data automation pipelines leveraging AWS Glue, Redshift and S3 for large-scale ETL and data lake operations, ensuring encryption, versioning and compliance with enterprise governance standards. - Integrated multi-cloud networking and security through VPN, Transit Gateway and private endpoints across AWS and Azure, enabling hybrid-cloud connectivity with low latency and high availability. - Migrated and re-architected .NET microservices workloads from Azure DevOps to GitHub-hosted infrastructure using modular composite actions and AWS-native CI/CD pipelines for improved portability and maintainability. - Implemented unified monitoring and observability using Amazon CloudWatch, Prometheus and Grafana with AI-based anomaly detection, achieving 40% reduction in MTTR through predictive insights and proactive alerting. - Automated compliance and vulnerability management by integrating Trivy, AWS Config and Security Hub into provisioning workflows, ensuring continuous cloud posture monitoring and policy enforcement.

	- Performed cloud usage and cost optimization analysis through resource rightsizing, Reserved Instance (RI) planning, and intelligent autoscaling policies, reducing AWS cloud spend by 25% without compromising performance. - Implemented GitOps-based infrastructure management with ArgoCD and FluxCD to achieve declarative, version-controlled infrastructure deployment and rollback capabilities. - Defined global infrastructure standards and best practices for compute, storage, security and networking, improving maintainability and compliance across multi-account AWS environments. - Delivered end-to-end cloud architecture documentation and performance baselines, ensuring architectural alignment, maintainability and audit-readiness across all environments.
Nov 2016 - May 2018	Dollar Tree - Chesapeake, VA DevOps Engineer - Developed and maintained automation scripts using Go to enhance the efficiency, reliability and scalability of system processes, infrastructure management and application deployments. - Administered and optimized SUSE Linux environments by managing system configurations, applying security patches and tuning performance to ensure high availability and stability. - Orchestrated containerized applications with Docker Swarm and Kubernetes, designing scalable, resilient microservices architectures and managing container lifecycle, networking and security policies. - Designed and deployed serverless applications using AWS Step Functions, integrating with AWS Lambda and Amazon SQS to deliver highly available, scalable and cost-effective cloud-native solutions. - Engineered data warehousing and integration pipelines with AWS Glue, automating data movement, transformation and integration to support real-time analytics and large-scale data processing. - Automated CI/CD pipelines with Jenkins, configuring multi-branch pipelines, integrating automated testing and ensuring rapid, consistent deployments across diverse environments. - Implemented monitoring solutions with Nagios, configuring checks and alerts to proactively identify and resolve infrastructure issues, ensuring high system reliability. - Automated configuration management with Puppet, creating reusable manifests to enforce consistent server configurations, reduce drift and maintain compliance with industry standards. - Provisioned and managed cloud infrastructure using Terraform, building reusable modules, managing state files and delivering secure, scalable infrastructure across AWS. - Administered and optimized PostgreSQL databases, focusing on replication, performance tuning and backup strategies to ensure high availability and efficient query execution. - Secured application secrets using AWS Secrets Manager, implementing dynamic secret management and access policies to protect sensitive data across infrastructure. - Oversaw artifact management with Nexus and configured Route 53 DNS settings to ensure secure repositories, reliable name resolution and efficient deployments. - Managed version control workflows using BitBucket, automating branching, merging and code reviews to enhance collaboration and support continuous integration. - Optimized terminal-based operations with Nano, enabling efficient editing of configuration files, scripts and system settings for streamlined management. - Deployed and managed high-performance web servers using Apache, configuring virtual hosts, security settings and load balancing for secure, reliable and scalable web application delivery.
Jan 2014 - Oct 2016	Intergraph, Houston, TX Linux Administrator/ Cloud Engineer - Provisioned and maintained Linux server environments (RHEL, Ubuntu), ensuring system stability, performance, and high availability. Managed user accounts, access controls, and system security policies in compliance with organizational standards - Monitored system performance and uptime using Nagios, performing proactive troubleshooting and performance tuning. Applied security best practices including patch management, firewall configuration, and vulnerability mitigation - Designed and maintained backup and recovery processes using tools such as rsync and Bacula to ensure data integrity - Automated routine administrative tasks using Shell scripting and basic Python scripting. Supported configuration management and system monitoring using SaltStack - Assisted in maintaining Jenkins for basic job scheduling and build automation workflows - Managed software packages and updates using YUM and APT package managers

	• Configured networking components including DNS, IP addressing, and routing to ensure stable connectivity. Deployed and supported enterprise applications on WebLogic servers across Linux environments • Provided incident management and root cause analysis to resolve system and application issues. Created and maintained system documentation, SOPs, and operational runbooks
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Cloud Architect

Name		Srinivas Reddy Gavinnolla
Summary of Experience	- Cloud Architect with 15+ years in IT and 10+ years designing, building, and operating enterprise cloud platforms across Azure, AWS, and Google Cloud. Architects end-to-end cloud solutions spanning IaaS, PaaS, and container platforms, with deep hands-on execution across Terraform-driven infrastructure automation, Kubernetes orchestration, and multi-cloud connectivity. - Extensive experience leading cloud migration programs using Rehost, Replatform, and Refactor patterns, from initial discovery and architecture design through workload cutover and post-migration stabilization. Translates complex technical designs into clear guidance for both engineering teams and business stakeholders, and drives adoption through documented reference architectures, runbooks, and enablement. - Production-proven in regulated industries including financial services and healthcare, with a consistent track record of reducing cost, improving reliability, and hardening security posture across large cloud estates. - Designed and executed migration of mission-critical healthcare applications from Pivotal Cloud Foundry to Azure Kubernetes Service, defining the target architecture, migration runbook, and rollback procedures completed with zero unplanned downtime. - Architected a multi-account AWS landing zone with Terraform-managed guardrails, consolidated billing, and cross-account IAM federation, reducing provisioning time for new accounts from weeks to under two days. - Improved application response times by 40% through systematic performance profiling and tuning of containerized workloads on Azure Kubernetes Service. - Cut deployment pipeline execution time by 30% by automating build, test, and release through Azure DevOps and GitHub Actions, replacing manual steps with repeatable, auditable automation. - Reduced cloud operational cost by 15% through right-sizing analysis, workload placement optimization, and continuous cost monitoring tied to team-level budget accountability. - Reduced unauthorized access incidents by 40% through just-in-time privileged access enforcement and tightened RBAC controls across the Azure tenant. - Drove a 25% reduction in identified vulnerabilities in a single quarter through continuous security posture scanning and automated remediation integrated into the CI/CD pipeline.	
Education & Certifications	- M.Tech., Computer Science from Jawaharlal Nehru Technological University, Hyderabad, India. 2010 - B.E., Computer Science from M.B.E. Society's College of Engineering, Maharashtra, India. 1999 - Microsoft Azure Solutions Architect Expert (AZ-300 / AZ-301) - PRINCE2 Practitioner	
Area of Expertise	Cloud Architecture & Solution Design, Migration Strategy (Rehost/ Replatform/ Refactor), Infrastructure as Code (Terraform), Multi-Cloud (Azure/ AWS/ GCP), Kubernetes Operations, CI/CD Automation, Observability & Incident Response, High Availability & Disaster Recovery, DevSecOps, Cloud Cost Optimization.	
Technical Skills	Cloud Platforms & Architecture	Azure: AKS, VMs, App Service, Functions, Logic Apps, API Management, Virtual Networks, Load Balancer, VPN & ExpressRoute, Entra ID, Key Vault, Azure Monitor, Azure Policy, Defender for Cloud, Azure Front Door, Application Gateway, Service Bus.AWS: EC2, VPC, IAM, EKS, ECS, Lambda, S3, RDS, Route 53, CloudWatch, AWS Organizations, Control Tower, Transit Gateway, CloudFormation.GCP: Compute Engine, GKE, Cloud Run, Cloud Storage, VPC, IAM, Cloud Build, Cloud Armor.
	Infrastructure as Code & Automation	Terraform (Modules, Workspaces, Remote State, Drift Detection), ARM/Bicep, Ansible, CloudFormation, Chef, Puppet, Python, PowerShell, Bash/ Shell, Go, YAML, JSON.
	Containers & Orchestration	Kubernetes (AKS, EKS, GKE), Docker, Helm, Cluster Upgrades, Node-Pool Management, HPA/Cluster Autoscaling, RBAC, Network Policy, Ingress Controllers, Service Mesh Concepts.
	CI/CD & DevSecOps	Azure DevOps Pipelines, GitHub Actions, Git Branching and Release Strategy, Blue-Green and Rolling Deployments, Artifact Management, Pipeline Security Gates, Container Image Scanning.
	Observability, Reliability & Security	Azure Monitor, Log Analytics & KQL, Application Insights, Grafana, CloudWatch, Microsoft Sentinel, Custom Dashboards, Incident Response and RCA, ITIL (Problem/Change Management), HA/DR, Capacity Planning, Entra ID/ Azure AD, PIM, Key Vault, WAF/OWASP, TLS/ Certificate Management.

	Operating Systems & Virtualization	Linux (RHEL), AIX, HP-UX, Windows Server, VMware, Red Hat Virtualization, AIX LPAR/VIO.
Work History		
Jul 2023 - Present	Fidelity Investments, Durham, NC Senior Cloud Architect Lead cloud architecture and infrastructure engineering for regulated financial services platforms on Azure, AWS, and GCP. Own solution design, infrastructure automation, platform operations, and technical governance across a multi-cloud estate. - Design target-state cloud architectures for new and migrating financial-services applications, producing reference architecture documents, ADRs, and technical runbooks consumed by both engineering teams and senior business stakeholders. - Define and enforce cloud architecture standards across the organization, including network topology, landing zone design, identity federation, secrets management, and workload placement policies documented in shared governance repositories. - Lead application migration engagements using structured patterns Rehost for lift-and-shift workloads requiring minimal change, Replatform for containerization candidates, and refactor for workloads redesigned to leverage PaaS services selecting the appropriate pattern based on TCO analysis and risk tolerance. - Establish end-to-end cloud solution delivery processes covering architecture review, implementation readiness, deployment validation, operational handoff, and post-production support, ensuring new cloud services met enterprise standards before transition to steady-state operations. - Facilitate architecture workshops and technical walkthroughs with application owners, infrastructure teams, security engineers, and business stakeholders, converting business objectives and technical constraints into actionable cloud solution designs and implementation plans. - Architect and maintain Terraform modules for Azure, AWS, and GCP, implementing remote state management, workspace-based environment promotion, policy-as-code guardrails, and automated drift detection replacing ad-hoc provisioning across three teams. - Operate Kubernetes workloads across Azure AKS, AWS EKS, and GCP GKE: node-pool management, cluster version upgrades (coordinated rolling upgrades to avoid downtime), autoscaling (HPA and cluster autoscaler), RBAC, network policy, and production troubleshooting of workload and networking failures. - Build and maintain CI/CD pipelines in Azure DevOps and GitHub Actions for containerized services automating build, test, image publishing, security scanning, and environment promotion, with approval gates enforcing change management requirements for production. - Instrument observability across the platform using Azure Monitor, Log Analytics workspaces, custom KQL queries, Application Insights, and alert rules tuned to reduce noise while detecting real degradation; built Grafana dashboards consolidating cross-cloud signals for the operations team. - Architect and build Microsoft Sentinel log-ingestion and correlation pipelines, consolidating cloud and on-premises security signals into a single operational view used by the SOC and platform teams. - Lead production incident response, drive root-cause analysis, and enforce post-incident remediation that closes the gap permanently including adding automated health checks and alerting so the same failure pattern does not recur silently. - Provision and operate AWS workloads (EC2, EKS, Lambda, S3, RDS, Route 53) and GCP workloads (Compute Engine, GKE, Cloud Storage, Cloud Build), and design VPC, subnet, routing, and firewall configurations for secure multi-cloud connectivity. - Harden platform security through Azure Policy guardrails, Key Vault-backed secrets management, privileged identity management (PIM), Azure Firewall, DDoS Protection, and WAF configuration, reducing exposed attack surface by 30%. - Communicate architecture decisions, trade-offs, and risk to non-technical business stakeholders and senior leadership, translating infrastructure complexity into business impact and investment justification. - Optimize cloud spend through right-sizing analysis, reserved instance planning, workload placement, and usage reporting tied to team-level budget accountability.	
Apr 2022 - Jun 2023	Blue Shield of California, Oakland, CA Cloud Architect/ Senior Cloud Engineer Designed and executed a healthcare cloud migration program, moving regulated workloads from legacy PaaS to containerized Azure infrastructure while meeting HIPAA compliance requirements and maintaining application availability throughout.	

	- Architected the migration strategy from Pivotal Cloud Foundry to Azure Kubernetes Service, conducting application portfolio analysis to classify workloads by migration pattern (Rehost, Replatform, or Refactor) based on complexity, dependencies, and business criticality. - Designed target AKS cluster architectures including node pool topology, networking (Azure CNI), ingress design, RBAC model, and container registry integration, then documented these as reusable reference architectures for subsequent migration waves. - Led dependency mapping sessions with application teams to surface hidden integration points, third-party API dependencies, and data store connections that would affect cutover sequencing catching several issues before they became production incidents. - Built Terraform modules for AKS cluster provisioning, Azure Container Registry, virtual network integration, and supporting platform services, enabling consistent environment builds across dev, staging, and production. - Automated build, containerization, and deployment through Azure DevOps CI/CD pipelines, reducing deployment execution time by 30% compared to the prior manual release process. - Coordinated migration readiness activities across application, infrastructure, security, and database teams, tracking technical dependencies, environment readiness, testing outcomes, and cutover prerequisites for each migration wave. - Supported post-migration stabilization by monitoring newly transitioned workloads, coordinating defect resolution with application teams, and documenting operational procedures to enable a smooth transition into ongoing production support. - Designed and executed performance validation as part of migration acceptance criteria load testing containerized workloads on AKS, tuning resource requests and limits, and achieving a 40% improvement in application response times versus the PCF baseline. - Built custom monitoring and alerting stacks with Azure Monitor and Application Insights, establishing SLOs for migrated services and configuring alert rules that shortened mean time to detection of production issues. - Managed multi-cloud operations across Azure AKS, AWS EKS, and GCP GKE, supporting workloads distributed across cloud providers as part of the organization's hybrid strategy. - Presented migration progress, architecture decisions, and risk posture to senior leadership and business stakeholders in bi-weekly steering meetings, translating technical complexity into business-relevant terms. - Delivered a 15% reduction in cloud operational cost by right-sizing newly migrated workloads and eliminating over-provisioned PCF infrastructure, while meeting all delivery commitments.
Mar 2020 - Mar 2022	Elanco, Indianapolis, IN Cloud Architect - Designed and delivered cloud architecture for microservices platforms and datacenter migration workloads in a global pharmaceutical environment, introducing IaC, container orchestration, and HA/DR patterns across the Azure estate. - Architected the cloud adoption framework for Elanco's Azure estate, defining landing zone structure, network topology (hub-and-spoke with Azure Firewall), subscription design, and governance guardrails aligned to the organization's compliance requirements. - Designed and executed on-premises-to-Azure migration plans for datacenter workloads, applying Rehost (VM lift-and-shift via Azure Migrate), Replatform (SQL Server to Azure SQL Managed Instance), and Refactor (monolith decomposition to AKS-hosted microservices) patterns across the application portfolio. - Wrote Terraform configurations for Azure infrastructure provisioning VNets, subnets, NSGs, AKS clusters, Azure Container Registry, Key Vault, storage accounts, and supporting services standardizing environment builds and eliminating manual provisioning errors that had caused three configuration-drift incidents in the previous year. - Deployed and operated microservices on Azure Kubernetes Service with Azure DevOps pipelines, implementing RBAC, container image lifecycle management, and Grafana-based cluster and application monitoring. - Conducted architecture knowledge-transfer sessions for development, infrastructure, and operations teams, explaining cloud design standards, migration decisions, and operational trade-offs and helping teams independently apply established Azure patterns. - Configured Ansible playbooks for post-provisioning configuration management on IaaS workloads, complementing Terraform for Day 2 operations and reducing configuration inconsistency across environments. - Designed and validated high-availability and disaster-recovery configurations for production workloads Azure Site Recovery for IaaS, geo-redundant storage, AKS multi-zone node pools, and documented RTO/RPO-aligned restore procedures tested quarterly. - Built hybrid network connectivity between Azure and on-premises datacenters using ExpressRoute and site-to-site VPN, including route table design and BGP advertisement validation.

	- Hardened AKS clusters with RBAC policies, network policy enforcement, and Key Vault-backed secrets injection, and integrated image vulnerability scanning into the CI/CD pipeline. - Trained and mentored development and operations engineers on Kubernetes operations, Terraform workflows, and troubleshooting procedures, producing runbooks that reduced escalation rate by enabling L1 resolution of common platform issues.
May 2018 - Feb 2020	Archroma, Houston, TX Lead Cloud Engineer - Introduced cloud architecture and IaC practices to a manufacturing organization, designing and executing the initial Azure migration program and establishing the operational model for ongoing cloud delivery. - Designed the Azure migration architecture for on-premises virtual machines, web applications, and SQL databases, producing a migration runbook and risk assessment used to sequence cutovers and maintain service availability during transition. - Applied Rehost migration pattern using Azure Migrate for IaaS workloads and Replatform pattern for web applications moved from on-premises IIS to Azure App Service, reducing hosting cost and eliminating server maintenance overhead. - Worked with infrastructure, application, and business teams to translate legacy environment requirements into practical Azure solution designs, validating connectivity, security, performance, and operational readiness before production cutover. - Extended on-premises Active Directory into Azure AD via Azure AD Connect, designing the hybrid identity architecture including UPN suffix alignment, password hash sync, and conditional access policies. - Introduced Terraform for infrastructure provisioning, authoring the initial module library for Azure VMs, networking, and storage replacing manual portal-based deployments and establishing a repeatable, version-controlled provisioning workflow. - Introduced Docker and Kubernetes as part of a containerization initiative, defining the target operating model for container workloads and supporting the team through initial cluster setup and application onboarding. - Configured Azure high-availability deployments including availability sets, load balancers, and geo-redundant backup, and maintained snapshot and replication routines for critical workloads. - Administered virtualized infrastructure end to end VMware and Hyper-V environments, OS patching, monitoring, and troubleshooting while simultaneously driving the migration to Azure-native services. - Produced architecture documentation and delivered technical briefings to leadership on migration progress, cloud costs, and the operational model for the new Azure estate.
Sep 2015 - Apr 2018	SunTrust Bank, Atlanta, GA Cloud/ Infrastructure Architect - Designed and operated highly available, fault-tolerant hybrid cloud infrastructure for a regulated banking environment, introducing cloud architecture patterns and IaC automation alongside on-premises datacenter operations. - Designed hybrid cloud architecture spanning on-premises datacenters and AWS and Azure public cloud, including network topology, connectivity (ExpressRoute, Direct Connect, site-to-site VPN), and workload placement aligned to data sovereignty and regulatory requirements. - Built and maintained AWS infrastructure (EC2, VPC, IAM, S3, RDS, Route 53, CloudWatch) using Terraform and CloudFormation, applying security-baseline configurations required for banking compliance. - Architected and deployed Azure hybrid connectivity using virtual networks, site-to-site VPN, and ExpressRoute, validating failover behavior and documenting recovery procedures. Automated infrastructure provisioning and configuration management with Terraform, Ansible, Chef, and Puppet, reducing provisioning lead time for new environments and eliminating configuration drift across the estate. - Deployed and supported microservices on Azure Service Fabric, including cluster configuration, application deployment, and operational monitoring. - Integrated automated performance testing into the release pipeline, defining pass/fail thresholds that gated production promotion and prevented two performance regressions from reaching production during the engagement. - Administered enterprise database platforms (SQL Server, Oracle) for availability and performance on transaction-critical banking systems, including backup, replication, and failover configuration. - Worked closely with security and compliance teams to ensure cloud architecture decisions satisfied banking regulatory requirements, documenting architecture decisions and risk acceptance for audit.

Nov 2012 - Sep 2015	Sysco Corporation (via Infosys), Houston, TX Systems Engineer UNIX/ Linux SME - Administered large-scale UNIX/Linux server infrastructure for a Fortune 500 supply chain environment, developing deep systems expertise that underpins subsequent cloud platform work. - Administered 1,200+ IBM P-Series and Blade servers running AIX, Linux, and HP-UX OS upgrades, patching, firmware management, NIM server administration, and hardware and server migrations executed with planned maintenance windows and tested rollback procedures. - Built and maintained HACMP (High Availability Cluster Multi-Processing) clusters and managed VIO (Virtual I/O Server) and HMC (Hardware Management Console) virtualization, sustaining availability for business-critical ERP and supply chain applications. - Handled escalated production incidents, performed root-cause analysis, and documented findings in post-incident reports and updated runbooks building the operational discipline that later transferred directly to cloud incident management. - Automated routine administration through shell scripting, reducing repetitive operational tasks and creating the foundational automation mindset that evolved into Terraform and Ansible usage in subsequent roles. Collaborated with storage, networking, and application teams on infrastructure changes, developing cross-functional communication skills used extensively in later cloud architecture and stakeholder engagement work.
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Cloud Security Professional

Name	Chetan kumarnrassam
Summary of Experience	• Certified Cloud Network Security Engineer with over 10+ years of experience designing, securing, and optimizing global enterprise networks and multi-cloud infrastructures on AWS, Azure, and GCP. • Has Experience in working with State of NY (DHS), State of AL (Department of emergency services). • Proven expertise as a Senior Network Engineer specializing in the design, installation, configuration, and support of large-scale LAN, WAN, MAN, and Data Center networks. • Mastery of Routing and Switching technologies with advanced implementation and troubleshooting of BGP, OSPF, EIGRP, IS-IS, MPLS, VXLAN, VPC, and VRF. Skilled in designing and deploying hybrid cloud connectivity using Azure ExpressRoute and AWS Direct Connect for secure, low-latency integration between on-premise data centers and cloud workloads. • Familiar with implementing Zscaler ZIA and ZPA cloud proxies and configuring tunnels to ZEN nodes to enforce Zero Trust Network Access for secure internet and application access. • Well versed in architecting secure traffic flows from on-premises to AWS and internet egress routing through virtual Palo Alto firewalls to support compliance for IaaS and PaaS workloads. • Proficient in designing and implementing private cloud architectures using VMware virtualization, including ESXi/vCenter server management and SAN storage integration. • Hands on with configuring and optimizing SD-WAN solutions using Riverbed Steelhead, including in-path rules and traffic policies to troubleshoot latency, jitter, and throughput issues. • Experienced in automating network administration and device provisioning using Python and Ansible scripting to improve operational consistency and reduce manual errors. • Expertise in deploying and managing F5 BIG-IP LTM, GTM, and APM modules for application load balancing, global server load balancing, and SSL offloading. • Expert in implementing micro-segmentation with Illumio and enforcing security policies with Palo Alto firewalls for granular workload isolation and lateral movement prevention. • Strong experience designing and supporting modern data center fabrics using Cisco ACI Spine-Leaf architectures and multi-pod deployments integrated with Arista Cloud Vision. Excellent experience with Cisco Nexus and Catalyst switches, Juniper EX and MX series, Arista switches, and HP Aruba platforms. • Mastery in Layer 2 technologies including VLANs, trunking, EtherChannel, STP, and redundancy protocols such as HSRP, VRRP, and GLBP. Able to design and implement robust VPN solutions including IPSec, SSL VPN, and DMVPN for secure remote and site-to-site connectivity. • Capable of implementing QoS models to manage network traffic congestion and prioritize mission-critical applications for optimal performance. • Experience migrating and managing core network services using Infoblox DDI solutions to improve resilience and automate IP address management. • Proficient in configuring and administering next-generation firewalls from Palo Alto, Check Point, Cisco ASA with Firepower, and FortiGate with advanced threat prevention. Hands on with comprehensive LAN security practices including DHCP Snooping, Port Security, Dynamic ARP Inspection, and IEEE 802.1X. • Experienced in deploying and managing enterprise wireless infrastructures using Cisco WLCs and Aironet APs, as well as HP Aruba wireless environments integrated with Cisco ISE. • Skilled in network monitoring and security analysis using SolarWinds, Wireshark, Splunk, Cisco Prime, and ELK for performance management and incident response. • Seasoned Security Operations Center engineer with expertise in threat detection, incident response, and digital forensics using CrowdStrike EDR and Splunk. Familiar with implementing secure infrastructure in compliance with NIST, HIPAA, PCI-DSS, ISO/IEC, SOX, and DFARS frameworks. • Experienced as a Subject Matter Expert in Privileged Access Management, including the design and implementation of CyberArk solutions for privileged account security. • Strong experience in Information Security focusing on FISMA, NIST RMF, and GRC, including security monitoring, auditing, and risk assessments. • Proficient in performing vulnerability assessments and penetration testing using Nessus and Nmap, analyzing vulnerabilities, and reporting findings to stakeholders. • Hands on experience with SIEM solutions including ArcSight, QRadar, and Splunk for security event management and SOAR implementation.

	- Capable of designing and establishing corporate networking standards and implementing strategic network enhancements for continuous improvement. - Experienced in implementing and managing Cisco Identity Services Engine for robust network access control across wired and wireless environments. Expertise in designing and implementing CI/CD pipelines using Git, Jenkins, and Terraform to automate network infrastructure deployment. - Able to architect and deploy scalable, fault-tolerant applications in AWS using EC2, S3, RDS, VPC, IAM, and Lambda. Proficient in building and managing Kubernetes clusters and containerized applications using EKS, including network policies and ingress controllers. Experienced in designing and supporting SD-WAN architectures using Viptela and Silver Peak to modernize enterprise WANs. - Skilled in utilizing SaltStack for advanced automation and configuration management across network infrastructure. Strong experience designing and maintaining DNS architecture and solutions for complex applications in hybrid cloud environments. - Capable of securing cloud environments, conducting AWS security audits, and implementing access controls and encryption. Familiar with collaborating with DevOps teams to embed security throughout the SDLC using DevSecOps methodologies. - Proven leadership in managing cross-functional teams for large-scale network upgrades, migrations, and modernization initiatives. Adept at managing change, incident, and problem management processes using ITSM tools like ServiceNow. Dynamic and results-driven Network and Cybersecurity Engineer with advanced certifications including CCIE and CCNP, adept at driving complex projects to completion.
Education & Certifications	- Bachelor in Computer Science from ST. Joseph's College Bangalore 2008- 2012 - Palo Alto (PCNSE) - AWS advanced networking specialty certification - Cisco Certified Internetwork Expert (CCIE) - Cisco Certified Network Professional (CCNP) - Cisco Certified Network Associate (CCNA) - Juniper Networks Certified Associate (JNCIA-Junos) - Microsoft Certified Expert Certification
Work History	
Apr 2026 - Present	Ford Dearborn, MI Network and Information Security & Firewall Platforms - Architect, deploy, and manage enterprise network security across multi-vendor firewall environments including Cisco ASA via CSM, Cisco FTD via FMC, and Palo Alto Networks firewalls utilizing Strata Cloud Manager for policy orchestration and threat prevention. Engineer and support SASE architecture by administering Prisma Access and Zscaler Internet Access (ZIA) alongside Zscaler Private Access (ZPA) to ensure secure remote access and cloud application connectivity for global users. - Manage and continuously optimize the Cisco Web Security Appliance (WSA) proxy infrastructure, implementing advanced URL filtering, granular access control policies, SSL/TLS decryption, and malware protection to enforce corporate security standards. Perform automated security policy validation and control reviews across firewall, proxy, and cloud-delivered security platforms, using scripting and API integrations to identify configuration drift, redundant policies, and deviations from approved security baselines. - Enforce Identity and Access Management (IAM), KMS encryption, and network security groups across enterprise cloud platforms. Apply security controls across cloud-delivered access platforms including Prisma Access, Zscaler ZIA, and ZPA, enforcing least-privilege connectivity, traffic inspection, segmentation, and secure application access for enterprise users. Lead Information Security programs leveraging automated security auditing to continuously validate adherence to cloud compliance frameworks - Perform automated security audits and policy validation to maintain continuous SOC2 compliance across enterprise networks - Maintain secure DNS layers by configuring and troubleshooting Cisco Umbrella, enforcing security policies, and integrating with O365 and cloud proxy integrations to block malicious domains and command-and-control traffic. - Administer remote access solutions including GlobalProtect VPN, IPSEC site-to-site VPN tunnels, and SSL VPN technologies, ensuring high availability and secure data transmission across the enterprise network. Perform proactive system maintenance and lifecycle management, including firmware upgrades, security patch installations, and hardware maintenance on Cisco ASR/ISR routers and Nexus 9K switching infrastructure. - Lead the resolution of critical network incidents (P1/P2), driving Root Cause Analysis (RCA) processes, documenting problem management records, and implementing permanent fixes to prevent recurrence in alignment with ITIL frameworks. Execute high-risk network changes

	through the ITIL change management process, ensuring proper approval, validation, and rollback procedures for firewall rules, routing updates, and proxy policy modifications. • Manage advanced routing protocols including BGP and OSPF, ensuring optimal path selection and network stability, while maintaining switching configurations for VLANs, Spanning Tree Protocol (STP), and EtherChannel on Nexus 9K. • Conduct deep packet analysis by analyzing logs, packet captures (PCAPs), and security alerts from firewalls and proxies to identify anomalies and mitigate advanced persistent threats (APTs). • Manage PAC file configurations and proxy bypass mechanisms to optimize traffic flow and ensure business-critical applications maintain seamless performance while adhering to security requirements. Configure and troubleshoot advanced security policies on Palo Alto firewalls, including App-ID, User-ID, and Content-ID, to enforce granular access controls based on application and user identity. • Collaborate directly with the Security Operations Center (SOC), Cisco TAC, and cross-functional infrastructure teams to resolve complex technical issues and respond to emergent security threats. • Maintain rigorous technical documentation, including Standard Operating Procedures (SOPs), network topology diagrams, configuration backups, and knowledge base articles to support operational continuity. • Implement and manage SSL/TLS decryption policies across proxy and firewall platforms to enable deep inspection of encrypted traffic without compromising user privacy or network performance. Participate in client-facing technical calls and strategy discussions, translating complex security postures into actionable insights for stakeholders and providing subject matter expertise on network security. • Integrate cloud security solutions with on-premises infrastructure, specifically optimizing O365 connectivity through secure proxy and firewall rules to ensure uninterrupted productivity suites. Automate routine network security tasks and policy audits using scripting methodologies to reduce manual overhead and ensure compliance with internal security baselines. • Support the global rollout of network security policies by configuring and deploying Cisco Umbrella and WSA settings to regional offices, ensuring standardized protection across the enterprise. Troubleshoot complex network switching issues involving VLAN segmentation and STP convergence on Nexus 9K, ensuring minimal downtime for critical data center applications. Design and implement granular SSL/TLS decryption exclusion policies on Cisco WSA and Palo Alto firewalls to bypass inspection for financial, healthcare, and regulatory-bound traffic while maintaining security posture. • Orchestrate Zero-Trust Network Access (ZTNA) policies through Zscaler Private Access (ZPA), ensuring least-privilege access to internal applications without exposing them to the public internet. • Perform capacity planning and bandwidth utilization analysis across Cisco ASR/ISR routers and Nexus 9K switches to proactively scale network resources for growing global operations. Develop and test disaster recovery and business continuity procedures for firewall and proxy infrastructures, including failover validation for Prisma Access and GlobalProtect VPN gateways. • Automate firewall rule audit and cleanup processes using API integrations with Strata Cloud Manager and FMC to eliminate redundant, shadow, and unused rules, reducing attack surface. • Troubleshoot complex application performance issues by analyzing proxy logs, PAC file execution order, and SSL handshake failures, ensuring optimal user experience for cloud-hosted applications. • Configure and manage advanced threat prevention features on Palo Alto firewalls including WildFire, Anti-Spyware, and Vulnerability Protection profiles to block zero-day exploits. Implement and maintain high-availability (HA) configurations across Cisco ASA and FTD appliances, ensuring sub-second failover and minimal service disruption during maintenance windows. • Manage IPsec VPN tunnel lifecycle including crypto maps, IKEv1/IKEv2 policies, and pre-shared key/certificate-based authentication for secure site-to-site connectivity with partners and remote branches. • Enforce web security policies through Cisco Umbrella by creating custom block/allow lists, destination lists, and application control rules to align with corporate acceptable use policies. • Lead post-incident reviews and problem management sessions, documenting root causes and developing preventive action plans to reduce recurring P1/P2 incident frequency across security platforms.
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	- Integrate firewall logs and proxy telemetry with SIEM platforms for centralized monitoring, enabling SOC teams to correlate events and respond to security incidents in real-time. - Manage certificate lifecycle for SSL/TLS decryption, including importing, renewing, and deploying CA-signed certificates across WSA and FTD platforms to prevent certificate expiry-related outages. Optimize O365 traffic routing by configuring direct-to-cloud proxy bypass rules and split-tunneling policies on GlobalProtect VPN, reducing latency for Microsoft Teams, SharePoint, and Exchange Online. - Validate and test network changes in pre-production staging environments before deploying to production, ensuring change success rates and reducing unplanned downtime. Configure and manage multi-context and virtual routing and forwarding (VRF) instances on Cisco ASA and Nexus 9K to segment traffic for multi-tenant or departmental isolation requirements. - Perform regular security posture assessments on firewall rulebases, proxy policies, and VPN configurations, recommending and implementing hardening measures based on industry best practices. - Collaborate with application owners to identify legitimate proxy bypass requirements, configuring PAC file exceptions and destination-based bypass rules while ensuring security oversight. Monitor and analyze network traffic patterns using NetFlow, sFlow, and firewall session tables to detect anomalous behavior, potential data exfiltration, or crypto-mining activities. - Train and mentor junior network security engineers on firewall operations, proxy management, and incident response procedures, building team competency and ensuring knowledge transfer. Environment skills: Cisco ASA with CSM, Cisco FTD with FMC, Palo Alto Firewalls with Strata Cloud Manager, Prisma Access, Zscaler Internet Access (ZIA), Zscaler Private Access (ZPA), Cisco Umbrella, Cisco Web Security Appliance (WSA) Proxy, GlobalProtect VPN, IPSEC VPN, SSL VPN, URL filtering, SSL/TLS decryption, Proxy bypass with PAC file management, DNS security, O365 and cloud proxy integrations, BGP routing, OSPF routing, VLANs, STP, EtherChannel, Cisco ASR/ISR Routers, and Cisco Nexus 9K switching.
Apr 2022 - Mar 2026	Verizon Sr Cloud Network Security Engineer - Designed zero-trust hybrid networks integrating Azure VNet, NSGs, UDRs, AWS VPC, and Transit Gateway for segmentation aligned with NIST 800-207 standards. Engineered Azure ExpressRoute and AWS Direct Connect topologies with IPsec VPN tunnels to establish seamless and reliable cloud-to-data center connectivity. - Deployed Cisco ACI Fabric with VXLAN EVPN, APIC controllers, and micro-segmentation to create secure multi-tenant data center environments. - Designed and deployed enterprise-class network solutions using Cisco, Arista, and Mellanox hardware to build high-performance and scalable data center fabrics. Implemented and troubleshoot advanced dynamic routing protocols including BGP, OSPF, and EIGRP to ensure robust multi-site WAN connectivity. - Engineered secure network segmentation and micro-segmentation strategies using Palo Alto Firewalls and Cisco Firewalls to reduce the attack surface. - Deployed Prisma Cloud Enterprise for cloud security posture management across multi-cloud environments, ensuring compliance and continuous monitoring. Deployed automated auditing workflows across multi-cloud environments to continuously validate infrastructure against strict security baselines - Designed cloud security posture management workflows to ensure continuous SOC2 compliance across hybrid enterprise environments - Implemented cloud IAM and least-privilege access controls across AWS and Azure environments, supporting role-based and attribute-based access models, privileged access governance, and enterprise identity policies for cloud-hosted workloads and services. - Architected and deployed Data Security Posture Management tooling integrated with cloud-native telemetry to identify and remediate sensitive data exposure across AWS and Azure workloads. Implemented enterprise-wide encryption for data at rest, in transit, and in use using AWS KMS, customer-managed keys, and HSM appliances, ensuring compliance with PCI DSS and CCPA. - Executed automated security auditing to ensure Information Security policies consistently aligned with strict cloud compliance frameworks - Designed and enforced data classification frameworks, automating tagging of sensitive PII and PHI datasets for compliance with GDPR and HIPAA. Implemented network security groups, KMS encryption, and Identity and Access Management (IAM) to secure enterprise workloads

- Configured and managed Palo Alto firewall with Panorama for centralized security policy, NAT Policy, Antivirus, and dynamic block list management. Provided Firewall VPN support for Prisma and AnyConnect, managing remote access and responding to end-user issues.
- Managed and implemented changes to Firewall policies and configurations based on organizational requests and best practices, maintaining detailed documentation. Architected, implemented, and migrated traditional networking, WAN, and switching to software-defined solutions including SDN, SD-WAN, SD-Access, and SD-Wireless.
- Generated certificates, assigned group policies, integrated Global Protect with Cisco ISE, and built authentication profiles for secure network access. Implemented MFA for remote VPN Global Protect users and configured IP pools and portal pages for WAN optimizers across data centers.
- Conducted Network Performance monitoring and analysis using tools such as SNMP, NetFlow, and packet captures to identify and resolve network issues. Implemented network segmentation, access control, and other security policies to protect the confidentiality, integrity, and availability of network data.
- Provided technical support and troubleshooting for WAN and LAN issues, including analyzing logs and metrics, diagnosing issues, and implementing solutions.
- Implemented and administered AWS KMS-based encryption controls for cloud workloads, including customer-managed keys, key-policy governance, secure key usage, and integration with enterprise data-protection requirements.
- Implemented and maintained firewall policies and rules to ensure the security of the network infrastructure and data. Conducted Vulnerability Assessments and Penetration Testing to identify potential security risks and implement appropriate security measures.
- Utilized monitoring tools to identify and resolve network incidents, such as network outages, device failures, and service disruptions. Installed, configured, monitored, and troubleshot Cisco Wireless environments using Prime and Cisco DNAC with cat 9800 infrastructure.
- Handled Network Design for additional coverage and new locations for wireless infrastructure support. Provided training and documentation to educate end-users about the new SASE capabilities for secure remote access.
- Conducted advanced threat detection and custom rule creation using Splunk Enterprise Security, enhancing security incident identification and response times. Automated incident response workflows using Splunk Phantom, reducing manual intervention and enhancing response speed and consistency.
- Utilized Python scripts to automate log analysis, significantly reducing manual processing time for security operations.
- Managed security operations in 24x7 rotational shifts, providing continuous monitoring and timely response to security incidents.
- Collaborated with cross-functional teams to design and implement Zscaler SASE solutions tailored to specific business requirements. Configured and optimized wireless LANs, VLANs, and SSIDs to provide secure and efficient wireless access for end-users.
- Designed and implemented Wireless Security Policies, such as WPA2, 802.1x, and captive portal authentication to ensure the confidentiality of wireless traffic. Developed and implemented Cisco ASA integration with other network security solutions, such as firewalls, VPNs, and SIEMs for a layered security approach. Worked with LAN and WAN installation, configuration, support, and IOS updates for Cisco routers, switches, and firewalls.
- Implemented VLAN trunking protocols, such as IEEE 802.1Q, and configured inter-VLAN routing to enable communication between different VLANs. Integrated Microsoft Purview and M365 DLP policies to monitor and block unauthorized data sharing across endpoints, SaaS, and cloud workloads.
- Developed granular attribute-based and role-based access controls across structured and unstructured storage for least privilege access. Led Palo Alto Prisma Cloud security optimization, integrated the platform with enterprise IT tools, and provided ongoing enhancement support.
- Delivered large-scale cloud security initiatives aligned with enterprise IAM policies, collaborating with cross-functional teams across multiple time zones. Administered enterprise-scale network monitoring tools including Broadcom CA Spectrum, Performance Management, and CA NFA to manage WAN and LAN telemetry.

Environment: AWS, Azure, VPC, VNet, Transit Gateway, Direct Connect, ExpressRoute, Zscaler ZIA, Zscaler ZPA, Prisma Access, Prisma Cloud (CSPM/DSPM), Palo Alto Firewalls, Panorama, Cisco ASA/FTD, Cisco ISE, BGP, OSPF, VXLAN, Cisco ACI, APIC, Arista Switches, GlobalProtect VPN, AnyConnect, MFA Integration, Azure AD Conditional Access, Splunk ES, Phantom SOAR, CrowdStrike EDR, Python Automation, Terraform, Ansible, ServiceNow, SD-WAN (Viptela), Network Segmentation & Zero Trust Architecture.

Aug 2020 - Apr 2022	State of NY (DHS) Sr. Network Security Engineer • Architected HIPAA and HITRUST-compliant Azure networking infrastructure for healthcare applications, establishing secure connectivity between DHHS data centers and Azure using ExpressRoute and BGP peering. Managed the architecture and operations of the agency's Data Center, ensuring high availability and integrity across all regions and resulting in zero downtime for critical health systems. • Applied NIST 800-53 and ISO 27001 frameworks to design and enforce agency-wide security policies, ensuring alignment with state and federal compliance mandates. Led GDPR and HIPAA compliance initiatives by developing data classification protocols and audit tracking mechanisms for sensitive health and personal information. • Configured and maintained enterprise firewalls, IPS/IDS, and VPN gateways to secure inter-agency data exchange and minimize threat exposure across the network perimeter. Performed continuous vulnerability assessments using Tenable and Qualys, integrating findings into Splunk SIEM for proactive incident detection and response. • Deployed secure Kubernetes clusters for containerized applications and integrated container security scanning using Aqua Security within the development lifecycle. Integrated DevSecOps practices into the CI/CD pipeline, embedding Checkov and Snyk for Terraform and Kubernetes Infrastructure-as-Code policy scanning. • Leveraged Splunk and QRadar to develop custom dashboards for SOC teams, enabling monitoring of endpoint security and correlation of anomalies across multiple data sources. Collaborated with cloud architects to harden AWS and Azure environments using IAM policies, security groups, and VPC configurations. • Implemented cloud access and network-security controls across AWS and Azure using IAM policies, AWS Security Groups, Azure Network Security Groups (NSGs), and VPC/VNet segmentation to enforce least-privilege access and workload isolation. Configured and maintained enterprise-wide Cisco Routers and Catalyst/Nexus Switches, implementing BGP, OSPF, and VLAN Trunking Protocol for scalable and resilient connectivity. • Automated security and compliance assessments across Infrastructure-as-Code and cloud configurations using Checkov, Snyk, Tenable, and Qualys, feeding findings into remediation and security-monitoring workflows. • Embedded automated security checks into GitLab CI and Jenkins pipelines, validating Terraform and Kubernetes configurations with Checkov and Snyk before infrastructure changes progressed through deployment workflows. • Deployed and managed OpenShift clusters on Kubernetes, configuring operators, service mesh, persistent storage, and network policies. Maintained RHEL systems across production and development environments, implementing patch management, performance tuning, and OS hardening. • Engineered and supported VMware vSphere infrastructure with ESXi, vCenter, and vMotion to ensure uptime and resource optimization. Developed Python automation scripts for log parsing, system health checks, and backup validation, reducing operational workload and response time. • Managed and monitored complex network security environments, troubleshooting performance and connectivity issues across hybrid architectures. Performed network upgrades, patches, and configuration changes following strict change management procedures to maintain compliance and uptime. • Led end-to-end deployment and configuration of routers, switches, and firewalls for over 25 CONUS sites, including validation and cutover planning. Installed, configured, and maintained NetBox as a Source of Truth for network inventory, leveraging Linux shell scripting and PostgreSQL tuning. • Spearheaded initiatives for network access control, web/email filtering, and endpoint segmentation, ensuring strict compliance with internal security frameworks. Implemented and configured Azure Firewall, ensuring enhanced security across cloud resources by controlling inbound and outbound traffic. • Created and managed network automation scripts in Python, integrating with CI/CD platforms to streamline device configuration and testing. • Maintained and optimized complex routing topologies using BGP and OSPF with IPv4 and IPv6 dual-stack support across a statewide WAN. Designed and implemented Cisco ACI fabric for data center automation, ensuring seamless integration with VMware and physical servers. • Developed and deployed Infrastructure-as-Code scripts in Python and Shell to automate firewall rule deployments and system health checks. Implemented LAN/WAN monitoring utilizing SolarWinds for primary and disaster recovery site management.
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	- Administered Cisco Identity Services Engine and integrated authentication policies for wired/wireless environments including 802.1X and posture validation. Managed and secured HTTP traffic using SSL/TLS encryption, ensuring secure communication channels for online transactions and protecting sensitive data. Collaborated with DevOps teams to integrate Azure networking solutions in CI/CD pipelines, enhancing network automation capabilities. - Performed end-to-end SD-WAN integration using Aruba EdgeConnect and Juniper SDN technologies to streamline WAN performance. Administered cloud networking and hybrid connectivity solutions for IaaS and PaaS environments in Azure and AWS, ensuring secure routing and peering. - Integrated CI/CD tools like GitLab CI and Jenkins into network automation workflows, reducing deployment time and manual intervention. - Managed Layer 2 switching infrastructure, including VLAN configuration and Spanning Tree Protocol, ensuring seamless network segmentation. Administered F5 Big-IP appliances for application load balancing, health monitoring, and DDoS mitigation for critical health applications. - Designed secure hybrid cloud architectures integrating on-premises systems with AWS and Azure using Transit Gateway and VPN Gateway. Automated configuration of network environments via Python-based orchestration and NetBox/Ansible integration, reducing deployment time. - Coordinated and executed network infrastructure upgrades for federal/state clients across CONUS, ensuring compliance with DoD STIGs and NIST standards. Performed firmware upgrades, maintenance, and lifecycle management across Cisco ACI fabric infrastructure ensuring platform stability. - Provided Tier II/III network engineering support across multiple CONUS sites, ensuring high availability for mission-critical systems in government environments. Authored detailed runbooks and operational playbooks for common ACI fabric tasks and troubleshooting processes, enhancing team readiness.
Mar 2018 - Jul 2020	State of AL (Department of emergency services) Sr. Network Security Engineer - Designed and enforced security controls aligned with NIST 800-53, CIS Controls, ISO 27001, and HIPAA, supporting audit readiness and continuous security monitoring. Secured AWS cloud infrastructure using encryption-at-rest and AWS KMS for sensitive data and application security. - Implemented IAM and Zero Trust controls using Cisco ISE, Okta, and Duo, including RBAC, MFA, 802.1X, dynamic VLANs, and least-privilege access. Managed Palo Alto, Fortinet, Cisco ASA, and Check Point firewalls, implementing network segmentation, IPS, SSL inspection, and secure VPN connectivity. - Designed and supported secure LAN/WAN, routing, switching, and wireless environments using BGP, OSPF, VRF, VLANs, RSTP/MSTP, EtherChannel, and Cisco technologies. Automated firewall provisioning, security policies, DNS, DHCP, and IPAM using Terraform, Ansible, Jinja2, Python, BlueCat API, and Infoblox. - Supported DevOps and CI/CD deployments through automated DNS provisioning and Infrastructure as Code practices. Managed Citrix ADC/NetScaler and F5 LTM/GTM load balancing solutions to ensure high availability of critical applications. - Supported Cisco ACI, VXLAN, Nexus, Arista switching, and data center migration initiatives. Performed network monitoring, packet analysis, patch management, security audits, threat detection, and incident response using Wireshark and SolarWinds.
Apr 2015 - Feb 2018	Master Card, NY Network Security Engineer/ NOC Engineer - Delivered L2/L3 enterprise support for Cisco Catalyst 6500 and Nexus 7K/9K platforms across trading and data center environments, ensuring high availability for critical financial systems. Migrated legacy Nexus 5K/7K/9K infrastructure to Cisco ACI fabric using spine-leaf architecture with VXLAN tunneling, enhancing data center scalability and automation. - Orchestrated the configuration, management, and optimization of Palo Alto firewalls via Panorama, including security policies, NAT policies, and dynamic threat intelligence updates. - Designed and implemented FINRA-compliant LAN/WAN architectures aligned with SEC cybersecurity and business continuity regulations for the financial trading environment. Designed encrypted multi-cloud connectivity solutions between on-premises data centers and public cloud environments using IPsec VPN tunnels. - Implemented least-privilege access models and audited privileged account activity across hybrid on-premises and cloud networks. Migrated and implemented Palo Alto Next-Generation Firewall series PA-500, PA-3060, and PA-5060 from legacy Cisco PIX and ASA firewalls. - Integrated Ansible Tower to automate configuration management and network changes across a large estate of enterprise network devices. Engineered resilient disaster recovery

	and backup network architectures, performing regular failover testing and documenting DR runbooks. • Advocated for continuous service improvement by leveraging ITSM tools like ServiceNow and knowledge platforms such as Jira and Confluence. Configured and managed firewalls to implement zone-based policies, NAT rules, and site-to-site VPN tunnels, ensuring secure external connectivity. • Architected, deployed, and maintained enterprise wireless solutions using Aruba Mobility Controllers, Aruba Instant APs, and Aruba ClearPass for secure NAC. Worked with the Network planning team on IP allocation scheme for routers, switches, workstations, phones, and APs using Infoblox. • Utilized Git and Bitbucket for version control of network automation scripts and configurations, enabling seamless collaboration across teams. Created extensive documentation and training modules for automation tools, enhancing team onboarding and reducing support escalations. • Designed perimeter security policy, implemented Firewall ACLs, and configured Client VPN technologies including Cisco's VPN client via IPSEC. • Installed and configured LAN/WAN Networks, Hardware, and Software on Cisco Routers and Switches like Cisco 3750, 6500, Nexus 7k, and ASR 9k. Integrated F5 LTM/GTM load balancers for application traffic distribution and enhanced service availability for critical applications.
Jun 2012 - Mar 2015	Genpact/ Master card, Bengaluru, Karnataka IAM Security Analyst • Implemented and optimized IAM solutions using CA Identity Manager, SailPoint IIQ/Identity Now, Tivoli Identity Manager, and Azure AD to automate user lifecycle management, provisioning, RBAC, and least-privilege access. Implemented SSO and federation using SAML 2.0, PingFederate, Okta, and SiteMinder across 50+ enterprise applications and hybrid environments. • Developed SailPoint provisioning workflows and integrations using Java connectors, REST/SOAP APIs, and JDBC across AWS, Azure, ServiceNow, and Tableau environments. • Managed Azure AD provisioning, directory roles, group assignments, and secure application access, including Azure Application Gateway integrations. • Implemented CyberArk PAM solutions, including Password Vault, Privileged Session Management, password rotation, reconciliation, and privileged account automation. • Administered PingFederate, SiteMinder, and RSA/ACE platforms for secure federation, certificate management, MFA, VPN, and enterprise application authentication. Provided secure identity provisioning and access controls for enterprise applications, firewalls, load balancers, and internal data systems.

Cloud Platform Engineer

Name	Anusha Yelama
Summary of Experience	- Senior Platform Engineer with 10+ years of experience designing, operating, and optimizing enterprise DevOps platforms, CI/CD ecosystems, and cloud infrastructure across AWS and Azure. - Has Experience in working with State of Missouri. - Strong hands-on expertise in GitLab SaaS/CI/CD platform administration and Terraform Cloud/ Enterprise for scalable, automated infrastructure provisioning Proven experience building and maintaining internal developer platforms enabling self-service CI/CD, infrastructure automation, and standardized deployment workflows - Deep expertise in Infrastructure as Code (Terraform modules, remote state, multi-environment orchestration) for enterprise-scale systems - Strong experience working with AWS, Kubernetes, and cloud-native architectures, supporting highly available and secure production platforms. Experience operating enterprise-scale CI/CD and infrastructure platforms supporting multiple engineering teams and high-volume production workloads - Hands-on experience integrating AI-assisted tools to enhance developer productivity, automate workflows, and optimize software delivery pipelines - Proven ability to own production platforms end-to-end, ensuring high availability, security, scalability, and operational excellence. Strong collaborator with engineering, security, and product teams; experienced in mentoring engineers and driving platform best practices
Education & Certifications	- Bachelor in computer science from, India. - Certified Azure Administrator Associate. - Certified AWS Developer Associate. - Certified Kubernetes Administrator.
Work History	
Sep 2023 - Present	Charles Schwab Bank, TX Sr. Platform Engineer - Design, operate, and support enterprise-scale DevOps platform services supporting multiple engineering teams and high-volume CI/CD workflows. Own and administer the GitLab SaaS CI/CD platform, supporting automated build, test, and deployment workflows across multiple engineering teams - Build and maintain Infrastructure as Code (IaC) automation using Terraform Cloud/Enterprise, managing workspaces, remote state, and policy-driven deployments - Develop standardized CI/CD templates and self-service deployment frameworks, improving developer productivity and onboarding efficiency. Build and maintain Docker container images for application and platform workloads, optimizing image configuration, dependency management, and deployment readiness across Kubernetes environments - Administer AWS and Azure cloud infrastructure supporting computer, networking, storage, identity, and Kubernetes platform services across production and non-production environments. Automate cloud infrastructure lifecycle activities through Terraform Cloud/Enterprise and Python/Bash, including provisioning, configuration updates, and repeatable operational tasks - Engineer and support Kubernetes platform environments across EKS and AKS, providing orchestration for highly available and scalable containerized applications - Integrate AI-assisted tools to automate pipeline generation, improve code quality, and optimize development workflows. Operate and support production CI/CD and infrastructure platforms, maintaining high availability, reliability, and security for mission-critical applications - Establish platform governance standards, reusable modules, and CI/CD best practices to standardize engineering workflows. Partner with engineering, security, and product teams to drive platform adoption and influence architectural decisions - Implement monitoring and observability solutions using Prometheus, Grafana, and cloud-native tools to ensure platform reliability. Support scalable CI/CD and infrastructure automation across AWS-first and hybrid cloud environments, ensuring consistent platform operations across environments - Automate infrastructure provisioning and operational workflows using Python and Bash, reducing manual effort and improving consistency - Manage and enforce platform access, security, and compliance controls using RBAC, IAM, secrets management, and policy-driven controls. Lead troubleshooting and root cause analysis for production issues, improving system reliability and reducing downtime. Mentor engineers and share platform standards, operational best practices, and architectural guidance across engineering teams
Jan 2021 -	Humana Health insurance, Louisville, KY Sr. Platform Engineer

Aug 2023	- Designed, administered, and supported cloud platform infrastructure and CI/CD systems, enabling secure and scalable application deployments - Built and maintained CI/CD pipelines using GitLab and Azure DevOps, automating build, test, and release processes across multiple environments. Implemented Infrastructure as Code (IaC) using Terraform to automate infrastructure provisioning and improve deployment consistency - Developed reusable infrastructure modules and self-service platform capabilities for development teams. Managed and supported Kubernetes clusters across AKS and EKS, providing container orchestration for enterprise applications and microservices workloads - Integrated monitoring and observability solutions using Prometheus, Grafana, and cloud-native tools for proactive issue detection. Developed Python and Bash scripts to automate operational workflows and deployment processes - Implemented and managed platform security controls using RBAC, IAM, and secrets management practices. Collaborated with development, QA, and infrastructure teams to improve platform reliability and deployment efficiency - Optimized platform performance and resource utilization through tuning and scaling strategies. Supported production environments, performing troubleshooting and root cause analysis to ensure system stability - Documented platform architecture, CI/CD processes, and operational procedures to support maintainability, knowledge sharing, and ongoing platform operations.
Aug 2019 - Dec 2021	State of Missouri, Missouri Cloud DevOps Engineer - Deployed and sustained scalable cloud-native Kubernetes environments to provide highly available container orchestration. Automated build, test, and release processes using Jenkins and GitLab based on Git-centric workflows. - Standardized multi-environment infrastructure rollouts by developing reusable Terraform (IaC) modules and securely managing remote state. - Facilitated developer autonomy through self-service infrastructure and standardized CI/CD deployment templates. Managed the full lifecycle of Docker images, from creation to Kubernetes-based deployment, configuration, and active troubleshooting. - Directed foundational cloud infrastructure for K8s clusters, encompassing compute, networking, storage, and IAM controls. Augmented Terraform provisioning by writing Python and Bash scripts to automate complex cloud administration duties. - Ensured resilient service-to-service communication by configuring Kubernetes ingress controllers, load balancing, and service discovery. Secured cloud and containerized assets by deploying RBAC models, network security policies, and strict access controls. - Built proactive monitoring and alerting ecosystems by integrating Prometheus, Grafana, and the ELK stack. Reduced manual intervention in infrastructure operations by deploying custom Python and Bash automation scripts. - Conducted continuous capacity planning, workload tuning, and scaling optimizations to maximize platform efficiency. Minimized system downtime and elevated platform stability through rigorous root cause analysis of production issues. - Drove the delivery of secure, high-performing platforms by collaborating closely with development, security, and infrastructure teams. Standardized operational procedures and deployment topologies through detailed, up-to-date technical documentation
Dec 2017 - Jul 2019	Lumen Technologies, Dallas, TX Devops Engineer - Implemented GitLab CI/CD pipelines to support automated build, test, and deployment workflows across multiple environments. Developed reusable CI/CD pipeline templates, improving deployment consistency and reducing manual configuration effort - Administered AWS infrastructure supporting application environments, including compute, storage, networking, IAM, and environment configuration. Containerized application components using Docker and integrated container build activities into GitLab CI/CD workflows - Automated infrastructure provisioning on AWS using Terraform and CloudFormation, enabling scalable and repeatable deployments. Integrated monitoring and alerting solutions using Prometheus, Grafana, and CloudWatch, improving system visibility and incident response - Collaborated with development teams to troubleshoot deployment issues and optimize CI/CD performance and reliability. Enhanced platform security by integrating code scanning and vulnerability detection tools within CI/CD pipelines
Sep 2013 - Dec 2015	Walgreens, Hyderabad, India Build and Release Engineer Developed and maintained CI/CD pipelines using Jenkins to automate build and deployment processes across environments. Managed version control workflows using Git and SVN, supporting branching, tagging, and release strategies

	• Automated build and deployment tasks using shell scripting, improving release efficiency and reducing manual errors. Coordinated release activities across development, QA, and production teams to ensure timely and successful deployments • Monitored build and deployment pipelines, identifying and resolving issues to maintain release stability. Documented deployment processes, runbooks, and release procedures to improve team efficiency and knowledge sharing.
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Cloud Network Engineer

Name	Sagarika Bandla
Summary of Experience	- Senior Network Engineer with over 10 years of experience across IT Services, Healthcare, Government, Financial Services, and Telecommunications domains, delivering scalable IP/MPLS backbone and enterprise LAN/WAN architectures. - Has Experience in working with State of Georgia. - Skilled in configuring and maintaining enterprise and carrier routing protocols including OSPF, EIGRP, BGP (iBGP/eBGP), and IS-IS, applying route maps, prefix lists, route redistribution, ECMP, and VRF segmentation to optimize convergence and traffic predictability across multi-data center environments. - Experienced with 5+ years of networking experience, including 3+ years of specialized cloud networking experience managing AWS, Azure, and GCP VPC/VNet environments, subnets, VPNs, Direct Connect/ExpressRoute, load balancers, CDN, cloud-native firewalls, Security Groups/NACLs, and NSGs. - Proficient in MPLS, MPLS L3VPN, MPLS L2VPN, and exposure to Segment Routing (SR-MPLS), supporting enterprise and wholesale transport services across telecom-grade backbone infrastructures. - Well versed in administering data center and switching technologies including VLANs, STP/RSTP, LACP, Spine-Leaf architecture, VXLAN, and EVPN (exposure) across Cisco Catalyst, Cisco Nexus (NX-OS), Juniper MX (JunOS), and Cisco ASR platforms. - Hands on experience managing firewall and network security platforms including Palo Alto NGFW (Panorama), Cisco ASA, Cisco Firepower (FTD), Fortinet FortiGate, and Checkpoint (exposure), enforcing ACLs, NAT, IDS/IPS, URL Filtering, SSL Inspection, and structured DMZ architectures aligned with compliance standards. - Expertise in implementing identity-driven access controls leveraging Cisco ISE (802.1X, RADIUS, RBAC) and encrypted connectivity solutions including IPsec Site-to-Site VPN and SSL VPN, supporting enterprise Zero Trust initiatives. - Capable of delivering high-availability strategies using HSRP, GLBP, ECMP, Carrier Ethernet, and fast reroute mechanisms, maintaining rapid failover across enterprise and telecom-grade environments. - Strong experience supporting hybrid cloud networking across AWS VPC (Site-to-Site VPN, Transit Gateway, Direct Connect), Azure Virtual Network (ExpressRoute), and GCP VPC, enabling secure BGP-based route propagation and enterprise cloud transport extensions. - Able to optimize application performance through F5 BIG-IP (LTM/GTM, SSL Offloading) and traffic engineering policies, improving latency-sensitive workloads. - Familiar with strengthening observability using SolarWinds (NPM/NCM), NetFlow, SNMP, Splunk SIEM, Cisco DNA Center, ThousandEyes, and LogicMonitor, reducing MTTR through proactive monitoring and anomaly detection. - Experienced in automating configuration validation using Python, Ansible, Terraform, REST APIs, Git, and YAML, reducing manual validation effort across multi-device environments. Proficient in conducting advanced troubleshooting using Wireshark, IP SLA, Traceroute, and Ping, isolating latency, asymmetric routing, and packet-loss conditions across enterprise and backbone networks. - Mastery in executing modernization and upgrade initiatives under ServiceNow ITIL-based governance, maintaining comprehensive HLD/LLD documentation, MOPs, and DR procedures to ensure audit compliance and zero-impact deployments. Great experience managing lifecycle upgrades across Juniper MX, Palo Alto NGFW, Fortinet FortiGate, and F5 BIG-IP platforms, ensuring firmware compliance and operational stability - Demonstrated expertise in structured IP planning using Infoblox (IPAM/DNS/DHCP) and CIDR-based allocation strategies, minimizing IP conflicts and improving address utilization consistency. - Recognized for mentoring engineers and collaborating across NOC, security, and cloud teams to deliver resilient, scalable, and automation-driven network infrastructures.
Education & Certification	- Bachelor of Technology in Computer Science Engineering - Cisco Certified Network Professional
Work History	
Sep 2023 - Present	First Citizen's Bank, Raleigh, NC Senior Network Security Engineer - Design and manage AWS VPC and Azure VNet architectures, including public/ private subnets, route tables, VPC/VNet peering, NAT gateways, and secure hybrid-cloud connectivity. Configure and support AWS Direct Connect, Azure ExpressRoute, and Site-to-Site IPsec VPN connectivity with BGP route propagation, redundant paths, and failover. - Implement AWS Security Groups, NACLs, AWS Network Firewall, Azure Firewall, NSGs, and UDRs to enforce cloud workload segmentation and least-privilege network access.

	Configure and maintain AWS ALB/ NLB/ ELB and Azure Load Balancer/Application Gateway, handling backend pools, health probes, SSL/ TLS, traffic distribution, and high availability. • Manage end-to-end hybrid cloud network connectivity across AWS and Azure, including VPC/VNet routing, subnet segmentation, route-table administration, peering, NAT, VPN connectivity, and private connectivity to enterprise data centers. • Administer AWS Direct Connect and Azure ExpressRoute connectivity, including BGP route advertisement and validation, redundant circuit paths, route-preference troubleshooting, and failover testing between cloud and on-premises environments. • Administer Amazon CloudFront and Azure Front Door/CDN configurations supporting internet-facing applications, including origins, DNS dependencies, TLS certificates, cache behavior, health validation, and connectivity troubleshooting between CDN endpoints and application backends. • Maintain AWS Security Groups, NACLs, AWS Network Firewall policies, Azure NSGs, UDRs, and Azure Firewall rules supporting controlled east-west and north-south communication across cloud application tiers. • Handle day-to-day support for Amazon CloudFront and Azure Front Door/CDN for secure content delivery, including DNS, origin connectivity, TLS, caching, and application availability. • Direct enterprise campus and dual data center network architecture supporting high-volume core banking and payment systems, sustaining approximately 99.95% uptime across PCI-regulated financial environments. • Design scalable OSPF routing domains and optimize iBGP/eBGP edge connectivity, leveraging route maps, prefix filtering, and ECMP-based path optimization to improve traffic predictability across primary and disaster recovery sites. • Keep WAN connectivity stable across provider-managed MPLS environments, validating BGP route propagation and enhancing branch-to-data center throughput during merger-related infrastructure consolidation initiatives. • Participate in phased migration of legacy MPLS-only branches to Cisco Viptela SD-WAN (vEdge/ cEdge), validating overlay/underlay architecture, centralized vManage policy enforcement, and dynamic path steering across dual ISP circuits during post-merger integration initiatives. • Engineer secure hybrid integration using AWS Direct Connect with dynamic BGP routing, ensuring low-latency, high-throughput connectivity between on-prem data centers and AWS VPC workloads. • Back up high availability architecture through structured HSRP, ECMP, and limited GLBP validation, maintaining sub-30-second failover thresholds during biannual disaster recovery simulations. • Optimize application delivery across internet-facing banking portals using F5 BIG-IP (LTM/GTM), implementing SSL offloading, DNS load balancing, and health monitoring to reduce transaction latency by nearly 18%. Implement multi-tier DMZ and internal segmentation strategy utilizing Palo Alto NGFW (PA-3200 series with Panorama) and Cisco ASA, enforcing ACLs, NAT, URL Filtering, SSL inspection, and IDS/IPS controls aligned with PCI-DSS compliance. • Expand advanced threat prevention capabilities through Cisco Firepower (FTD 2100/4100) integration, strengthening intrusion detection policies and reducing external attack surface exposure during quarterly security assessments. Clean up firewall governance within Palo Alto Panorama, auditing rule sets and eliminating redundant entries, reducing configuration sprawl by approximately 24% while enhancing compliance traceability. • Advance identity-driven access enforcement by integrating Cisco ISE for 802.1X authentication, RADIUS validation, and RBAC policy control across enterprise switching environments. Secure remote workforce connectivity through deployment of Zscaler (ZIA/ZPA), Cisco Meraki MX security appliances for branch VPN auto provisioning, and encrypted SSL/IPsec VPN solutions, reducing policy violations by approximately 22% during secure access rollouts. • Integrate SD-WAN traffic steering policies with Zscaler (ZIA/ZPA) secure internet breakout, enabling application-aware routing and reducing branch backhaul dependency by nearly 25% for SaaS workloads. • Govern centralized IP address allocation using Infoblox (IPAM/DNS/DHCP), improving subnet accuracy and minimizing address exhaustion risks across regulated banking workloads. • Drive enterprise observability through SolarWinds (NPM/NCM), NetFlow, SNMP, and Syslog telemetry, lowering MTTR by approximately 23% for transaction-impacting incidents across production systems.
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	- Correlate network and security events via Splunk SIEM using Linux-based (RHEL) log forwarders, performing tcpdump validation and iptables rule inspection to accelerate root-cause analysis during routing instability and firewall escalation scenarios while reducing escalation turnaround time by nearly 20%. - Run packet-level diagnostics using Wireshark and IP SLA monitoring, isolating latency anomalies affecting financial transaction systems and minimizing recurring performance degradations. Automate firewall and routing compliance validation using Python and Ansible playbooks integrated with REST APIs and Git-based version control, reducing manual audit effort by approximately 35%. - Execute structured production changes under ServiceNow-driven ITIL governance, maintaining detailed HLD/LLD documentation, MOPs, DR procedures, and supporting internal and external PCI audit reviews. Environment: Cisco Catalyst, Cisco Nexus (NX-OS), OSPF, BGP (iBGP/ eBGP), Route Maps, Prefix Lists, ECMP, HSRP, GLBP (limited), MPLS (provider-managed), Palo Alto NGFW (PA-3200, Panorama), Cisco ASA, Cisco Firepower (FTD 2100/4100), F5 BIG-IP (LTM/GTM), ACLs, NAT, IDS/IPS, URL Filtering, SSL Inspection, Cisco ISE (2.x/ 3.x), 802.1X, RADIUS, RBAC, Cisco Viptela SD-WAN (vEdge/cEdge, vManage), Overlay/Underlay Architecture, Application-Aware Routing, Zscaler (ZIA/ZPA), Cisco Meraki (MX - branch deployments), Meraki Dashboard, Linux (RHEL), tcpdump, iptables, AWS Direct Connect, AWS VPC, Infoblox (IPAM/DNS/DHCP), SolarWinds (NPM/NCM), Splunk SIEM, NetFlow, SNMP, Syslog, Wireshark, IP SLA, Python, Ansible, REST APIs, Git, ServiceNow, ITIL, Zero Trust Architecture, HLD/LLD Documentation.
Jun 2022 - Aug 2023	Cigna, Phoenix, AZ Network Engineer II - Designed and supported AWS VPC networking with public/ private subnets, route tables, VPN connectivity, security controls, and hybrid connectivity to enterprise data centers. Configured AWS ALB/NLB load-balancing services for cloud-hosted applications, managing target groups, health checks, SSL/TLS, routing, and highly available application traffic. - Supported Amazon CloudFront CDN for cloud-hosted applications, troubleshooting origin connectivity, DNS, TLS, caching behavior, and application delivery. Implemented cloud security controls using Security Groups, NACLs, and cloud-native firewall policies to restrict east-west and north-south application traffic. - Supported mission-critical enterprise healthcare networks based on insurance, clinical, and claims processing systems located in multiple, geographically distributed data centers to provide high availability and strong security controls and regulation compliance to facilitate continuous 24x 7 healthcare operations. - Planned, deployed, and operated Cisco-based core, distribution, and access-layer network designs, such that they are scalable to healthcare workloads with high throughput and fault-tolerant with consistent performance, fault tolerance, and operational reliability over time and across environments. - Configured Azure VNet segmentation and enforced least-privilege access using NSGs and cloud-native firewalls. Provisioned dual AWS Direct Connect and Azure ExpressRoute circuits, ensuring resilient hybrid routing and failover. - Administered Amazon CloudFront and Azure Front Door, optimizing content caching, TLS termination, and origin routing. Deployed AWS ALB and Azure Application Gateway to distribute traffic and maintain backend high availability - Managed AWS VPC network configurations supporting healthcare applications, including public/private subnets, route tables, Security Groups, NACLs, VPN connectivity, and routing between cloud workloads and enterprise data-center networks. - Supported hybrid AWS connectivity by monitoring VPN and private network paths, validating routing and reachability between on-premises environments and AWS VPC workloads, and troubleshooting connectivity failures affecting hosted applications. Supported Cisco ACI fabric by configuring tenants, application profiles, bridge domains, and EPGs to facilitate micro-segmentation, policy-driven automation, and lowering manual configuration efforts by an estimated 40%. - Enabled micro-segmentation using Cisco ACI and applied similar policy-based segmentation concepts in campus environments with DNAC and Cisco ISE. - Designed a safe site-to-site and remote access VPN connectivity to partners, providers, and a high number of remote workers, which has facilitated encrypted, trustworthy access to healthcare platforms, supported business continuity, and remote clinical practice. - Sponsored hybrid cloud networking projects with AWS, combining on-premise data centers and cloud-based healthcare apps through a safe VPN connection and routing assimilation, which allows congruent, expandable, and very accessible communication within settings. - Installed NGINX as a reverse proxy to facilitate secure access to web applications and optimized traffic movement in the enterprise settings. Introduced Linux termination of the

	SSL, load distribution, and routing of the back-end server to increase performance and security. - Instantiated and tuned BGP and OSPF routing protocols of high-availability and multi-data center environments, thereby enhancing the stability of routing, convergence speed, and responsiveness to failures by about 25% during outage. - Applied SolarWinds, Wireshark, and SNMP-based monitoring tools to learn traffic trends and was able to troubleshoot difficult problems, which has accelerated the identification of the root causes and cut down the mean time to resolution (MTTR) time by approximately 35%. - Forced HIPAA and healthcare security compliance throughout network infrastructure, segmentation, access control, and logging, policy-enforcing mechanisms that have now achieved 100% audit compliance. - Developed and executed elaborate network segmentation plans to separate sensitive healthcare systems, reduce attack surfaces, enhance containment, and improve the enterprise security posture to a large extent. - Worked with enterprise network upgrades, data center migrations, and hardware refresh projects, and facilitates planning, testing, and production cutovers with minimal downtime and impact to clinical operations. - Configured, integrated, and supported enterprise load balancers and reverse proxy tools to back up large-scale web and API applications, improving availability, resiliency, traffic distribution, and network response times by about 30%. Handled on-call production support and ran detailed root cause analysis (RCA) on network outages, which meant tracking down long-term corrective actions and cutting repeat occurrences by roughly 30% across the board. - Led cross-functional infrastructure upgrade initiatives across hospital environments, coordinating networking, security, and endpoint teams to ensure compliance with healthcare IT standards and minimal service disruption. - Installed end-to-end redundancy and failover mechanisms, such as active-active architecture designs, redundancy testing, and validation drills, resulting in and maintaining 99.99% of uptime of critical healthcare platforms. - Managing the FortiManager as a centralized firewall policy management with Fortinet as a way to standardize the rules in deployment across firewall clusters and locations. Used FortiAnalyzer as a centralized log aggregation, traffic analysis, and compliance reporting. Better audit preparedness and operational visibility through structured policy governance and reporting processes. - Adopted Zero Trust remote access design to use the ZIA and ZPA solutions of Zscaler to protect internet breakout and private application access. Implemented user-based policies of segmentation to impose least-privilege access and remove historic VPN dependency. Environment: Cisco Catalyst & Nexus switches, BGP, OSPF, VLAN, VRF, VXLAN/EVPN, PIM-SM Multicast, F5 BIG-IP, Fortinet (FortiManager, FortiAnalyzer), Zscaler (ZIA/ZPA), AWS Cloud Networking, IPsec VPN, SolarWinds, Wireshark, Enterprise Data Centers, HIPAA-compliant Healthcare Infrastructure.
Dec 2020 - May 2022	State of Georgia, Atlanta, GA Network Engineer - Supported enterprise LAN/WAN infrastructure across multiple Georgia state departments, ensuring secure and reliable connectivity for public safety, taxation, transportation, and citizen-facing government service applications operating within regulated environments. - Managed cloud VPC/VNet environments, subnets, route tables, VPN connectivity, firewall rules, and network-security policies supporting secure government cloud workloads. Implemented cloud-native firewall and network-security controls, including NSG/Security Group-style access policies, subnet segmentation, ingress/egress restrictions, and least-privilege connectivity. - Configured and maintained Cisco ISR routers and Catalyst switches, implementing VLAN segmentation, trunking, STP, and inter-VLAN routing, improving traffic isolation and enhancing internal network performance by 20%. - Implemented dual ISP connectivity with BGP failover, ensuring WAN resiliency and uninterrupted access to mission-critical government applications during provider outages. - Managed cloud networking supporting state applications, including VPC/VNet-style network segmentation, subnets, routing, VPN connectivity, firewall policies, and hybrid connectivity between government facilities and hosted cloud workloads. - Administered GCP VPC networks, subnets, custom routes, firewall rules, Cloud VPN, and Cloud Router configurations supporting secure connectivity between state data centers and cloud-hosted applications.

	• Designed scalable Azure VNet topologies managing numerous subnets, routing tables, and cloud-native firewalls. Maintained Azure ExpressRoute and cloud VPNs, establishing stable BGP adjacencies across distributed hybrid environments. • Managed enterprise CDN endpoints, configuring caching rules and health probes for secure internet-facing applications • Monitored and troubleshot GCP Cloud VPN and Cloud Router connectivity by validating BGP sessions, learned routes, tunnel health, subnet reachability, and on-premises routing dependencies. • Implemented and maintained cloud-network segmentation through subnet design, ingress/egress firewall policies, route controls, and least-privilege access between application tiers. • Supported cloud firewall-rule lifecycle activities, including rule implementation, validation, troubleshooting, periodic review, and cleanup for government-hosted workloads. Managed perimeter security using Cisco ASA and Fortinet FortiGate firewalls, configuring ACLs, NAT policies, and zone-based security controls to protect public portals and internal administrative systems. • Designed and maintained site-to-site IPsec VPN tunnels between regional Georgia offices, reducing inter-office communication disruptions by 15% through encrypted and stable WAN connectivity. • Deployed and supported remote access VPN solutions with MFA integration, resolving authentication and tunnel stability issues for state employees and field staff. • Assisted in migrating public-facing applications to Google Cloud Platform (GCP), configuring VPC networks, subnets, firewall rules, and Cloud VPN to establish secure hybrid connectivity. Configured GCP Cloud Router with dynamic BGP routing, ensuring stable route exchange between on-prem data centers and GCP-hosted workloads. • Implemented GCP IAM role-based access control, restricting administrative access to cloud networking components and aligning with government security policies. • Designed secure DMZ architecture, isolating web and application servers from internal government systems to protect sensitive public records and citizen data. • Administered Cisco Wireless LAN Controllers (WLC) and Access Points, implementing 802.1X authentication with RADIUS, WPA2-Enterprise security, and RF tuning, reducing wireless connectivity issues by 25%. • Applied network hardening measures aligned with NIST standards, tightening firewall rules, disabling unused services, and minimizing exposure to unauthorized access attempts. • Integrated AAA Authentication using RADIUS and TACACS+, enforcing role-based administrative access control for firewall management. • Monitored Security Events using Splunk, QRadar SIEM, and SolarWinds, proactively detecting anomalies and reducing incident response time. Decreased critical security vulnerabilities by 40% through structured patch management, configuration hardening, and remediation tracking. • Conducted periodic firewall rule audits and policy cleanup, improving firewall processing efficiency and maintaining compliance with internal state security guidelines. Supported High Availability (HA) firewall configurations and failover validation, ensuring uninterrupted access during maintenance windows and unexpected outages. • Performed firmware upgrades and patch management for routers, switches, firewalls, and wireless controllers, maintaining compliance with state IT security and operational standards. • Implemented QoS policies across WAN circuits, prioritizing emergency response, voice communications, and revenue-related government systems during peak utilization. • Managed incidents and changes through ServiceNow (ITIL framework), ensuring documented approvals, structured change control, and audit-traceable configuration updates. Participated in disaster recovery testing and WAN failover validation between primary and backup facilities, ensuring business continuity for essential state services.
Mar 2018 - Nov 2020	Verizon, Austin, Texas Senior Network Engineer • Oversaw carrier-grade IP/MPLS backbone operations across metro and long-haul transport networks, sustaining approximately 99.99% SLA-backed availability while supporting multi-state enterprise and wholesale traffic volumes. • Led overnight production network cutover and migration windows across Cisco ASR and Juniper MX/Junos platforms, coordinating implementation sequencing, bridge activities, pre/post validation, issue resolution, and service restoration across carrier-grade environments. Served as senior technical escalation point during high-risk Cisco and Juniper migration windows, diagnosing BGP, IS-IS, MPLS, VRF, Layer 2/Layer 3, interface, and reachability issues and supporting go/no-go and rollback decisions based on defined back-out criteria.

- Delivered structured end-of-window handoffs documenting completed migrations, outstanding issues, rollback actions, operational risks, and follow-up activities for NOC and day-shift engineering teams.
- Managed large-scale routing domains running IS-IS as the core IGP with integrated iBGP/eBGP policies, maintaining route stability across thousands of prefixes and reducing convergence-related incidents by nearly 16%. Authored, reviewed, and executed detailed Methods of Procedure (MOPs) for network migrations and technology refreshes, including pre-checks, implementation steps, validation commands, rollback procedures, escalation paths, and post-cutover verification.
- Led remote network engineers through live production change windows, assigning migration activities, controlling the order of operations, maintaining technical bridge coordination, managing escalations, and ensuring completion within approved maintenance windows.
- Supported network connectivity between carrier infrastructure and customer AWS/GCP environments through BGP-routed IPsec and backbone extensions, validating route advertisements, reachability, resiliency, and traffic paths during enterprise cloud-connectivity incidents.
- Engineered enterprise backbone extensions mapping directly to AWS Direct Connect and Azure ExpressRoute edge locations. Validated backbone traffic steering through enterprise load balancers, ensuring reliable delivery for cloud-hosted applications
- Troubleshoot hybrid-cloud reachability using BGP tables, VRFs, tunnel status, prefix advertisements, traceroute, packet captures, and provider-edge telemetry to isolate routing issues between customer networks and cloud environments.
- Coordinated cloud-connectivity changes with enterprise, security, and service-provider teams, completing pre-change routing validation, implementation checks, failover testing, and post-change reachability verification.
- Created and validated cable matrices, interface mappings, port assignments, optics, and uplink connectivity for Cisco and Juniper hardware refresh activities, identifying physical-layer discrepancies before production cutovers.
- Directed onsite and remote-hands technicians through physical remediation during migration windows, troubleshooting incorrect cabling, optic failures, port mismatches, reversed uplinks, interface-state issues, and physical connectivity problems.
- Performed rapid packet- and protocol-level troubleshooting during critical cutovers using routing tables, interface statistics, logs, ping/traceroute, Wireshark, tcpdump, and monitoring telemetry to isolate production-impacting faults and accelerate service recovery.
- Coordinated Cisco TAC and Juniper JTAC escalations for complex network incidents during production changes, collecting diagnostic data, executing vendor-recommended troubleshooting, and driving issues through restoration and post-incident validation. Executed multi-site technology refresh and legacy network decommissioning activities across Cisco and Juniper infrastructure, validating routing adjacencies, interface state, redundancy, traffic paths, and service reachability before removing legacy equipment.
- Delivered structured end-of-window handoffs documenting completed migrations, outstanding issues, rollback actions, operational risks, and follow-up activities for NOC and day-shift engineering teams. Managed large-scale routing domains running IS-IS as the core IGP with integrated iBGP/eBGP policies, maintaining route stability across thousands of prefixes and reducing convergence-related incidents by nearly 16%.
- Supported 5G network evolution initiatives, including early validation activities related to 5G Standalone (SA) and network slicing, while provisioning MPLS L3VPN services using SR-MPLS and VRF-based segmentation, reducing customer provisioning errors by nearly 19%.
- Supported enterprise SD-WAN customer integrations over MPLS and Carrier Ethernet underlay circuits, validating BGP-based overlay route propagation, traffic-steering policies, and SLA-aligned path selection across multi-region backbone segments.
- Participated in Segment Routing (SR-MPLS) validation efforts, supporting scalable traffic-engineering enhancements across high-utilization backbone links and improving path-optimization efficiency during peak load periods.
- Tuned advanced QoS classification, shaping, and traffic-engineering parameters, improving latency-sensitive voice and enterprise data transport performance and reducing packet-drop rates during congestion windows. Maintained carrier-edge infrastructure on Juniper MX (JunOS) and Cisco ASR 1000/9000 platforms, ensuring routing consistency and forwarding performance across high-throughput core aggregation layers.
- Administered BGP policy frameworks using route reflectors, prefix filtering, route maps, and redistribution controls, minimizing route flapping and stabilizing inter-regional peering relationships across backbone segments.

	- Facilitated dual-stack backbone support for IPv4 and IPv6 routing domains, enabling coexistence across legacy and next-generation enterprise transport services while maintaining consistent route-advertisement policies. - Verified backbone resiliency through ECMP load sharing and fast-reroute mechanisms, simulating link and node failure scenarios in remote-access lab environments and reducing restoration intervals by nearly 14%. - Coordinated delivery of Carrier Ethernet services, aligning MPLS encapsulation and VRF assignments across enterprise and wholesale customer deployments to ensure SLA-aligned transport provisioning. - Supported enterprise connectivity to AWS and GCP cloud environments through secure BGP-based IPsec and MPLS backbone extensions, ensuring stable route propagation and predictable latency across carrier-edge nodes. - Enforced carrier-edge security policies using Fortinet FortiGate and Palo Alto NGFW platforms, applying ACLs, NAT, and VPN configurations at backbone demarcation points to strengthen perimeter traffic inspection. Leveraged SolarWinds, NetFlow, SNMP, Syslog, and Splunk telemetry across Linux/RHEL monitoring nodes to monitor route health and traffic anomalies, performing tcpdump-based packet captures and reducing MTTR by approximately 21%. - Performed packet-level diagnostics using Wireshark and IP SLA monitoring, isolating latency spikes, asymmetric-routing conditions, and packet-loss patterns impacting SLA-sensitive enterprise customers. - Utilized Python and Ansible automation workflows from Linux/RHEL control nodes, integrating REST APIs and Git version control to minimize configuration drift across 200+ backbone devices and reduce manual validation effort by nearly 32%. Applied Terraform and YAML-based configuration templates to standardize selected backbone and cloud-extension deployments, improving provisioning consistency for MPLS service expansions across regional nodes. - Executed structured backbone upgrades under ITIL and TM Forum (eTOM)-aligned change governance, maintaining HLD/LLD documentation and RFC-backed maintenance procedures to support zero-impact production windows across critical backbone clusters. - Partnered with NOC and transport engineering teams during major outage-restoration events, accelerating escalation handling while preserving contractual SLA commitments and customer satisfaction metrics.
Jul 2015 - Dec 2017	Yudiz Solutions, Ahmedabad, India Network Engineer - Worked with Software development Teams and client-facing hosting environments, as well as managed and supported enterprise corporate networks that provide high availability, consistent performance, stable connectivity, and reliable day-to-day operations in on-premises data centers and hybrid infrastructure platforms - Contrived, installed, and serviced Cisco switches, routers, and wireless network infrastructure, standardized the device configuration, enhanced overall stability in the network, and minimized incidents of configuration-related issues through proactive monitoring, validation, and preventive maintenance measures. - Designed and maintained LAN, internet, and local area connectivity on the various office sites, enhanced inter-office communication, accessibility of applications, reliability, and stability in the route to various office locations, and the continuous connectivity to the user environment, geographically distributed. - Installed and implemented a firewall and VPN to allow secure remote access to facilitate the work of internal teams and external clients and enhance the overall security posture of the organization, as well as secure sensitive business and customer information - Tracked bandwidth usage, Latency and loss of packets through proactive monitoring tools and tracked the networks, which will allow faster identification of the incident, early recognition of performance decline, and resolution of network-related problems before the users are affected. - Configured and supported haproxy for application load balancing and high availability, including backend server pools, health checks, failover behavior, and troubleshooting of application traffic across hosted environments. Uncovered and addressed network outages, connectivity problems, and bottlenecks, conducted root cause analysis, and helped reduce unplanned downtime across monitored environments by 20 to 25%. - Managed and supported enterprise corporate networks along with software development teams and client-facing hosting setups, keeping things running with high availability, stable connectivity, consistent performance, and steady day-to-day operations across on-prem data centers and hybrid setups.

- Installed and rolled out firewalls and vpns to give internal teams and external clients secure remote access, helping shore up the organization's security posture while locking down sensitive business and customer records.
- Managed DNS, DHCP, and IP address management (IPAM) tools, enhancing IP utilization effectiveness, lessening address conflicts, and achieving stable and well-documented network addressing in enterprise settings. Installed backup connectivity, failover links, and redundancy solutions, and enhanced the overall network resilience and reliability, as well as attained and maintained 99.9% uptime of key business and client-facing services.
- Supported application traffic/ haproxy. This is used to distribute application traffic across hosting environments, providing load balancing and high availability. Health checks, failover policies, and configured backend server pools to maintain the same application uptimes. Less downtime and reduced service interruptions during downtimes or spikes in traffic.
- Used PRTG to monitor and notify network performance of enterprise infrastructure environments. Installed monitors to monitor bandwidth consumption, latency, packet loss, and the health of the device.

Environment: Cisco Catalyst switches, Cisco routers, Cisco Wireless, Palo Alto Firewall, Cisco ASA, VLANs, VPN, DNS/DHCP, AWS, Azure, HAProxy, PRTG Monitoring, SolarWinds, Wireshark.

Cloud Systems Management Engineer

Name	Venkata Karthik Varma Sagi
Summary of Experience	- Experienced Senior Cloud Engineer with 10+ years of IT experience, including 8+ years of hands-on cloud and DevOps engineering across Microsoft Azure and AWS. - Has Experience in working with Alabama Medicaid Agency, State of Nevada, - Extensive experience independently designing, building, deploying, securing, automating, and troubleshooting enterprise cloud infrastructure using Terraform and Infrastructure as Code. - Strong hands-on expertise developing reusable Terraform modules and automated infrastructure delivery frameworks for Azure and AWS, covering networking, compute, Kubernetes, storage, IAM/RBAC, security controls, monitoring, backup, disaster recovery, and highly available cloud architectures. - Experienced in designing end-to-end CI/CD and DevSecOps pipelines using Azure DevOps, GitHub Actions, GitLab CI/CD, Jenkins, AWS CodePipeline, CodeBuild, and CodeDeploy, integrating automated testing, security scanning, infrastructure validation, approvals, deployments, rollback, and release governance. - Strong cloud security and SecOps background implementing least-privilege IAM/RBAC, Managed Identities, Key Vault and Secrets Manager, network security, encryption, vulnerability scanning, Policy-as-Code, compliance controls, private connectivity, and secure CI/CD practices. - Proven ability to operate independently, troubleshoot complex production infrastructure, networking, identity, Kubernetes, and deployment issues, perform root cause analysis, and implement permanent corrective automation. - Experienced technical resource for engineering teams, developing reusable standards, implementation guides, runbooks, self-service automation, and conducting knowledge-transfer sessions to improve internal cloud, Terraform, DevOps, and security capabilities.
Education	- Masters in computer science from Kent State University - Dec 2013 - Bachelor of Technology from Andhra University, India. - May 2012
Aug 2025 - Present	Work History
	Alabama Medicaid Agency, Montgomery, Alabama Sr Cloud Engineer - Design, implement, and maintain Microsoft Azure infrastructure across Azure Government and Commercial environments, keeping cloud services secure, scalable, and highly available for enterprise applications and core agency platforms. - Build and deliver reusable Terraform modules and Infrastructure-as-Code frameworks for Azure and AWS, standardizing the provisioning of networking, compute, security, identity, storage, monitoring, and application infrastructure across multiple environments. - Architect and standup enterprise cloud infrastructure across Microsoft Azure and AWS using Terraform, delivering secure, scalable, highly available, and repeatable infrastructure across Development, QA, UAT, and Production environments. - Develop reusable Terraform modules for cloud networking, compute, security, identity, storage, monitoring, and application infrastructure to drive standardized Infrastructure as Code adoption across multiple engineering teams. - Build automated Terraform deployment workflows integrating GitLab CI/CD, GitHub Actions, and Azure DevOps for terraform fmt, validate, plan, security scanning, approvals, apply, and controlled production releases. - Design secure cloud networking setups using Azure VNets, AWS VPCs, subnets, route tables, NSGs/security groups, firewalls, private endpoints, DNS, load balancers, and private connectivity patterns. - Administer and support enterprise Azure and AWS cloud environments across compute, storage, networking, identity, DNS, monitoring, backup/recovery, patching, and high-availability services for production and non-production workloads. - Manage cloud infrastructure lifecycle operations including OS patching, vulnerability remediation, backup-policy configuration, restore validation, disaster recovery, and high-availability configurations for business-critical workloads. - Implement centralized cloud monitoring, logging, alerting, and operational dashboards using Azure Monitor, Log Analytics, Splunk, and cloud-native monitoring capabilities. - Automate cloud infrastructure provisioning, configuration, deployment, operational validation, and remediation using Terraform, Ansible, PowerShell, Python, Bash, and native cloud CLI tooling. - Implement cloud security and SecOps controls covering IAM/RBAC, least-privilege access, Managed Identities, service principals, secrets and certificate handling, encryption, network segmentation, vulnerability remediation, audit logging, and policy compliance.

- Automate cloud infrastructure provisioning, configuration, deployment, operational validation, and remediation using Terraform, Ansible, PowerShell, Python, Bash, and native CLI tooling.
- Troubleshoot complex production issues independently across cloud infrastructure, networking, DNS, identity, authentication, private connectivity, CI/CD pipelines, and Infrastructure as Code, running root cause analysis and rolling out permanent fixes.
- Enforce Infrastructure as Code governance practices including reusable module standards, remote state management, environment-specific configurations, code reviews, automated validation, security checks, and drift detection.
- Administer and support enterprise Azure and AWS cloud environments, handling compute, storage, networking, identity, DNS, monitoring, backup/recovery, patching, and high-availability services for production and non-production workloads.
- Implement centralized cloud monitoring, logging, alerting, and operational dashboards using Azure Monitor, Log Analytics, Splunk, and cloud-native tools to catch infrastructure issues early and keep service availability high.
- Manage cloud infrastructure lifecycle operations including OS patching, vulnerability fixes, backup policy configuration, restore testing, disaster recovery, and high-availability setups for business-critical workloads.
- Partner with cybersecurity, networking, application, and architecture teams to design and roll out cloud solutions aligned with enterprise security, availability, scalability, disaster recovery, and operational requirements.
- Serve as a senior technical go-to for internal engineering teams, leading knowledge transfer on Terraform, Azure/AWS architecture, CI/CD automation, cloud security, troubleshooting, and Infrastructure as Code best practices.
- Create reusable cloud engineering standards, Terraform implementation patterns, CI/CD templates, operational runbooks, and technical documentation to speed up infrastructure delivery and keep engineering consistent.
- Design highly available and resilient cloud architectures incorporating load balancing, auto-scaling, backups, disaster recovery, monitoring, alerting, and recovery validation for business-critical workloads.
- Handle production incident troubleshooting and Root Cause Analysis (RCA), pinpoint recurring infrastructure bottlenecks, document corrective fixes, and write automation to stop repeat issues.
- Support ITIL-aligned Incident, Problem, Change, and Configuration Management workflows in ServiceNow, covering change records, service requests, production incidents, and CMDB updates.
- Roll out security controls covering RBAC, least-privilege access, Managed Identities, Key Vault, secrets and certificate management, network security, audit logging, vulnerability patching, and policy compliance.
- Manage enterprise networking components including VNets, subnets, routing, DNS, NSGs, Azure Firewall, Application Gateway, Load Balancers, Private Endpoints, and Private DNS Zones.
- Collaborate with application, product, cybersecurity, networking, and architecture teams to deploy, run, debug, secure, and fine-tune enterprise cloud workloads.
- Administer Azure networking components including Virtual Networks, Subnets, NSGs, Azure Firewall, Private Endpoints, Private DNS Zones, Load Balancers, and Application Gateways to guarantee secure, reliable connectivity across hybrid environments.
- Maintain Azure virtual machines, storage accounts, backup configurations, and disaster recovery setups, providing stable hosting for business-critical systems and agency workloads.
- Integrate Azure Key Vault into infrastructure and application workflows for safe secret handling, certificate management, and least-privilege access across environments.
- Monitor and fine-tune Azure resources using Azure Monitor, Log Analytics, KQL, Dynatrace, and native platform metrics to boost observability, track down issues, and maintain platform health.
- Build workbooks and monitoring tools to spot stale resources, unused services, noisy or duplicate alerts, broken integrations, and cost-saving opportunities across subscriptions and resource groups.
- Conduct Azure cost analysis and reporting via Azure Cost Management and Advisor, pinpointing underutilized resources, driving remediation steps, and cutting wasted spend across environments.
- Tackle complex infrastructure and identity issues spanning authentication failures, hybrid join/device registration, DNS resolution, private endpoint connectivity, access controls, and sync problems.

	• Support enterprise backup and recovery operations, including validation of restore capabilities, regular backup policy reviews, and operational readiness for critical Azure and identity services. • Design reusable enterprise CI/CD pipeline frameworks supporting standardized builds, security checks, automated approvals, deployments, rollbacks, and release governance across multiple application teams. • Enforce automated security and compliance guardrails within deployment pipelines using SonarQube and automated dependency scanning to minimize production release risk. • Automate build, validation, release, and deployment workflows with Azure DevOps pipelines supporting cloud-native enterprise applications. • Develop engineering effectiveness dashboards tracking Deployment Frequency, Lead Time for Changes, Change Failure Rate, MTTR, pipeline success rates, platform utilization, and team adoption metrics. • Implement software supply chain security controls covering artifact integrity checks, dependency governance, SBOM generation, vulnerability remediation workflows, and secure artifact promotion. • Build centralized operational dashboards across Azure Monitor, Log Analytics, Splunk, and Dynatrace to provide real-time visibility into deployment health, infrastructure performance, and platform uptime.
Apr 2022 - Aug 2025	State of Nevada, Carson City, Nevada Sr. Cloud Engineer • Implemented enterprise Azure infrastructure using Terraform and reusable Infrastructure as Code modules, enabling secure and consistent provisioning across multiple subscriptions and Development, QA, UAT, and Production environments. • Designed reusable Terraform modules for VNets, subnets, NSGs, Private Endpoints, Key Vault, storage, AKS, Application Gateways, monitoring, and other shared Azure platform services. • Integrated Terraform with Azure DevOps and GitHub Actions to automate infrastructure validation, security scanning, plan/apply workflows, approval gates, deployments, and configuration-drift detection. • Designed secure Azure networking architectures incorporating VNets, subnets, UDRs, NSGs, Azure Firewall, Private Endpoints, Private DNS, Application Gateway, and load-balancing services. • Administered Microsoft Entra ID and enterprise identity services, including RBAC, Managed Identities, service principals, MFA, Conditional Access, and Single Sign-On (SSO) integrations using SAML, OAuth, and OpenID Connect. • Configured and supported Azure DNS and Private DNS Zones, including name resolution for VNets, Private Endpoints, hybrid connectivity, and enterprise cloud applications; troubleshoot DNS and authentication issues across production environments. • Managed Azure cloud operations across compute, storage, networking, identity, DNS, monitoring, backup/recovery, disaster recovery, and high-availability services across production and non-production environments. • Administered Microsoft Entra ID, Azure DNS and Private DNS Zones, and supported enterprise Single Sign-On integrations using SAML, OAuth, and OpenID Connect across Azure-hosted applications and services. • Implemented centralized cloud monitoring, logging, dashboards, and proactive alerting using Azure Monitor, Log Analytics, Splunk, Dynatrace, Datadog, Prometheus, and Grafana to improve infrastructure visibility and operational response. • Automated infrastructure provisioning, configuration, operational validation, compliance checks, and remediation using Terraform, Ansible, PowerShell, Python, Bash, and Azure CLI. • Managed cloud operational services including Azure Monitor, Log Analytics, backup/recovery, high availability, infrastructure health monitoring, configuration management, and automated remediation using Ansible, PowerShell, Python, and Azure CLI. • Implemented DevSecOps and Policy-as-Code controls by integrating vulnerability scanning, IaC security validation, compliance checks, artifact validation, and automated approval gates into CI/CD pipelines. • Implemented enterprise identity and access controls using Microsoft Entra ID, RBAC, Managed Identities, service principals, MFA, Conditional Access, Key Vault, and least-privilege access patterns. • Automated infrastructure provisioning, configuration, operational validation, compliance checks, and remediation using Terraform, PowerShell, Python, Bash, Ansible, and Azure CLI.

- Investigated and resolved complex Azure infrastructure, networking, authentication, Kubernetes, private connectivity, and deployment issues, performed root cause analysis, and implemented permanent corrective actions.
- Designed highly available Azure architectures aligned with Microsoft Well-Architected Framework principles for security, reliability, operational excellence, performance, and cost optimization.
- Served as a senior technical resource for engineering and security teams, providing knowledge transfer on Terraform, Azure infrastructure, IAM, CI/CD automation, cloud security, troubleshooting, and operational best practices.
- Developed reusable Terraform standards, implementation guides, CI/CD templates, operational runbooks, and self-service infrastructure patterns to improve engineering consistency and accelerate cloud adoption.
- Developed Azure governance policies for identity, access control, cost management, tagging standards, and resource locks to enforce operational discipline. Enforced RBAC policies, integrated Azure Key Vault for secret and certificate management, and implemented least privilege access control across all Azure services.
- Defined enterprise branching strategies, merge request standards, repository governance, and release management processes.
- Designed reusable Terraform modules and Infrastructure-as-Code standards supporting multiple Azure subscriptions and application teams.
- Developed Azure DevOps multi-stage release pipelines integrating automated testing, artifact management and deployment approvals.
- Managed Azure Kubernetes Service (AKS), Azure Container Registry and Kubernetes workloads supporting highly available cloud-native applications.
- Implemented Application Insights telemetry for application performance monitoring, distributed tracing and exception analytics.
- Supported Azure infrastructure hosting AI/ML workloads by automating compute provisioning, networking, storage and deployment pipelines for machine learning environments.
- Implemented Azure Policies, Management Groups and governance controls to standardize enterprise cloud deployments.
- Defined enterprise CI/CD standards supporting hundreds of application repositories through reusable deployment templates and standardized engineering workflows.
- Developed developer self-service capabilities enabling rapid provisioning of repositories, pipelines, infrastructure modules, and deployment frameworks.
- Developed reusable Infrastructure-as-Code modules and CI/CD frameworks improving engineering consistency across multiple teams.
- Partnered with Architecture, Cybersecurity, and Cloud Engineering organizations to modernize enterprise software delivery platforms.
- Published engineering standards, implementation guides, and operational runbooks for Azure DevOps and GitLab platform services.
- Performed risk assessments, conducted internal security audits, and implemented security recommendations to align with organizational standards and regulatory compliance.
- Diagnosed and remediated critical Azure infrastructure issues, resolved authentication failures, service interruptions, and network misconfigurations with minimal business disruption.
- Instrumented observability tooling such as Dynatrace and Azure Monitor for full-stack monitoring, log analytics, proactive alerting, and root cause analysis.
- Participated in ITSM activities such as change management, incident response, and service request resolution, ensuring adherence to SLAs and operational KPIs. Architected Azure solutions aligned with Microsoft's Well-Architected Framework, focusing on security, performance, reliability, and cost optimization.
- Designed and maintained enterprise cloud platform services using Terraform and reusable Infrastructure-as-Code modules, enabling standardized and repeatable infrastructure provisioning across multiple subscriptions and environments.
- Integrated Terraform workflows with GitHub Actions and Azure DevOps pipelines to automate plan, validation, security scanning, approval, deployment, and configuration-drift detection.
- Managed day-to-day cloud operations across compute, storage, networking, Kubernetes, identity, databases, monitoring, security, backup, and platform services while maintaining high availability and operational stability.
- Automated infrastructure provisioning, configuration, health checks, compliance validation, and operational tasks using Python, PowerShell, Bash, Terraform, Ansible, and Azure CLI.

	- Implemented proactive monitoring, logging, dashboards, and alerting using Azure Monitor, Log Analytics, Dynatrace, Datadog, Prometheus, Grafana, and Splunk to improve service visibility and reduce MTTR. - Performed troubleshooting and Root Cause Analysis for production infrastructure, networking, authentication, Kubernetes, and application connectivity incidents and implemented permanent corrective actions. - Supported ITIL/ITSM processes including Incident Management, Problem Management, Change Management, Service Requests, release governance, and SLA tracking through ServiceNow and enterprise support processes. - Implemented backup, disaster recovery, high-availability, and business-continuity controls for critical cloud workloads and participated in recovery validation and operational readiness activities. - Partnered with security and risk teams to implement cloud governance, vulnerability management, Policy-as-Code, IAM/RBAC, secrets management, encryption, network security, and regulatory compliance controls. - Implemented DevSecOps controls by embedding static code analysis, artifact validation, security scanning, compliance gates, and automated approval workflows into Azure DevOps and GitHub Actions pipelines. - Automated credential rotation workflows using Azure Key Vault, Managed Identities, and service principals to reduce manual credential management and improve security posture. - Developed Policy-as-Code and compliance automation to continuously validate Azure resources against organizational security and governance standards. - Configured and supported Single Sign-On (SSO) using SAML, OAuth, and OpenID Connect to enable seamless and secure authentication across cloud and on-premises applications. - Developed and enforced security policies such as Multi-Factor Authentication (MFA), Conditional Access, and identity governance policies to enhance security and compliance. Monitored IAM compliance with regulatory frameworks such as PCI, NIST, and 201 CMR 17 through risk assessments and security audits. - Conducted training sessions and knowledge-sharing workshops to upskill IT and security teams on IAM processes, tools, and best practices.
Mar 2018 - Apr 2022	Union Bank of Switzerland, Jersey City, New Jersey Sr. Cloud Engineer - Designed, provisioned, and supported highly available AWS infrastructure using Terraform across Development, QA, UAT, and Production environments for business-critical banking applications. - Developed reusable Terraform modules for AWS VPCs, subnets, route tables, security groups, EC2, Auto Scaling, ALB/ELB, IAM, S3, EBS, EFS, RDS, EKS, and supporting cloud infrastructure. - Designed secure AWS network architectures using VPCs, public and private subnets, route tables, NAT connectivity, security groups, load balancers, Route 53, and private networking patterns. - Integrated Terraform with Jenkins, GitLab CI/CD, and GitHub workflows to automate infrastructure validation, security checks, plan/apply processes, configuration changes, and controlled production deployments. - Implemented AWS IAM roles and policies following least-privilege principles and secured workloads through secrets management, encryption, security groups, vulnerability scanning, logging, and infrastructure compliance controls. - Designed and implemented automated CI/CD pipelines using Jenkins and AWS CodePipeline, CodeBuild, and CodeDeploy to automate application build, testing, infrastructure changes, and deployments. - Managed containerized production workloads using AWS EKS, ECS, Docker, Kubernetes, Helm, and Argo CD, enabling automated and repeatable application deployments. - Automated AWS provisioning, configuration, deployment, monitoring, and operational activities using Terraform, Ansible, Python, Bash/Shell, and Jenkins. - Implemented AWS infrastructure monitoring, logging, dashboards, metrics, and alerting using Amazon CloudWatch and CloudWatch Logs, supporting proactive monitoring and troubleshooting of EC2, EKS, load balancers, and production cloud services. Managed highly available AWS infrastructure using Auto Scaling, ALB/ELB, Route 53 failover, backup and recovery strategies, and automated operational procedures to maintain availability of business-critical workloads. - Automated AWS infrastructure configuration and operational administration using Ansible, Python, Bash, Terraform, and Jenkins across Development, QA, UAT, and Production environments.

	- Implemented high-availability and disaster-recovery solutions using Auto Scaling, load balancing, Route 53 failover, automated infrastructure provisioning, backup strategies, and recovery procedures. - Investigated and resolved complex AWS infrastructure, networking, Kubernetes, application connectivity, deployment, and performance issues; performed Root Cause Analysis and implemented corrective and preventive automation. - Integrated security validation into CI/CD pipelines including code-quality checks, container-image validation, vulnerability scanning, infrastructure compliance validation, SBOM generation, and deployment quality gates. - Partnered with application, security, database, network, and SRE teams as a senior technical resource to improve AWS architecture, infrastructure automation, platform reliability, security, and operational efficiency. - Administered GitLab Runners for shared and dedicated execution environments. Integrated GitLab with SonarQube, Artifactory, vulnerability scanning, and Kubernetes deployment pipelines. - Implemented software supply chain security controls including SBOM generation, dependency validation, signed container images, and artifact integrity verification. - Standardized GitLab CI/CD templates across multiple banking application teams. - Engineered Helm charts and Kubernetes YAML files for deploying microservices into Kubernetes clusters. Configured JUnit coverage report and Integration Test cases as part of the build in GitLab Runner. - Developed build workflows using Gradle, Gitlab-CI, Docker, and OpenShift. Involved heavily in setting up the CI/CD pipeline using Jenkins, Maven, Nexus, GitHub, Ansible, and AWS. - Implemented Real User Monitoring (RUM) with Dynatrace to analyze user interactions and optimize page load times. - Configured custom alerts in Dynatrace to receive real-time notifications for application and infrastructure anomalies, enabling swift incident response. - Defined and implemented SLOs and SLIs for critical services, establishing measurable targets for reliability and performance. Managed SLAs to ensure the delivery of services met agreed-upon performance standards and availability targets. - Developed and tracked key SRE KPIs, including MTTR (Mean Time to Recovery), availability, incident frequency, and error rate. Implemented KPI dashboards to provide real-time visibility into system performance and reliability metrics.
Mar 2016 - Mar 2018	Tele stream, San Francisco, CA DevOps Engineer - Established a Continuous Delivery pipeline with Docker, Jenkins, and GitHub. Installed and configured Jenkins to support various Java builds, automated continuous builds using Jenkins plugins, and published Docker Images to the Nexus Repository. - Implemented SonarQube for continuous inspection of code quality and automated Nagios alerts and email notifications using Python scripts executed through Chef. Installed, configured, and maintained web servers like Apache Web Server and WebSphere Application Server on Red Hat Enterprise Linux (RHEL). - Tuned and administered Red Hat Linux kernel parameters, memory upgrades, and swap areas; provisioned systems via Linux Kickstart and Sun Solaris Jumpstart, and configured DNS, DHCP, NIS, NFS, and related network services across Sun Solaris 8/9 environments. - Leveraged multiple EC2 instances simultaneously and ensured exceptionally durable and available data using S3 data store, versioning, and lifecycle policies. Created AMIs for mission-critical production server backups. - Automated deployments using AWS by creating IAMs, integrating Jenkins with AWS using the code pipeline plugin, and provisioning EC2 instances. - Implemented various concepts of Chef such as Roles, Environments, Data Bags, Knife, and Chef Server Admin/Organizations. Wrote Chef Recipes to automate the build/deployment process and utilized data bags in Chef for better environment management. Implemented monitoring solutions using Splunk, enabling proactive issue detection and resolution for CI/CD pipelines and infrastructure. - Evaluated Chef Cookbook modifications on cloud instances in AWS using Test Kitchen and Chef Spec. Developed Chef Cookbooks for various DB configurations to modularize and optimize product configuration, converting production support scripts to Chef Recipes, and provisioning AWS servers using Chef Recipes. - Worked with the Knife command-line tool for creating Recipes and Cookbooks and utilized the Chef Supermarket. - Implemented Docker-Maven plugin and Maven POM to build Docker Images for all microservices and utilized Docker file to build Docker Images from Java jar files. Utilized Git

	for source code version control, integrated with Jenkins for CI/CD pipeline, and managed user management with Maven and Ant build tools. • Installed, configured, and managed Monitoring Tools such as Nagios for Resource Monitoring and Network Monitoring. • Developed automated build and deployment processes for applications, re-engineered setups for better user experience, and built a continuous integration system for all products. • Managed infrastructure servers from SCM to GitHub and Chef. Worked with the distributed version control system Git. • Built and deployed consistently repeatable build/deployment pipelines to company production and non-production environments using Jenkins. • Collaborated with the development team to generate deployment profiles (jar, war, ear) using Ant Scripts and Jenkins. Used Maven dependency management system to deploy snapshot and release artifacts to Nexus, facilitating artifact sharing across projects. • Implemented CI/CD Automation Process using CI Tool Jenkins, CD Tool Docker. • Installed, updated, diagnosed, and troubleshot the issue tracking and project management application, learning agile methodology by JIRA. Created and configured new JIRA projects and maintained existing JIRA projects. • Managed servers built on Linux, Solaris, and Windows platforms using the Chef Configuration management tool. Created Deployment notes in collaboration with the Local SCM team and released Deployment instructions to Application Support. Environments: Docker, Jenkins, GitHub, Nexus, SonarQube, Nagios, Python, CI/CD pipeline, Chef, Red Hat Enterprise Linux (RHEL), AWS (Amazon Web Services), Apache Web Server, WebSphere Application Server, Sun Solaris, EC2, S3, IAM, Test Kitchen, Chef Spec, Knife, Docker-Maven plugin, Maven, Git, Ant, Nagios, Maven, JIRA.
Feb 2015 - Mar 2016	University of Pittsburgh Medical Center, Pittsburgh, Pennsylvania Linux Administrator • Deployed and managed through AWS cloud formation on EC2 instances and maintained amazon S3 storage. Worked with SaaS, PaaS, and IaaS concepts of cloud computing architecture. • Created and managed a Docker deployment pipeline for custom application images in the cloud using Jenkins. • Implemented and maintained the branching and build/release strategies utilizing GIT Administration of Jenkins server—including setup of Jenkins, configuring nightly builds, and parameterized builds. • Wrote Python scripts for automating the deployments of applications. Used Git as source code management tool and integrated it with Jenkins for CI/CD pipeline, code quality tracking and user management with build tool Maven. • Installed and configured automated tool like Puppet which included Puppet Master, Agent Nodes and an administration control workstation and tools like Hiera, Mcollective & Puppet Console; used Bamboo and Octopus as CI (Continuous Integration) and CD (Continuous Deployment). • Handled Puppet as a configuration management tool across an environment of more than 5000 servers running virtual machines and physical machines. • Wrote modules from scratch and enhanced the existing modules as per the application requirements and wrote templates in ruby format and used Hiera to use template variables to configure the nodes. • Worked daily with Atlassian tools such as JIRA (for work tracking) and Confluence as central repository for documentation. Debugged and tuned performance issues with applications like Oracle 10.x, 11.x and application servers like WebLogic. • Used Puppet to manage Web Applications, Config Files, and Data base, Commands, Users Mount Points, and Packages. Pitched in on production support tasks, taking care of troubleshooting and resolving data issues for both divisional and national systems.
Feb 2014 - Feb 2015	Intel Corporation, Santa Clara, CA Linux System Administrator • Installed, configured, and upgraded Linux, Solaris, and HP-UX Operating Systems. • Handled the installation of patches and software packages using RPM and YUM in Linux, pkgadd, pkginfo, pkgrm, patchadd, showrev -p, patchadd -p in Solaris, and swinstall, swremove, swlist in HP-UX. • Created depots for patches, installed packages using depot in HP-UX, and built RPMs via RPMBuild in Linux. Managed installation, configuration, file systems, and RAID volume setups through VXVM and Solaris Volume Manager (SVM) in Solaris along with LVM in Linux and HP-UX. • Tuned Linux/Unix kernels and built customized kernels as needed for the environment. Installed, configured, and maintained WebLogic Application Server and WebSphere Server alongside Java application tools across Linux and UNIX server environments.

	• Created Zettabyte file system (ZFS) in Solaris 10, setting up storage pools, snapshots, and clones. Exported ZFS from local zones to local zones. • Maintained DNS, NTP, and MySQL database servers to keep services running smoothly. Deployed and configured Nagios for network monitoring and sorted out virtual machine issues. • Compiled, built, and installed PostgreSQL database 8.3.1 and wrote shell scripts for startup on a SUSE Enterprise Linux 10sp1 Supermicro dedicated server 6015B-3R for the Fortress platform development Lab, app, and QA teams. Rolled out new patches and packages across Linux systems.
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Cloud Center of Excellence (CCOE) Implementation Specialist

Name	Nalini Prasad Patnaik
Summary of Experience	- Experienced as a dynamic, results-driven Sr. Agile Project Manager and Lead Scrum Master with 18+ years under the belt driving enterprise-scale Agile transformations and data modernization efforts. Strong experience steering digital delivery across Cards/Payments, Banking, Healthcare, and Retail environments, alongside tricky merger and acquisition (M&A) integrations. Expert in scaling Agile practices and orchestrating big-room PI Planning sessions without losing execution momentum. Capable of rallying cross-functional teams to hit measurable business outcomes by tapping into workflow automation, everyday innovation, and practical AI-driven solutions. Experienced Program and Product Delivery professional with strong expertise in SAFe RTE leadership, Agile coaching, enterprise change management, stakeholder management, cross-functional team leadership, and end-to-end product/project lifecycle management across financial services, retail/e-commerce, telecom, automotive, healthcare, travel and hospitality, property/insurance, and cybersecurity domains. Skilled in leading cloud and data migration initiatives, AI/ML integration, data governance, enterprise transformation, PMO functions, risk and budget management, regulatory compliance, metrics/KPIs, and establishing effective processes for resolving project issues while maintaining documentation adherence and delivery timelines. - Implemented Snowflake multi-cloud data architecture, reducing query latency by 40%. Drove AI adoption (GenAI + Copilot) for analytics automation, reducing reporting time by 50%. - Usage of Devin.ai - Agentic AI for Code/Deploy/Test Migrated enterprise messaging from TIBCO EMS to Solace, enabling real-time data streaming and 99.9% uptime. - AI Use Automated Testing: AI-driven test automation tools generate test cases, run regression tests, and adapt to code changes, It Benefited in saving time and increases test coverage. - Measurable Metrics/ KPIs: Defined and monitored KPIs for data quality (completeness, accuracy, lineage coverage), using Power BI/Tableau dashboards to track progress - Delivered a secure cloud migration of 20+ legacy applications into Azure, improving data accessibility and reducing infrastructure costs by 28%. Consolidating 15 disparate systems into a unified CRM, enabling a 360° customer view and boosting sales team productivity by 20% - Migrated from Teradata to Snowflake, moving 25TB of analytical workloads and 180+ ETL pipelines with zero impact to business reporting. Oversaw modernization of legacy Teradata warehouse by implementing Snowflake's multi cluster architecture, enabling elastic scaling for peak financial reporting cycles Application New Modernization and Anthem reimagine for new user experience BCBS. - Using copilot AI-Agent Improved backlog refinement by generating acceptance criteria, DoDs, Promote AI enabled ways of working as part of Agile transformation, reduce bottlenecks by helping teams deliver increments more predictably - Devin.ai for agentic AI (A virtual full stack engineer that can take a natural language request ("build a web app that code, run and test using CI/CD pipeline..."). Won RFPs, RFIs, and proactive proposals In cognizant by Coordinating with pre-sales, solution architects, and delivery teams to craft compelling, customized proposals that align with client expectations - Delivered \$8-10 M+ cloud migration program 10% ahead of schedule and 15% under budget. Applied domain understanding to improve sourcing, logistics, and procurement workflows. Enabled technology solutions that align with supply chain best practices - Leveraged Smartsheet automation to streamline project tracking and reporting, reducing manual updates by 40% and improving cross-team visibility. - Built and managed Smartsheet dashboards to monitor milestones, risks, and dependencies, enabling data-driven decision-making for executive stakeholders
Education	- Master's Degree in Computer Science - Rohtak University, Haryana 2003 - Advanced Diploma in Computer Applications - AICTE-DOEACC 2001 - Bachelor's Degree in Mathematics and Science 1996
Certifications & Training	- Certified Scrum Master from International Scrum Institute, SAFe® Release Train Engineer (RTE) Certified, SAFe® Agilist and PMP - Behavior Skills: Proactive, strategic thought leadership, Motivated mentor, servant leadership, Quick learner and adaptable, Situational problem solver, empathetic and lead by example
Work History	
Feb 2026 - Jun 2026	M & T Bank, Buffalo, NY Agile Tech PM & Scrum Master Handled 3 Scrum teams at a time with pre-sprint/Pre-PI readiness, Backlog refinement, PI/Sprint planning, DSU, Sprint DEMO & Retro, Triad call & Agile maturity. Launched AI-

	assisted incident management reducing MTTR by 30% and led DORA metrics at the ART level • Ran project plans, budgets, risks, and stakeholder communications to ensure on-time, high-quality delivery • Implemented Agile/Waterfall methodologies and leveraged data-driven insights to optimize project performance. Supported cloud governance activities for ongoing migration initiatives by coordinating architecture, cybersecurity, engineering, and compliance stakeholders around cloud security controls, deployment standards, operational readiness, and exception management • Helped mature cloud adoption practices by documenting reusable implementation guidance, migration dependencies, governance checkpoints, and lessons learned for teams moving workloads into cloud-based and SaaS environments • Aligned STOC collateral and S-Mod SaaS migration initiatives with enterprise Cloud Center of Excellence [CCOE] guardrails, following CCOE-defined cloud security controls, deployment standards, and operational readiness checkpoints during governance reviews • Facilitated knowledge-transfer and enablement sessions for engineering, operations, and delivery teams on cloud migration processes, security expectations, governance checkpoints, and new ways of working introduced through the transformation • Drove PMO and financial governance for STOC collateral and S-Mod SaaS modernization, managing quarterly release roadmaps, \$2.1M budget tracking, resource allocation, and executive reporting for Rockall vendor delivery and credit risk integration • Partnered with STOC product owners, Rockall vendor engineering, cybersecurity, and risk/compliance to align collateral management requirements, S-Mod SaaS controls, and dealer commercial services workflows for secure deployment • Led data migration planning for STOC collateral positions and dealer commercial data into cloud-based S-Mod SaaS, coordinating engineering, risk, and compliance for data validation, reconciliation, and cutover readiness • Facilitated PI Planning, Scrum of Scrums, and ART syncs to align 5 Agile teams to PI objectives • Built Power BI governance dashboards tracking collateral data quality, SLA adherence, and DORA deployment metrics for GRC reviews and executive reporting, improving audit visibility. Monitored progress, kept tabs on risks, and ensured delivery of value across the Agile Release Train (ART) • Managed the implementation lifecycle for Palantir Foundry, from requirements and architecture alignment to testing, deployment, and user enablement • Worked with Cybersecurity team by implementing IDM (Identity access management, network and cloud security, vulnerability management, Endpoint URLs/Rest APIs and how controls map to risk. Utilized Jira and navigated GRC tools (Governance Risk) on the daily, including workflows, reporting, and metrics • Led UiPath-driven process discovery workshops with SMEs to identify automation candidates, document workflows, and validate technical feasibility • Implemented dashboards using RPA and KPIs to monitor UiPath bot performance, identify optimization opportunities, and drive continuous improvement across automation programs. Contributions: Created Release Roadmap quarterly and yearly for minor, major, and bug/incident fix releases. Rolled out DORA initiative with Dashboard by introducing new Metrics, Reports, and Tools, while integrating DATA into JIRA within existing Agile routines to make DATA-driven Agile decisions. Refocused on continuous improvement by enabling Teams to drive their Agile maturity, and also created ServiceNow Operational Dashboard for various SLAs and turnaround time. Integrated Zephyr AI in JIRA to increase engineering productivity along with CI/CD pipelines.
Oct 2025 - Mar 2026	American Express, Phoenix, AZ Sr Agile Tech PM/ Agile Champion • Executed a project on Center Network Controls for issuer/acquirer Banks with credit limits/spends. Led technology workstreams supporting AMEX's post-acquisition integration efforts, aligning systems, data flows, and operational processes across newly acquired fintech and payments platforms. • Drove continuous improvement initiatives through data-driven retrospectives and team feedback. Implemented GenAI-powered automation for sprint planning, risk mitigation, and backlog insights. • Led AI-driven program delivery using a hybrid Agile Waterfall model, ensuring predictable execution while accelerating innovation through automation, machine learning, API - Platform Engineering and data-driven decisioning.

	- Supported the cloud governance model for Oracle-to-Snowflake modernization by aligning architecture, security, data, engineering, and business stakeholders on migration standards, data controls, access requirements, deployment readiness, and operational ownership. - Defined enterprise-wide cloud adoption roadmap for Oracle-to-Snowflake modernization, prioritizing migration workstreams, identifying organizational and technical dependencies, establishing governance checkpoints, and tracking adoption risks and readiness across data, engineering, and business teams - Led change-enablement activities for teams impacted by the cloud and platform modernization, including stakeholder communications, readiness discussions, working sessions, user enablement, and knowledge-transfer support for new cloud-based processes and operating practices. - Orchestrated enterprise onboarding of acquired entities into AMEX's ecosystem, coordinating business, engineering, compliance, and vendor teams to unify applications, data pipelines, and regulatory controls under AMEX standards - Pushed AI adoption (GenAI + Copilot) for analytics automation, cutting reporting turnaround down by 50%. Deployed Devin.ai as an agentic AI solution for code generation, deployments, and testing. - Facilitated Scrum ceremonies, untangled cross-team dependencies, and cleared blockers to maintain flow, quality, and alignment across data science, engineering, and business teams. - Oversaw project governance, risk management, and milestone tracking using analytics and AI-powered insights to improve forecasting, prioritization, and delivery accuracy. Managed program Board, project plans, budgets, risks, and stakeholder communications for on-time, high-quality delivery alongside bi-weekly status reporting up to executive leaderships - Handled project plans, budgets, risks, and stakeholder communications to ensure on-time, high-quality delivery - Applied hybrid Agile-Waterfall delivery for Oracle-to-Snowflake and Solace modernization, using GenAI-backed risk forecasting and velocity trends to improve PI predictability and reduce cross-team dependency delays - Ran PMO/ Financial Activities and Product Management: Project Schedule, Planning, Estimation, Preparation of Roadmap, Tracking, Team Management, Risk Management, Customer Communications, Resource Management, Metrics Reporting and Conflict Resolution - Coordinated across data engineering, API platform, risk/compliance, and Vanguard partnership teams to align credit limit controls, card history features, and event-streaming dependencies for INVEST for Amex. Headed up Data Migration to Cloud-based systems with AI integration, managing cross-functional engineering and compliance teams under SAFE framework - Facilitated PI Planning and cross-ART syncs for Oracle-to-Snowflake and Solace modernization, resolving dependencies across data, Apigee API gateway, and Vanguard integration teams and aligning 5 teams to PI objectives - Defined KPIs for data quality and governance using Power BI/Tableau - Coordinated cloud migration (Oracle → Snowflake) and Solace event-streaming modernization. Tracked measurable metrics and KPIs: defined and monitored data quality indicators (completeness, accuracy, lineage coverage) using Power BI/Tableau dashboards to keep tabs on progress - Implemented governance, version control, and security policies (OAuth 2.0, threat protection) across enterprise APIs - Supported Wealth care management in American Express partnership with Vanguard (including INVEST for Amex), enabling eligible Amex cardmembers to access Vanguard's digital financial planning, investment management, Vanguard advisors, and Amex rewards integration. Applied Tuckman's Model of team development (Forming, Storming, Norming, Performing, and Adjourning) to guide team maturity - Leveraged Smartsheet automation to streamline project tracking and reporting, knocking out 40% of manual updates and improving cross-team visibility. Built and managed Smartsheet dashboards to track milestones, risks, and dependencies, enabling data-driven decision-making for executive stakeholders
Apr 2024 - Apr 2025	Nucor Inc, Charlotte, NC Sr. Agile PM - Drove Platform Engineering efforts, handling the Oracle Infrastructure Upgradation alongside the Azure Cloud Migration. Led end-to-end delivery of technology projects, keeping business goals, scope, and timelines tightly aligned - Handled vendor management, contract negotiation, and cross-functional coordination; optimized supplier performance via data-driven insights and governance frameworks, setting

	up scalable processes that lowered risk, cut costs, strengthened partnerships, and drove supplier accountability alongside operational excellence • Steered large-scale equipment upgrade programs across Telecom, Steel, and other retail product lines Collaborated with cross-functional teams engineering, QA, DevOps, and product to drive successful project outcomes. • Managed project plans, budgets, risks, and stakeholder communications to secure on-time, high-quality delivery Scaled SAFe practices across manufacturing tech and plant operations teams, using lead time, deployment frequency, and MES data quality metrics to improve delivery predictability for Azure migration • Ran PMO/ Financial Activities and Product Management: Project Schedule, Planning, Estimation, Preparation of Roadmap, Tracking, Team Management, Risk Management, Customer Communications, Resource Management, Metrics Reporting and Conflict Resolution. Led Data Migration to Cloud-based systems with AI integration, managing cross-functional engineering and compliance teams under SAFe framework • Established cloud governance practices for Azure migration and Oracle infrastructure upgrade, coordinating application, infrastructure, cybersecurity, data, and business teams around migration standards, security controls, architecture decisions, and operational readiness reviews • Supported an enterprise cloud adoption approach by organizing application migration priorities, dependency planning, implementation waves, risk tracking, governance checkpoints, and transition activities associated with movement from legacy infrastructure to Azure-based services • Developed workshops, process documentation, and role-based guidance for Azure operating model, partnering with technical SMEs and business stakeholders to facilitate knowledge-transfer sessions and help internal teams adopt new cloud processes and transition activities. Facilitated PI Planning, Scrum of Scrums, and ART syncs to align 5 Agile teams to PI objectives • Defined KPIs for data quality and governance using Power BI/Tableau. Implemented GenAI-powered automation for sprint planning, risk mitigation, and backlog insights • Tracked measurable metrics and KPIs: defined and monitored data quality metrics (completeness, accuracy, lineage coverage) using Power BI/Tableau dashboards to track ongoing progress • Coordinated integration between MES, ERP, and inventory systems via secure APIs, defining interface standards and deployment controls to enable real-time stock visibility and automated fulfillment • Established migration governance practices including architecture reviews, security control validation, and operational handoff standards for Azure services, ensuring compliance and transition-to-operations readiness. Enhanced API visibility and operational efficiency through Apigee analytics and lifecycle management automation • Bridged technical implementation with OCM best practices to support successful business transformation. Leveraged LIMS to manage laboratory operations, specifically for Quality Control (QC) and metallurgical testing. Used Laboratory Information Management System (LIMS) for testing materials, running in-process quality checks, and handling instrument/data management • Owned cross-functional communication by bridging business teams, Palantir implementers, internal IT, and external vendors throughout the deployment lifecycle. Collaborated with engineering, operations, vendors, and field teams to deliver scalable IT solutions aligned with logistics workflows and compliance requirements • Managed end-to-end implementation of fleet and logistics technology solutions, improving route optimization, dispatch efficiency, and real-time asset visibility. Delivered e-commerce platform: led end-to-end development of an e-commerce platform for steel products, improving product catalog accuracy, pricing workflows, and online ordering efficiency for industrial buyers • Drove digital supply-chain integration, coordinated integrations with inventory, logistics, and ERP systems to enable real-time stock visibility, automated quotes, and seamless fulfillment for steel and metal product customers. Contributed by using RPA (Robotic process automation) via UiPath to automate repetitive, rule-based tasks including data entry, form processing, reconciliations, and system updates without disrupting the underlying systems. • Led process mining initiatives and leveraged insights to drive operational improvements. Partnered with strategic software vendors to align capabilities with enterprise goals with regards to Process intelligence. Implemented cross-team project workflows in Smartsheet collaboration, improving task accountability and accelerating milestone delivery by 25%
Jul 2021 -	TCS (Amtrak/ Marriott), Washington DC Agile PM/ Scrum Master (Product/Project)

Apr 2024	• Oversaw multi-stream \$4.5M digital transformation projects including Identity Access Management (IAM) and B2B/B2C modernization; facilitated ART syncs, Inspect & Adapt sessions, and continuous improvement workshops driving a 98% client satisfaction rate. Tracked and analyzed Agile metrics (velocity, burndown, lead time, etc.) to spot trends and identify areas for improvement • Drove continuous improvement initiatives through data-driven retrospectives and team feedback. Implemented process improvements that boosted overall team performance and product quality. Oversaw program-level progress, tracked dependencies, and kept deliverables aligned with business objectives • Monitored progress, managed risks, and ensured the steady delivery of value across the Agile Release Train (ART). Supported cloud transformation initiatives involving GCP and digital platforms by coordinating architecture, security, application, operations, and business teams through planning, governance reviews, implementation readiness, and production-transition activities • Worked within enterprise Cloud Center of Excellence [CCOE] framework for GCP, applying CCOE-defined security and IAM standards, delivery checkpoints, and operational handoff criteria to Amtrak Guest Rewards and Marriott Property Management modernization workstreams • Developed enablement materials and knowledge-transfer sessions on GCP migration processes, security expectations, governance checkpoints, and new operating practices, including workshops, process documentation, and role-based guidance to help technical and business teams transition to modernized platforms. Led Program Increment (PI) Planning events to get teams aligned on goals, priorities, and upcoming deliverables. Launched AI-assisted incident management, cutting down MTTR by 40% • Identified and tackled systemic obstacles that hindered Agile Release Train (ART) progress and team productivity. Designed product vision and roadmap for AI-enabled customer engagement tools. Streamlined RFP management and PBM evaluation, saving 20% in annual operational costs • Managed blended delivery models across internal and external teams, ensuring smooth collaboration, accountability, and consistent delivery outcomes. Led end-to-end RPA program delivery by implementing UiPath-based automation solutions, improving process efficiency and lightening the manual workload across high-volume business operations.
Nov 2019 - Jul 2021	Cognizant/ CVS/ Aetna, Cincinnati, OH Project Manager cum Scrum Master • Supported CVS Omnicare pharmacy operations and delivery for long-term care facilities, including skilled nursing homes, assisted living centers, and chronic-care institutions, supplying medications, clinical support, consulting, compliance services, and automated refill scheduling for seniors and medically complex residents • Managed end-to-end Agile delivery for Healthcare and PBM modernization projects with AI-enabled analytics and data warehouse migration. Integrated CVS apps with ServiceNow using TIBCO REST APIs on Azure cloud • Ensured HIPAA and CMS compliance across PBM and Medicare/Medicaid workflows. Handled data conversion planning, validation, and reconciliation across legacy MMIS platforms and new MES modules • Supported Azure-based modernization by coordinating cloud integration, application, security, compliance, and business stakeholders and helping establish governance checkpoints for architecture alignment, data protection, access controls, deployment readiness, and operational transition • Responsible for cloud adoption planning by assessing migration dependencies, sequencing modernization activities, identifying organizational impacts, and aligning application teams with enterprise technology, security, and compliance expectations • Supported organizational change and internal capability development through stakeholder-impact discussions, process walkthroughs, implementation communications, user-readiness activities, and knowledge-transfer sessions for teams adopting Azure-enabled applications and modernized operating processes • Oversaw multi-million-dollar Medicaid IT budgets, keeping fiscal accountability on track. Delivered Oracle upgrade and NLP data insights project, boosting member experience by 30%. Contributed to M&A (Merger and Acquisition) initiatives during CVS's takeover of Aetna. Deployed PBM tool: Point of sale (POS) cloud-based solution featuring touchscreen interface, card reader, and real-time inventory tracking • Implemented LIMS to oversee laboratory operations, with an emphasis on Quality Control (QC) and drug testing. Utilized Laboratory Information Management System (LIMS) for testing materials, running in-process quality checks, and managing instruments and laboratory data

	• Focused on identifying and prioritizing M&A technology consolidation opportunities to unlock key synergy targets. Translated M&A findings into practical integration roadmaps, risk mitigation plans, and OpEx/CapEx models. Headed up M&A governance, TSA exit planning, and cross-functional alignment across Engineering, Security, and Finance • Managed end-to-end delivery of an e-commerce healthcare products platform, improving overall customer experience, product discoverability, and digital conversion rates. Coordinated cross-functional teams to roll out compliant, user-centric healthcare product features while meeting accuracy, safety standards, and seamless online purchasing workflows.
Feb 2016 - Oct 2019	Cognizant - Anthem Inc/ Elevance Health, Mason, OH Agile PM/ Sr. Scrum Master • Directed SOA/API & Data Migration programs, implementing an enterprise API hub for Anthem portals. Delivered Big Data migration to MongoDB platform, which boosted reporting accuracy by 35% • Enabled NLP-based automation, cutting down IVR call volumes and operational costs. Led cross-functional teams to integrate technology stacks, data flows, and business processes during M&A, ensuring minimal disruption and maximum value capture while aligning IT roadmaps, security standards, and operational models across both organizations • Conducted end-to-end technical due diligence to assess system compatibility, cybersecurity posture, scalability, and cost synergies, translating findings into actionable integration plans and risk mitigation strategies while partnering with Finance and Legal to validate technology valuations, licensing exposure, and long-term OpEx/CapEx impacts. Oversaw to enterprise modernization governance by aligning architecture, cybersecurity, infrastructure, application, data, and business teams on technology standards, integration principles, migration controls, and operational-readiness requirements across large-scale transformation programs • Established reusable governance and implementation practices for API, data, and platform modernization, including architecture checkpoints, security reviews, migration dependencies, implementation standards, and transition-to-operations requirements • Led stakeholder adoption and change-enablement activities for major modernization initiatives by facilitating working sessions, communicating technology and process changes, coordinating readiness activities, and supporting knowledge transfer across technical and business teams • Delivered measurable M&A synergies by consolidating applications, infrastructure, and vendor contracts. Provided executive-level visibility into M&A risks, dependencies, and value-capture opportunities. Aligned M&A integration initiatives with enterprise architecture, product strategy, and future-state operating models • Managed cross-vendor delivery for state Medicaid Enterprise Systems, ensuring seamless integration, data quality, and on-time deployment of MMIS modules in alignment with federal and state requirements • Led large-scale Medicaid modernization initiatives across modular MMIS implementations, driving compliance with CMS guidelines and improving claims, eligibility, and provider-enrollment workflows.
Mar 2011- Feb 2016	Cognizant - American Express Project Manager • Applied core competencies, tools, and technologies across AML, Actimize (Financial crime and compliance management), Credit authorized systems, acquirer bank to issuer Bank workflows, and Transaction Network routing (GNS and proprietary cards, corporate cards, Consumer cards, Partner cards) • Handled project plans, budgets, risks, and stakeholder communications to ensure on-time, high-quality delivery. Implemented Agile/Waterfall methodologies and leveraged data-driven insights to optimize project performance • Ran PMO/ Financial Activities and Product Management: Project Schedule, Planning, Estimation, Preparation of Roadmap, Tracking, Team Management, Risk Management, Customer Communications, Resource Management, Metrics Reporting and Conflict Resolution. Collaborated with cross-functional teams engineering, QA, DevOps, and product to drive successful project outcomes.
2006 - 2011	TATA - American Insurance Group, Bangalore, India Project Lead • Delivered IAM (Identity access management) using Novell IDM & SailPoint and Insurance Policy Automation solutions • Applied competencies, tools, and technologies across liability claims for bodily injury (BI) and property damage (PD), IDM (Identity access management), and Property & Casualty (P&C) TATA - Motors, Mumbai, India • Executed tooling, line-readiness, and production validation activities to support successful SOP (Start of Production) for new vehicle models. Integrated software, electronics, and

	telematics features into vehicle platforms, ensuring full compliance with safety, regulatory, and performance requirements • Managed Tier-1/Tier-2 coordination, BOM management, and logistics alignment.
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Mainframe Systems Programmer

Name	Naga Sandeep Rallabandi
Summary of Experience	- Senior Mainframe Systems Programmer with 11+ years of experience across IBM z/OS system engineering, ISV software installation and upgrades, RACF security administration, DB2 subsystem support, IMS DB/TM administration, and mainframe automation. - Has supported mission-critical z/OS environments across major financial institutions, performing SMP/E-driven software maintenance and upgrades, RACF user and resource administration, DB2 integration and troubleshooting, and comprehensive production operations. Includes 4+ years of hands-on experience implementing and managing Mainframe Pervasive Encryption across z/OS datasets, coupling facilities, and tape resources, with direct accountability for maintaining compliance with security frameworks including NIST and company's security standards applicable to regulated environments. - Experienced in configuring ICSF-based encryption key management, defining RACF CSFKEYS profiles, and enforcing encryption policy through dataset profiles and SMF audit records. Has supported internal and external security assessments, remediated encryption-related audit findings, and produced compliance evidence packages aligned to control requirements. Proficient in REXX, JCL, z/OSMF, and Ansible automation to standardize and reduce manual operational overhead. - Working knowledge of mainframe AFP print system configuration and troubleshooting. Familiar with SAS-based data reporting in mainframe contexts. Proven track record supporting 24x7 high-availability Sysplex environments with rigorous change management, ITIL processes, and disaster recovery readiness.
Education	Bachelor of Computer Science, GITAM University, Hyderabad, India. 2014
Work History	
Aug 2025 - Present	JPMorgan Chase & Co, Columbus, OH Senior Mainframe Systems Programmer - Lead senior z/OS systems programming and automation support for a high-volume banking mainframe environment, covering ISV software maintenance, RACF security administration, and IMS DB/TM operations, while chipping in on DB2 support and driving production change management across Sysplex configurations. - Install, configure, and maintain IBM z/OS system software and ISV products using SMP/E, executing RECEIVE, APPLY, and ACCEPT operations to implement maintenance releases, PTF bundles, and version upgrades while following enterprise change and release management procedures. - Administer RACF security infrastructure including user ID provisioning, group definitions, resource profile configuration, dataset and general resource permissions, connect authorities, and RACF security logging; review RACF SMF audit records to satisfy compliance reporting requirements. - Manage RACF access control across IMS, DB2, CICS, and z/OS dataset resources, enforcing least-privilege principles and responding to access review findings raised during internal audits. - Implement and manage Mainframe Pervasive Encryption across z/OS datasets, tape resources, and coupling facility structures; configure ICSF (Integrated Cryptographic Service Facility) key management including CSFKEYS profiles and KGUP key generation utilities to ensure encryption keys are provisioned, rotated, and retired in compliance with organizational security policy. - Execute ISV software upgrades and maintenance on core IBM z/OS operating systems utilizing SMP/E frameworks. Enforce strict access controls by managing and configuring RACF for mainframe security covering critical datasets. - Utilize SAS for mainframe data analysis and reporting to extract performance metrics and optimize workloads. Drive subsystem modernization through seamless DB2 installation and version migration across parallel sysplex environments - Implement and maintain Pervasive Encryption for z/OS datasets, tape resources, and Coupling Facility structures, coordinating ICSF key services, RACF cryptographic profiles, and encryption policy controls across Sysplex environments. - Ensure adherence to security framework requirements including NIST controls and security standards; support internal control assessments by producing SMF-based audit evidence, encryption coverage reports, and RACF access logs to satisfy compliance review and remediation cycles. - Define and enforce dataset-level encryption policy using RACF DATASETENC profiles and SETROPTS encryption options; validate encryption scope coverage across production and non-production environments and remediate unencrypted dataset exceptions identified through automated scanning and audit reviews.

	• Support DB2 subsystem operations including monitoring query performance, assisting with BIND and REBIND operations, resolving lock contention and abend situations, and performing subsystem maintenance using SMP/E. • Configure and troubleshoot AFP (Advanced Function Presentation) print systems and print queues, resolving JES2 spool and output routing issues to restore print workflows for downstream business operations. • Support SAS-based mainframe data analysis and reporting workflows, assisting in execution and troubleshooting of SAS batch jobs running in the z/OS environment. • Administer IBM IMS DB and IMS TM subsystems: manage DBDs, PSBs, ACB libraries, IMS control regions, subsystem initialization parameters, and online change processes across production and test environments. • Develop and maintain REXX automation scripts and JCL procedures to automate recurring IMS administration, system maintenance, monitoring, and operational support activities; reduced manual touchpoints on several daily operational routines through scripted workflows. • Monitor z/OS and IMS environments using OMEGAMON, RMF, and MainView; perform root-cause analysis on performance degradations and capacity events, adjusting buffer pools and system parameters as appropriate. • Perform dump analysis, log analysis, and abend resolution for production incidents affecting mission-critical banking applications; maintain post-incident documentation and preventative runbook updates. • Execute IMS utilities for database reorganization, image copy, recovery, and disaster recovery testing; participated in scheduled DR exercises and validated recovery procedures against documented RTO targets. • Support z/OSMF and Ansible-based automation frameworks to improve consistency and repeatability of mainframe operational workflows. • Support integration across IMS, DB2, CICS, IBM MQ, TCP/IP, and Sysplex environments; troubleshoot cross-subsystem failures and coordinate resolution with application and infrastructure teams. • Implement production changes through ServiceNow, following ITIL change management procedures; coordinated with release teams on scheduled maintenance windows and emergency change requests. Support IMS modernization work involving z/OS Connect and REST API enablement to expose IMS transactions to distributed consumers. • Maintain technical documentation covering system configurations, automation procedures, RACF standards, operational runbooks, and recovery guidelines. Environment: IBM z/OS, SMP/E, RACF, Pervasive Encryption, ICSF, IMS DB, IMS TM, DB2, CICS, IBM MQ, AFP, SAS, REXX, JCL, z/OSMF, Ansible, TSO/ISPF, SDSF, JES2, Sysplex, OMEGAMON, RMF, MainView, TCP/IP, ServiceNow, ITIL, z/OS Connect
Mar 2023 - Jul 2025	Bank of America, Charlotte, NC Senior Mainframe Systems Programmer • Managed z/OS systems programming and automation support in a large-scale banking mainframe environment, focusing on IMS DB/TM administration, RACF security management, ISV software maintenance, and building out operational automation development. • Installed and maintained IBM IMS DB, IMS TM, and associated ISV software products using SMP/E, applying maintenance releases and PTF fixes within structured change management windows. • Administered RACF security definitions for IMS and z/OS resources: created and managed user IDs, groups, resource profiles, and dataset permission rules; reviewed and resolved access violations surfaced through RACF logging and audit reviews. • Implemented and managed Mainframe Pervasive Encryption for z/OS dataset and tape resources; configured ICSF key management services and RACF CSFKEYS profiles to govern encryption key lifecycle; validated encryption coverage across production storage and coordinated remediation of unencrypted dataset exceptions surfaced through compliance scanning. • Supported adherence to institutional security compliance frameworks including NIST standards; participated in security control assessments, generated SMF audit evidence supporting encryption and access control reviews and assisted in closing audit findings within required remediation timelines. • Supported AFP print system operations, investigating and resolving print queue failures and JES2 output routing issues impacting business print workflows. Performed critical ISV software upgrades and maintenance using SMP/E tools to ensure optimal subsystem reliability. Protected production datasets by managing and configuring RACF for mainframe security and resolving authorization failures

	- Assisted in DB2 subsystem monitoring and maintenance activities, including performance review, BIND/REBIND support, and subsystem-level troubleshooting. Supported SAS batch job execution and troubleshooting in the z/OS environment, assisting data teams with scheduling and output validation. - Managed DBDs, PSBs, ACB libraries, IMS control regions, subsystem initialization, and online change processes; inherited a backlog of non-standard IMS definitions early in the engagement and systematically normalized them to organizational standards over the first six months. - Developed reusable REXX automation utilities and JCL procedures for IMS utilities, database administration, backup and recovery, maintenance execution, and operational support; reduced average manual time on several repeating maintenance cycles. - Configured IMS buffer pools and system parameters; performed performance analysis using OMEGAMON, RMF, and MainView and recommended tuning adjustments that improved throughput on high-traffic IMS regions. - Performed dump analysis, log analysis, abend troubleshooting, and production incident resolution; maintained a post-incident log and updated operational runbooks after each significant event. - Supported IMS backup, recovery, database reorganization, and disaster recovery validation activities, including periodic DR testing with infrastructure and operations teams. - Supported integration of IMS environments with DB2, CICS, IBM MQ, TCP/IP, and Sysplex infrastructure. Used ServiceNow and ITIL processes for production changes, maintenance scheduling, incident management, and controlled deployments. Provided 24x7 production support and participated in scheduled maintenance windows and emergency recovery activities. - Assisted with IMS modernization work involving z/OS Connect and REST API enablement. Environment: IBM z/OS, SMP/E, RACF, Pervasive Encryption, ICSF, IMS DB, IMS TM, DB2, CICS, IBM MQ, AFP, SAS, REXX, JCL, z/OSMF, Ansible, TSO/ISPF, SDSF, Sysplex, OMEGAMON, RMF, MainView, TCP/IP, ServiceNow, ITIL, z/OS Connect
Oct 2021 - Mar 2023	Wells Fargo, Minneapolis, MN Systems Programmer Provided z/OS systems programming support covering IMS DB/TM administration, RACF security, software maintenance via SMP/E, and knocked out operational automation development for a large financial institution. - Supported installation, configuration, and maintenance of IBM IMS DB and IMS TM subsystems in the z/OS production environment, applying software fixes and maintenance releases through SMP/E. - Administered RACF security permissions and maintained secure access controls for IMS resources and production datasets; participated in periodic access reviews and remediated identified permission gaps. - Managed IMS system definitions including DBDs, PSBs, ACB libraries, and control regions to ensure reliable transaction processing. - Administered RACF user and resource access for IMS and z/OS environments, maintaining user IDs, group connections, dataset and resource permissions, and resolving access violations identified through security reviews. - Configured IMS buffer pools and tuned system parameters; monitored IMS databases and transaction workloads using OMEGAMON and RMF to identify and resolve performance degradations. - Performed dump analysis, log analysis, and abend troubleshooting to resolve production incidents and minimize application downtime. Leveraged SAS for mainframe data analysis and reporting to validate batch processing resource consumption. - Executed DB2 installation and complex environment migration within high-availability IBM z/OS operating systems - Executed IMS utilities for database backup, recovery, reorganization, and participated in disaster recovery testing and validation. Supported integration of IMS environments with DB2, CICS, IBM MQ, TCP/IP, and Sysplex infrastructure. - Developed JCL and REXX scripts to automate routine IMS administration and operational support tasks. Participated in ServiceNow change management activities following ITIL processes for system maintenance and production changes. - Maintained technical documentation, operational procedures, and provided 24x7 production support for critical banking applications. Environment: IBM z/OS, SMP/E, RACF, IMS DB, IMS TM, DB2, CICS, IBM MQ, JCL, REXX, TSO/ISPF, SDSF, OMEGAMON, RMF, TCP/IP, ServiceNow, ITIL
Mar 2019 - Sep 2021	Citibank, Irving, TX Mainframe Programmer

	Took care of IMS system programming and administration in an enterprise banking environment, covering subsystem configuration, RACF security, and running SMP/E maintenance alongside performance tuning and day-to-day production support. - Assisted in administering IBM IMS DB and IMS TM environments supporting high-volume enterprise banking applications on IBM z/OS. - Managed DBD, PSB, ACB generation, IMS control regions, and subsystem configuration activities. - Performed IMS software installations, maintenance, and upgrades using SMP/E following standard change management procedures. Tuned IMS buffer pools and system parameters to improve database and transaction processing performance. - Monitored IMS subsystem health and analyzed performance reports using OMEGAMON and MainView. Investigated and resolved production issues through dump analysis, log review, and abend resolution. - Supported IMS backup, recovery, database reorganization, and disaster recovery validation activities. - Managed RACF security definitions and user access controls for IMS production environments. Created JCL procedures and REXX utilities to automate recurring operational and maintenance activities. - Worked with infrastructure and application teams to implement production changes using ServiceNow and ITIL processes. Maintained system documentation, installation procedures, and operational standards. Environment: IBM z/OS, IMS DB, IMS TM, DB2, CICS, IBM MQ, RACF, SMP/E, JCL, REXX, TSO/ISPF, SDSF, OMEGAMON, MainView, TCP/IP, ServiceNow, ITIL
Sep 2017 - Mar 2019	American Express, Phoenix, AZ IMS Systems Programmer Carried out IMS system programming and administration for mission-critical financial transaction environments, backing up routine subsystem maintenance, RACF security, performance monitoring, and hands-on production operations. - Installed, configured, and maintained IBM IMS DB and IMS TM subsystems on z/OS, applying software upgrades, maintenance releases, and patches through SMP/E. Managed IMS system definitions including DBDs, PSBs, ACB libraries, and IMS control regions. - Tuned IMS buffer pools and system parameters to improve transaction processing performance. - Administered RACF security profiles and access controls for IMS production resources and datasets. - Monitored IMS subsystem health using OMEGAMON and RMF to ensure maximum availability. - Performed dump analysis, log analysis, and abend resolution for production incidents. Facilitated DB2 installation alongside targeted system migration to support evolving transactional application requirements. - Supported IMS database backup, recovery, reorganization, and disaster recovery testing activities. - Integrated IMS applications with DB2, CICS, IBM MQ, TCP/IP, and distributed systems. - Developed JCL and REXX utilities to automate routine operational and maintenance tasks. Used ServiceNow following ITIL processes to implement production changes and maintenance activities. - Prepared system documentation and provided production support for mission-critical financial applications. Environment: IBM z/OS, IMS DB, IMS TM, DB2, CICS, IBM MQ, RACF, SMP/E, JCL, REXX, TSO/ISPF, SDSF, OMEGAMON, RMF, TCP/IP, ServiceNow, ITIL
May 2014 - Dec 2016	Tata Consultancy Services (TCS), Hyderabad, India Mainframe IMS Administrator - Handled entry-level mainframe administration supporting IMS environments, taking care of day-to-day subsystem operations, RACF security setup, and running SMP/E maintenance. Also pitched in on regular backup and recovery tasks while providing on-the-ground production support for enterprise banking clients. - Assisted in administering IBM IMS DB and IMS TM environments for enterprise banking applications. Managed DBD, PSB, ACB generation, and IMS control region configuration activities. - Installed IMS maintenance and software updates using SMP/E following organizational standards. Executed IMS utilities for database backup, recovery, and reorganization activities. - Managed critical DB2 tuning and software maintenance lifecycles to guarantee optimal database query execution

- Monitored IMS performance and optimized buffer pools to improve system efficiency. Supported DB2, CICS, IBM MQ, and TCP/IP integration for business-critical applications.
 - Performed dump analysis, log analysis, and abend troubleshooting to resolve production issues. Administered RACF security permissions for IMS resources and user access management.
 - Developed JCL procedures and REXX scripts to automate daily operational activities. Assisted in disaster recovery testing and ensured business continuity readiness.
 - Maintained operational documentation and provided 24x7 production support.
- Environment:** IBM z/OS, IMS DB, IMS TM, DB2, CICS, IBM MQ, RACF, SMP/E, JCL, REXX, TSO/ISPF, SDSF, OMEGAMON, TCP/IP, ServiceNow, ITIL

5.2 Vendor Responsibilities

Elegant Solutions understands and accepts all Vendor responsibilities established by WVOT for the delivery of temporary technical staffing services. We will provide qualified resources in response to WVOT staffing requests, support assignments for the periods and hours specified in each delivery order, maintain timely and responsive communication, and provide the required qualification and supporting documentation for each resource presented for consideration. Elegant Solutions will also ensure that all proposed hourly rates are fully burdened and include applicable employment-related costs, taxes, insurance premiums, vendor overhead, candidate fringe and benefits, and travel expenses as required by the RFQ. Our Program Management, Recruitment, Contracts, and Account Management teams will work together to support staffing fulfillment, onboarding, documentation, assignment continuity, and ongoing contract compliance.

Hourly Rates and Candidate Qualifications

Elegant Solutions acknowledges and understands this requirement and will provide clearly established hourly rates for each position classification it intends to support. As staffing needs arise, Elegant Solutions will carefully identify and review qualified professionals whose education, experience, technical skills, and overall background align with the requirements of the requested role. Each candidate submitted for consideration will include clear and relevant qualification information demonstrating that the individual meets the applicable requirements and is appropriately suited for the assignment.

Staffing Fulfillment and Responsiveness

Elegant Solutions acknowledges the importance of consistently meeting staffing commitments throughout the contract period. Each request will be handled with timely attention, and resource availability will be carefully coordinated to support assignments based on their specific duration, workload, and scheduling needs. Elegant Solutions will remain responsive as requirements arise and maintain close coordination throughout each engagement to help ensure continuity of support. Through proactive resource planning, dependable communication, and a strong commitment to fulfilling assigned staffing needs, Elegant Solutions will provide reliable support and maintain the level of responsiveness necessary for successful long-term performance.

Elegant Solutions recognizes that successful performance under this contract depends on the consistent fulfillment of WVOT staffing requests and timely responsiveness throughout the contract period. We are committed to providing qualified personnel as requested and supporting assignments for the specific period of performance and quantity of hours identified in each applicable delivery order. Our Senior Program Manager and Recruitment Manager will maintain oversight of staffing requests from receipt through candidate submission and assignment fulfillment, ensuring clear accountability, timely communication, and appropriate follow-up. For specialized or difficult-to-fill requirements, we will escalate sourcing efforts, expand our search through local, regional, and nationwide talent channels, and provide WVOT with timely status updates. We will also maintain active candidate pipelines and backup sourcing strategies to support continuity and minimize disruption if a proposed or assigned resource becomes unavailable. Through this structured approach, Elegant Solutions will remain responsive to WVOT's staffing needs and consistently support the fulfillment of requested technical staffing services.

Staffing Plan

Elegant Solutions employs a structured, technology-focused staffing approach designed to efficiently identify, evaluate, and provide experienced technical professionals capable of supporting the diverse staffing requirements of the WVOT. We understand that WVOT requires specialized expertise across web applications, CRM, database administration, business analysis, learning management and eLearning, cloud financial operations, cloud architecture, cybersecurity, cloud engineering, networking, systems management, CCOE implementation, and mainframe technologies. Our staffing approach combines strategic workforce planning, specialized recruiting resources, and multi-channel sourcing to provide qualified professionals who can effectively support WVOT's technology initiatives and integrate into the appropriate assignment environment. Our staffing process is organized to maintain both recruitment efficiency and candidate quality. Each WVOT staffing requirement begins with a detailed review of the requested position classification, technical skills, experience level, assignment responsibilities, and operational needs. Our recruitment team then develops a targeted sourcing strategy and searches multiple talent channels, including our internal consultant network, candidate database, applicant tracking resources, professional networks, employee referrals, specialized technology communities, and other industry recruiting sources. Potential candidates are carefully reviewed and prioritized based on their

technical capabilities, relevant experience, certifications, availability, and overall suitability for the specific WVOT assignment before advancing through the recruitment process.



Once qualified candidates have been identified, Elegant Solutions assigns the recruitment activity to professionals with experience in the relevant technology discipline. This specialized recruitment approach allows our team to focus on candidate engagement, qualification review, technical alignment, and effective recruitment coordination. Throughout the staffing lifecycle, our recruiters maintain communication with appropriate WVOT representatives and, when needed, technical stakeholders to refine candidate searches, validate qualifications, and ensure that recruitment activities remain aligned with changing staffing priorities. By combining structured sourcing, specialized recruiting expertise, and technology-enabled candidate management, Elegant Solutions maintains an active pipeline of qualified technical professionals capable of supporting both planned staffing assignments and emerging resource requirements. This disciplined staffing approach enables Elegant Solutions to respond effectively to WVOT's evolving technical staffing needs while maintaining consistency, flexibility, scalability, and a strong focus on candidate quality. Our objective is to provide WVOT with experienced professionals whose qualifications align with the requested position classifications and who can contribute effectively to the development, maintenance, modernization, and continued enhancement of the State's diverse technology environment.

Recruitment Methodology

With more than 24 years of experience delivering IT staffing and technical consulting services to federal, state, local government, education, and commercial organizations, Elegant Solutions has developed a disciplined recruitment methodology focused on identifying and delivering highly qualified technical professionals. For the WVOT, our approach combines strategic staffing planning, specialized technical recruiting, technology-enabled candidate management, and multi-channel sourcing to identify professionals whose technical expertise and experience align with the diverse position classifications and technology requirements supported under this contract. Our recruitment methodology is based on proactive planning and a detailed understanding of each WVOT staffing requirement. Every request begins with a careful review of the required position classification, technical competencies, experience level, certifications, assignment responsibilities, work environment, and project objectives. Based on these requirements, our Sourcing Analysts, Technical Recruiters, and Recruitment Managers develop a targeted recruitment strategy using our internal consultant database, CEIPAL ATS, Talent Intelligence resources, professional networks, employee referrals, technology communities, and other specialized sourcing channels. Throughout the recruitment lifecycle, our team maintains communication with appropriate WVOT representatives and technical stakeholders to refine the candidate search as requirements evolve and ensure that qualified professionals are appropriately evaluated before submission.



Strategic Pillar	Methodology Overview	Tools & Techniques	WVOT Benefit & Outcome
Strategic Workforce Planning	Analyze WVOT staffing requirements, position classifications, technical competencies, certifications, experience levels, assignment duration, and project priorities to develop an appropriate recruitment strategy before sourcing begins.	Workforce planning, skills mapping, labor market analysis, staffing forecasts, and resource planning	Ensures recruitment activities remain aligned with WVOT priorities and improves readiness to respond to staffing requirements.
Proactive Talent Pipeline Development	Continuously build and maintain relationships with experienced technical professionals across the skill areas relevant to WVOT before individual staffing requests arise.	Internal consultant database, talent communities, passive candidate engagement, and pipeline management	Supports faster response to recurring, specialized, and emerging technical staffing requirements.
Specialized Technical Recruiting	Assign recruitment professionals with experience sourcing candidates within relevant technology domains, enabling a stronger understanding of specialized technical requirements and candidate qualifications.	Technology-focused recruiting teams, technical skills mapping, labor category alignment, and recruiter specialization	Improves candidate alignment and supports the identification of professionals with relevant technical experience.
Multi-Channel Talent Sourcing	Use internal and external sourcing channels simultaneously to maximize access to qualified candidates, including both active and passive technical professionals.	CEIPAL ATS, internal talent resources, professional networks, technology communities, referrals, job boards, and industry associations	Expands access to specialized technical talent and improves recruitment responsiveness.
Technology-Enabled Recruitment	Use recruitment technology to support candidate identification, resume review, skills matching, applicant tracking, workflow management, and recruitment coordination.	CEIPAL ATS, candidate matching capabilities, resume parsing, applicant tracking, and workflow automation	Improves recruitment efficiency, supports organized candidate management, and reduces administrative effort.
Collaborative Recruitment Management	Maintain ongoing coordination among sourcing personnel, recruiters, Recruitment Managers, WVOT stakeholders, and technical representatives, as appropriate, throughout the recruitment process.	Recruitment planning discussions, collaborative candidate reviews, tracking dashboards, and status reporting	Improves coordination, supports changing staffing priorities, and facilitates timely candidate submissions.
Candidate Relationship Management	Maintain regular communication with prospective consultants regarding assignment requirements, availability, scheduling, qualifications, and potential opportunities with WVOT.	Candidate relationship management, recruiter follow-up, communication tools, and scheduling resources	Strengthens candidate engagement and helps maintain an active pool of qualified technical professionals.

Continuous Recruitment Improvement	Regularly review recruitment activities, sourcing effectiveness, candidate pipeline health, and staffing outcomes to identify opportunities for continued improvement.	Recruitment analytics, ATS reporting, sourcing metrics, pipeline reviews, and performance tracking	Supports continuous process improvement and helps maintain consistent staffing quality and responsiveness for WVOT.
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Elegant Solutions will apply a structured and accountable process to manage WVOT staffing requests from initial receipt through fulfillment. Each staffing request will be reviewed to understand the required technical qualifications, experience level, assignment requirements, and any agency-specific considerations. A responsible recruitment lead will coordinate sourcing activities and monitor progress throughout the fulfillment process. Elegant Solutions will utilize multiple sourcing channels, including internal talent resources, specialized technical recruiters, professional networks, referrals, technology communities, and strategic staffing partnerships. This diversified approach helps expand access to qualified professionals and supports timely fulfillment of both common and difficult-to-fill technical requirements. Throughout the staffing process, Elegant Solutions will maintain communication regarding the status of active requests and will promptly escalate difficult-to-fill requirements through additional recruiting resources. Our objective is to provide WVOT with a dependable, transparent, and well-managed staffing process that supports operational continuity and reduces fulfillment risk.

Recruitment Approach



Our recruitment approach is a structured and technology-enabled staffing framework designed to identify and recruit experienced technical professionals capable of supporting the diverse technology requirements of the WVOT. Rather than relying solely on reactive hiring, Elegant Solutions combines strategic staffing planning, specialized technical recruiting, multi-channel talent sourcing, candidate qualification, and continuous pipeline development to provide qualified resources in

an efficient and responsive manner. Each staffing request follows a disciplined recruitment lifecycle that promotes quality, consistency, and alignment with WVOT's specific position classifications and assignment requirements.

Phase I: Strategic Foundation & Planning: The foundation of Elegant Solutions' recruitment process begins with a clear understanding of WVOT's staffing requirements, technology environment, and assignment objectives. Before initiating candidate sourcing, we carefully review the requested position classification, required technical expertise, level of experience, project responsibilities, and any specific needs of the requesting State agency. This preparation enables us to conduct a focused search and identify professionals whose qualifications align with the actual requirements of the assignment.

- **Workforce Planning:** Our Recruitment Manager reviews staffing priorities, labor categories, assignment objectives, technical competencies, certifications, work location, assignment duration, and anticipated start date to develop a customized recruitment strategy aligned with WVOT requirements.
- **Position Analysis & Requirement Definition:** Each position is analyzed to identify the required technical skills, years of experience, certifications, specialized knowledge, preferred qualifications, and reporting relationships. This detailed analysis enables recruiters to accurately target candidates whose backgrounds align with the WVOT's needs.
- **Recruitment Strategy Development:** Based on the position analysis, Elegant Solutions develops a position-specific recruitment plan that identifies sourcing channels, assigns specialized recruiters, establishes recruitment milestones, and defines candidate submission timelines to ensure timely delivery of qualified consultants.

Phase II: Talent Acquisition & Rigorous Vetting: Once the staffing requirements are clearly defined, Elegant Solutions begins a focused search for qualified professionals. Our recruitment process uses multiple sourcing

channels and a structured evaluation approach to identify candidates who possess the appropriate technical knowledge and practical experience for the requested WVOT assignment.

- **Multi-Channel Talent Sourcing:** Dedicated Sourcing Analysts utilize our CEIPAL Applicant Tracking System (ATS), Talent Intelligence Platform, internal consultant database, employee referral network, LinkedIn Recruiter, Dice, indeed, CareerBuilder, professional associations, technology communities, and passive candidate outreach to identify experienced technical consultants who meet the WVOT's staffing requirements.
- **Specialized Technical Recruiting:** Qualified candidates are assigned to Technical Recruiters with expertise recruiting within the applicable technology discipline, including infrastructure, cybersecurity, networking, cloud computing, enterprise applications, software development, data management, project management, technical support, and emerging technologies. This specialized recruiting model enables recruiters to effectively engage candidates while understanding the technical qualifications required for each assignment.
- **Candidate Engagement:** Recruiters maintain continuous communication with prospective consultants regarding assignment expectations, work environment, project objectives, availability, work schedules, and other position-related information. Early engagement helps confirm candidate interest while establishing a positive recruitment experience throughout the staffing process.

Phase II: Talent Acquisition & Rigorous Vetting: Once the staffing requirements are clearly defined, Elegant Solutions begins a focused search for qualified professionals. Our recruitment process uses multiple sourcing channels and a structured evaluation approach to identify candidates who possess the appropriate technical knowledge and practical experience for the requested WVOT assignment.

- **Multi-Channel Talent Sourcing:** Dedicated Sourcing Analysts utilize our CEIPAL Applicant Tracking System (ATS), Talent Intelligence Platform, internal consultant database, employee referral network, LinkedIn Recruiter, Dice, indeed, CareerBuilder, professional associations, technology communities, and passive candidate outreach to identify experienced technical consultants who meet the WVOT's staffing requirements.
- **Specialized Technical Recruiting:** Qualified candidates are assigned to Technical Recruiters with expertise recruiting within the applicable technology discipline, including infrastructure, cybersecurity, networking, cloud computing, enterprise applications, software development, data management, project management, technical support, and emerging technologies. This specialized recruiting model enables recruiters to effectively engage candidates while understanding the technical qualifications required for each assignment.
- **Candidate Engagement:** Recruiters maintain continuous communication with prospective consultants regarding assignment expectations, work environment, project objectives, availability, work schedules, and other position-related information. Early engagement helps confirm candidate interest while establishing a positive recruitment experience throughout the staffing process.

Phase IV: Continuous Growth & Performance: Elegant Solutions remains engaged throughout the resource assignment to help ensure continued alignment with WVOT's expectations. Our approach includes ongoing communication, performance monitoring, and support for professional development so that our consultants can continue to provide effective services as project requirements evolve.

- **Talent Pipeline Management:** Our recruiting organization continuously updates candidate profiles, certifications, technical skills, consultant availability, and employment status within our Talent Intelligence Platform and CEIPAL ATS to maintain an active pipeline of qualified technology professionals.
- **Recruitment Performance Monitoring:** Recruitment metrics including sourcing effectiveness, candidate availability, recruiter productivity, time-to-submit, and candidate quality are regularly analyzed to identify opportunities for process improvement and strengthen future recruiting performance.
- **Continuous Recruitment Improvement:** Lessons learned from each staffing engagement are incorporated into future recruitment strategies, enabling Elegant Solutions to continuously improve sourcing methods, recruiter effectiveness, pipeline development, and overall recruitment responsiveness for the WVOT.

Elegant Solutions' recruitment approach reflects our commitment to providing the WVOT with timely access to highly qualified technical professionals through a disciplined, repeatable, and technology-enabled recruitment process. By combining strategic staffing planning, specialized technical recruiting, diversified sourcing strategies, collaborative recruitment management, and continuous talent pipeline development, we identify and recruit experienced professionals capable of supporting WVOT's evolving technology initiatives and diverse staffing requirements.

Candidate Pipeline and Talent Pool

Elegant Solutions understands that WVOT's ability to support diverse State technology initiatives depends on having timely access to professionals with specialized and often difficult-to-source technical capabilities.

Because WVOT's staffing needs may vary across web applications, CRM, database administration, business analysis, cloud technologies, security, networking, learning systems, and mainframe environments, we maintain a proactive candidate pipeline rather than beginning each search only when a staffing request is received. Our approach focuses on continuously identifying, engaging, and maintaining relationships with qualified professionals whose experience aligns with the technical position classifications covered under this contract. Our talent pipeline strategy enables Elegant Solutions to respond more effectively to changing staffing requirements while maintaining a strong focus on candidate quality and technical alignment. We continuously strengthen our network of professionals through targeted sourcing, specialized talent communities, professional networks, referrals, and ongoing candidate engagement. This approach helps us maintain access to professionals with both established and emerging technology skills and supports WVOT's need for flexible technical staffing across its diverse technology environment.

Aspect of Talent Pipeline Development	Description
Proactive Candidate Sourcing	Leverage proactive sourcing techniques to identify and engage high-potential candidates ahead of specific hiring needs. Build relationships for future opportunities.
Industry-Specific Talent Mapping	Conduct detailed talent mapping based on market trends, skill demands, and emerging roles to source candidates with precision and foresight.
Engagement Through Thought Leadership	Attract top talent by sharing industry insights, hosting webinars, and contributing to professional forums, positioning Elegant Solutions as a thought leader.
Collaborative University Partnerships	Partner with universities and educational institutions to identify and nurture emerging talent through internships, co-op programs, and recruitment initiatives.
Networking and Industry Events	Actively participate in professional events and conferences to establish connections and cultivate a network of skilled individuals.
Continuous Candidate Engagement	Implement ongoing engagement strategies, including professional development resources and networking opportunities, to maintain strong relationships with candidates.
Leveraging Recruitment Technologies	Use advanced recruitment tools like applicant tracking systems and AI-driven sourcing to efficiently identify, evaluate, and engage potential candidates.
Skill Development Initiatives	Invest in upskilling and reskilling candidates within the pipeline to ensure their capabilities align with evolving client needs.
Personalized Candidate Relationship Management (CRM)	Deploy a customized CRM system for targeted communication, ensuring candidates feel valued and connected to Elegant Solutions.

Our comprehensive Talent Pipeline Development approach reinforces our commitment to delivering exceptional IT staffing solutions while ensuring WVOT have access to highly skilled and prepared candidates.

Talent Acquisition and Multi-Channel Sourcing Strategy



Elegant Solutions' talent acquisition strategy is designed to proactively identify, attract, and engage highly qualified technical professionals capable of supporting the broad range of specialized staffing requirements of WVOT. Rather than relying solely on reactive recruiting after a staffing request is received, we continuously cultivate relationships with experienced professionals through diversified sourcing channels, technology-enabled recruiting tools, and ongoing candidate engagement. This proactive approach enables us to respond efficiently to staffing requirements while maintaining quality and consistency throughout the candidate selection process. Our Talent Acquisition team works collaboratively with Recruitment Managers, Account Managers, Sourcing Analysts, and Technical Recruiters to develop position-specific sourcing strategies based on the

requested WVOT position classification, required technical competencies, certifications, experience level, work location, assignment duration, and project requirements. Recruitment activities are continuously reviewed and adjusted based on candidate availability, specialized skill requirements, and evolving WVOT staffing priorities.

Talent Acquisition Activity	Elegant Solutions Approach	Talent Acquisition Resources	WVOT Benefit & Outcome
Internal Consultant Network	Review our database of experienced consultants, active candidates, and pre-qualified technical professionals to identify individuals whose qualifications and availability align with current WVOT staffing requirements. Candidate profiles are regularly maintained to reflect relevant experience, technical skills, certifications, and availability.	Internal consultant database, CEIPAL ATS, Talent Intelligence Platform	Supports faster candidate identification while leveraging professionals who have already been evaluated through our recruitment processes.
Technology-Enabled Talent Search	Utilize recruitment technologies to identify candidates whose qualifications align with specific WVOT position requirements through skills matching, resume searches, keyword analysis, position classification mapping, and organized candidate identification.	CEIPAL ATS, Talent Intelligence resources, automated resume search, and candidate matching tools	Improves recruitment efficiency and supports faster identification of candidates with relevant technical qualifications.
Professional Networking & Industry Outreach	Recruit experienced technical professionals through professional networking communities, technology user groups, industry associations, certification communities, conferences, referrals, and targeted outreach to identify candidates across specialized technology disciplines.	Professional networks, technology communities, industry associations, certification organizations, and recruiter networks	Expands access to experienced professionals, including specialized and passive candidates with niche technical expertise.
Technology Job Boards & Recruiting Platforms	Utilize appropriate technology-focused recruiting platforms to identify and engage professionals across the technical disciplines relevant to WVOT, including web applications, CRM, databases, cloud technologies, cybersecurity, networking, business analysis, learning technologies, and mainframe systems.	CEIPAL ATS, professional job boards, technology recruiting platforms, and specialized talent sources	Broadens candidate reach and supports responsive recruiting across multiple specialized technology disciplines.
Employee and Consultant Referral Program	Encourage referrals from employees, consultants, professional contacts, and industry relationships. Referred candidates follow the same structured recruitment and qualification process used for all potential WVOT resources.	Employee referrals, consultant referrals, and professional networks	Expands access to qualified professionals through established and trusted professional relationships while maintaining consistent evaluation standards.
Educational & Professional Partnerships	Develop relationships with universities, technical training organizations, certification communities, and workforce development programs to identify emerging technical talent and professionals developing specialized skills relevant to future staffing needs.	Educational institutions, technical training organizations, workforce development programs, and certification communities	Supports long-term talent pipeline development and expands access to emerging and specialized technical professionals.
Strategic Staffing Partnerships	When additional recruiting capacity or specialized expertise is needed, Elegant Solutions may collaborate with carefully selected staffing and technology partners to identify qualified professionals. All partner-sourced candidates are subject to the same qualification and evaluation standards as directly sourced candidates.	Approved staffing partners, technology partners, and qualified subcontractor networks	Provides additional sourcing flexibility for specialized or difficult-to-fill requirements while maintaining candidate quality standards.
Continuous Talent Pipeline Management	Our talent pipeline is continuously maintained through ongoing candidate communication and regular updates to professional experience, technical skills, certifications, availability, and employment status. We also proactively identify professionals for anticipated staffing	Talent Intelligence Platform, CEIPAL ATS, candidate relationship management, and recruiter engagement activities	Maintains an active pipeline of qualified technical professionals capable of supporting both planned and emerging WVOT staffing requirements.

	requirements across WVOT's technology environment.		
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Background checks and drug screenings

Elegant Solutions has a long-standing track record of working with government and public agencies, ensuring compliance with their stringent security requirements. We conduct thorough pre-employment screenings to maintain the highest standards of reliability, accuracy, and suitability for WVOT needs.

Screening and Onboarding Process

Extensive Background Checks	○ We conduct comprehensive background investigations, including social security number verification, motor vehicle searches, criminal history checks, national database searches, and credit history evaluations. ○ These checks are mandated for all candidates before assignment to ensure they meet security and quality standards
Drug Screening:	○ Drug testing is performed per client or contract requirements using a certified third-party vendor. ○ Our testing complies with U.S. Department of Health and Human Services (HHS) standards, covering substances such as marijuana, cocaine, opiates, amphetamines, barbiturates, PCP, and LSD. ○ Random drug tests are conducted quarterly at no additional cost, ensuring ongoing compliance.
Criminal Background Investigations:	○ We use reliable third-party vendors to verify criminal histories promptly and accurately. ○ This ensures candidates meet the qualifications and security needs of client assignments.
Reference Verification:	○ All references provided by candidates are meticulously checked to confirm their skills, experience, education, and work history. ○ We assess attributes such as job performance, comprehension of requirements, and reasons for leaving prior roles.
I-9 Verification:	○ Elegant Solutions rigorously verifies I-9 forms to ensure candidate eligibility for employment in the United States. ○ Our account managers review all documentation thoroughly before onboarding.
eVerify Compliance:	○ We adhere to the Department of Homeland Security's eVerification process to validate candidates' legal employment status in the U.S.
Ongoing Staff Monitoring:	○ Post-onboarding, we employ a structured evaluation process to monitor personnel performance. ○ Non-performing personnel are promptly replaced to maintain service excellence for our clients.

Value-Driven Screening Services

Elegant Solutions leverages industry-leading practices to offer cost-effective pre-employment assessments, reference checks, and background verifications. Our streamlined processes, conducted within a typical 24-hour turnaround, ensure timely and reliable placements aligned with WVOT expectations.

By maintaining this rigorous screening and onboarding approach, Elegant Solutions ensures our candidates are not only technically qualified but also meet the highest standards of security, reliability, and professional integrity.

Training

Elegant Solutions is committed to the continuous career development and professional growth of its employees and consultants to ensure they remain prepared to support the evolving technology needs of the WVOT. Our comprehensive training and development approach includes customer-driven requirements, organizational initiatives, and individual professional development needs. Training begins with appropriate new-hire and assignment orientation and continues through performance evaluations, assignment feedback, evolving technology requirements, and ongoing learning opportunities. This approach helps our professionals strengthen existing capabilities, develop new skills, and remain aligned with the technical and operational requirements of their WVOT assignments.

Training Area	Elegant Solutions Approach	WVOT Benefit
New-Hire Orientation	Employees and consultants receive orientation covering Elegant Solutions' quality practices, corporate policies, professional expectations, benefits, and organizational culture.	Helps ensure resources begin their assignments with a clear understanding of professional and organizational expectations.

Assignment-Specific Training	Training and preparation are provided based on applicable WVOT assignment requirements, technologies, processes, and responsibilities.	Supports faster integration and effective performance within the assigned environment.
Quality Management Training	Resources receive training and guidance on applicable quality practices and performance expectations.	Promotes consistent, reliable, and quality-focused service delivery.
Technical Skills Development	Employees are encouraged to participate in relevant technical training to acquire new skills and strengthen existing capabilities.	Provides WVOT access to professionals with current and evolving technical knowledge.
Performance-Based Training	Training needs are identified through periodic performance evaluations, assignment feedback, and professional development discussions.	Helps address skill gaps and supports continuous improvement in consultant performance.
Professional Development	Elegant Solutions supports continuous learning opportunities based on individual career goals and changing technology requirements.	Strengthens the long-term capabilities and expertise of professionals supporting WVOT.
Customer-Driven Training	Training requirements are adjusted when new client needs, technologies, processes, or assignment requirements are identified.	Ensures resources remain aligned with WVOT's evolving operational and technology needs.
Continuous Learning	Strategic training opportunities are regularly encouraged to help employees stay current with emerging technologies, industry practices, and specialized technical skills.	Supports WVOT with professionals who can adapt to changing technology environments and future initiatives.

Retention Approach

At Elegant Solutions, retaining top performers is central to our strategy. We aim to maintain a corporate retention rate of approximately 92% for our Government project teams, significantly higher than the industry average. Every team member is committed to identifying and proactively retaining our talented staff. Below is the retention process we follow to achieve this goal.

Approach Attribute	How This Approach Supports Employee Retention
Comprehensive benefits for overall employee well-being	We regularly review all benefits to keep pace with trends. Our benefits include paid holidays; medical and dental, training; 401(k) plan; long- and short-term disability; and life insurance.
Competitive salaries, merit-based promotions, raises, bonuses, employee recognition, and other performance incentives	We maintain competitive salaries based on market pay data, local and national surveys, and job benchmarking. We conduct annual employee performance reviews to determine merit and salary increases with a goal of 100% completion on time. We also reward our employees beyond their base pay by providing additional incentives for outstanding performance, such as annual bonuses, program incentives, citations, spot awards, and the possibility of being recognized as the Employee or Team of the Quarter and Employee of the Year.
Training and education for career advancement and technical expertise	We provide training and education funding to all full-time employees as part of our corporate training program for career advancement and cross-training to keep employees challenged and interested.

Response Time

Upon receiving a requirement from WVOT our dedicated recruiting team promptly initiates a search within our extensive database to identify qualified local candidates who possess the necessary skills and are best suited for the role. To ensure we deliver top-tier talent efficiently and cost-effectively, we also leverage advanced recruiting tools, including specialized job boards and professional user groups, to source the highest-caliber candidates in the shortest timeframe.

Identified Step/ Milestone	Responsibility (Elegant Solutions)	Estimated duration (in days)
Understanding Task Order Requisition	Senior Program Manager	By N+2 (N = Task Order issue date)
Identifying the Ideal Consultant	Recruitment Team, led by an experienced Recruitment Manager	By N+4
Consultant Pre-Screening	Recruitment Team, led by an experienced Recruitment Manager	By N+4
Internal Interview Process	- Recruiters (Initial Interview) - Recruitment Manager (Second Interview) - Subject Matter Experts (Final Interview)	By N+4

Consultant Submission	Business Development/ Proposal Writing Team	By N+6
Client Interview Scheduling and Feedback	Recruitment Manager	X+3 (X = Client's confirmation date for scheduling the interview)
Extending Job Offer for Final Selection	Accounts, Contracts, and Recruitment Manager	Y+4 (Y = Purchase Order issuance date)
Completion of Paperwork, Background Verification, and Drug Testing	Accounts and Recruitment Manager	By Y+4
Consultant's Project Start at Client Site	Recruitment Manager	By Y+7
Ongoing Follow-Up and Performance Monitoring	Senior Program Manager, Contract Manager, Recruitment Manager	Continuous/ Ongoing

This structured process ensures efficient recruitment, seamless onboarding, and proactive performance management to meet client needs effectively.

Elegant Solutions applies structured sourcing, technical qualification, recruitment management, and candidate relationship practices designed to support successful staffing fulfillment. To ensure consistent fulfillment and responsiveness, Elegant Solutions will actively track each WVOT staffing request from initial receipt through candidate submission and assignment fulfillment. Our Senior Program Manager and Recruitment Manager will maintain accountability for timely communication, follow-up, and resolution of potential staffing challenges. When a requirement presents sourcing or availability challenges, we will promptly implement expanded sourcing and escalation strategies to maintain momentum and support WVOT's staffing needs without unnecessary delays.

Inclusive Hourly Rates and Costs

Elegant Solutions acknowledges and confirms that the hourly rates proposed for WVOT will be fully inclusive and will represent the complete cost of providing the requested technical staffing services. Our rates will incorporate all applicable federal, state, and local taxes, including Social Security and Medicare obligations, unemployment and workers' compensation costs, general and professional liability insurance, employee fringe benefits, and all vendor administrative and operational overhead. In addition, any travel or related expenses associated with providing the required resources will be included within the proposed hourly rates. This approach ensures that WVOT receives clear, transparent, and predictable pricing, with no separate or unexpected costs beyond the agreed-upon hourly rates.

Staffing Candidate Information and Qualification Documentation

Elegant Solutions acknowledges and confirms its commitment to providing WVOT with complete, accurate, and properly documented information for every staffing candidate submitted for consideration. Each candidate submission will include the required application, a current and detailed resume, and completed qualification documentation demonstrating the candidate's education, professional experience, technical capabilities, and other qualifications relevant to the requested position. The submitted resume and supporting documentation will clearly show how the candidate meets the applicable position requirements, and copies of educational degrees or other required credentials will be included for verification, as applicable. Elegant Solutions will ensure that all candidate information is carefully reviewed for completeness and accuracy before submission and provided in accordance with applicable state and federal standards, enabling WVOT to efficiently evaluate each candidate and make informed staffing decisions.

6 CONTRACT AWARD (RFP SECTION 5)

Contract Award

Elegant Solutions acknowledges and understands that the Contract award will be based on the Vendor's ability to provide the required Contract Items in accordance with the specified requirements while offering the lowest overall total cost as reflected in the Pricing Pages. Elegant Solutions will provide competitive and transparent pricing designed to deliver the best overall value to WVOT while ensuring that all proposed staffing services and resources meet the required specifications and quality expectations.

Pricing Page

Elegant Solutions will ensure that the Pricing Page is completed carefully and submitted with all required pricing information. Our team will electronically enter the applicable details to maintain accuracy, clarity, and consistency throughout the submission. Before finalizing our bid, Elegant Solutions will review the completed Pricing Page to ensure that all required sections have been addressed and that the pricing information is presented clearly for WVOT's review and evaluation.

7 PAYMENT (RFP SECTION 6)

Elegant Solutions acknowledges and agrees to accept payment in accordance with the established payment procedures and applicable requirements of the State of West Virginia. We will work within the State's approved payment process and provide any required documentation or information necessary to support timely and accurate payment for services provided under the Contract.

8 DELIVERY AND RETURN (RFP SECTION 7)

Shipment and Delivery

Vendor shall ship the Contract Items immediately after being awarded this Contract and receiving a purchase order or notice to proceed. Vendor shall deliver the Contract Items within 180 working days after receiving a purchase order or notice to proceed. Contract Items must be delivered to Agency at 1900 Kanawha Blvd East Building 5 10th Floor

Late Delivery

Elegant Solutions is committed to maintaining clear and timely communication throughout the delivery process. If any circumstance arises that may affect the scheduled delivery of Contract Items, we will promptly provide written notification with relevant details regarding the anticipated delay and its expected impact. Our team will take appropriate steps to address the situation and minimize disruptions, while working diligently to ensure that all Contract Items are delivered in accordance with the established Contract requirements and schedule.

Delivery Payment/Risk of Loss

Elegant Solutions acknowledges and agrees to deliver the required Contract Items on an F.O.B. destination basis to the West Virginia Office of Technology (WVOT) at the designated delivery location. We will ensure that all delivery responsibilities and associated costs are managed in accordance with the Contract requirements until the Contract Items are successfully delivered to WVOT.

Return of Unacceptable Items

Elegant Solutions is committed to ensuring that all products provided meet WVOT's expectations and applicable Contract requirements. If any delivered item is determined to be unacceptable, our team will promptly coordinate the return process at no additional cost to WVOT. Upon notification, Elegant Solutions will take timely action to arrange the return or support WVOT in completing the return process and addressing applicable transportation expenses. Where suitable packaging is needed for the return, Elegant Solutions will provide appropriate packaging upon request. Following the return of an unacceptable item, Elegant Solutions will work with WVOT to provide the preferred resolution, including a replacement product or full financial credit/refund, as appropriate.

Return Due to Agency Error

Elegant Solutions will maintain a responsive and straightforward return process to address unintended ordering situations. Our team will promptly coordinate with WVOT to facilitate eligible returns and ensure appropriate account credit is processed. Products that remain unused and properly packaged will be accepted without additional return-related charges. In situations where the condition of a returned product affects its ability to be placed back into inventory, any applicable charges will remain within the limits established under the Contract.

9 VENDOR DEFAULT (RFP SECTION 8)

Elegant Solutions acknowledges the conditions identified by the Agency as constituting vendor default under the Contract. Elegant will maintain contract-management, quality-control, compliance, and performance-monitoring processes designed to prevent default and to promptly address any identified deficiencies.

Default Condierations

1. Failure to provide Contract Items in accordance with the requirements contained herein.

Elegant Solutions acknowledges this requirement and will provide all Contract Items and temporary technical staffing services in accordance with the specifications, qualifications, release orders, schedules, and other requirements established under the Contract. Prior to presenting or assigning personnel, Elegant will verify that proposed resources satisfy the applicable labor-category qualifications and Agency requirements. Contract performance will be monitored throughout each assignment to support consistent and compliant service delivery.

2. Failure to comply with other specifications and requirements contained herein.

Elegant Solutions will comply with all specifications, administrative requirements, performance obligations, documentation requirements, and other applicable provisions contained in the Solicitation and resulting Contract. Our Contract Management team will maintain oversight of contractual obligations and coordinate with the Agency regarding any questions, changes, release-order requirements, or performance expectations to help ensure continued compliance.

3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

Elegant Solutions will perform all Contract Services in compliance with applicable federal, State of West Virginia, and local laws, rules, regulations, and ordinances. Elegant will maintain appropriate employment, payroll, tax, insurance, workforce-management, and other compliance practices applicable to personnel assigned under the Contract and will remain responsible for monitoring compliance throughout the period of performance.

4. Failure to remedy deficient performance upon request.

Elegant Solutions acknowledges its responsibility to promptly address deficient performance identified by the Agency. Upon receiving notice of a performance concern, Elegant will review the issue, coordinate with the Agency to understand the required corrective action, establish appropriate ownership and resolution steps, and monitor the corrective action through closure. Where necessary, Elegant will take appropriate personnel or operational action to restore satisfactory Contract performance and prevent recurrence.

Remedies Available to Agency Upon Default

Elegant Solutions acknowledges and accepts the remedies available to the Agency in the event of vendor default as specified in the Contract. Elegant understands that the Agency's exercise of these remedies does not diminish Elegant's responsibility to maintain compliant and satisfactory performance throughout the Contract term.

1. Immediate cancellation of the Contract.

Elegant Solutions acknowledges that the Agency may immediately cancel the Contract in the event of vendor default. Elegant will therefore maintain proactive contract oversight, performance monitoring, compliance controls, and timely issue escalation to minimize the likelihood of circumstances that could result in Contract cancellation.

2. Immediate cancellation of one or more release orders issued under this Contract.

Elegant Solutions acknowledges that the Agency may immediately cancel one or more release orders issued under the Contract in the event of default. Elegant will manage each release order as an individually controlled assignment, including verification of requirements, personnel qualifications, performance expectations, communication, and ongoing compliance, to support successful execution throughout the assignment period.

3. Any other remedies available in law or equity.

Elegant Solutions acknowledges the Agency's right to pursue any other remedies available under applicable law or equity. Elegant will comply with all applicable contractual and legal obligations and will cooperate in good faith with the Agency to promptly resolve any performance, compliance, or contractual issue arising during Contract performance.

ACKNOWLEDGEMENT TO ADDENDUM

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.

Elegant Enterprise-Wide Solutions, Inc.

Company



Authorized Signature

Sep 22, 2026

Date

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

- **Certifications**
ISO 9001:2015



ISO 20000:2018

ISO 20000:2018



Scan the code with your smart phone to verify the certificate

Certificate of Registration

This is to certify that the Information Technology Management System of
ELEGANT ENTERPRISE-WIDE SOLUTIONS, INC.

24035, WHITTEN FARM CT ALDIE, VIRGINIA, 20105-2767

has been independently assessed by PQC and found to comply with the requirements of

INFORMATION TECHNOLOGY SERVICE MANAGEMENT) ISO 20000-1:2018

For the following scope:

REQUIREMENTS, DESUGN, CODING, TESTING, SOFTWARE APPLICATION & PRODUCTS, IMPLEMENTATION & INTEGRATION, SOFTWARE APPLICATION MAINTENANCE & SUPPORT MANAGEMENT CONSULTING, CYBER SECURITY, IT STRATRGIC STAFFING, IT SERVICES DELIVERY, PMO, IV & V FOR FEDERAL, STATE AND LOCAL GOVERNMENT AGENCIES.

Certification Calendar:

Client Id: 41783	
Certificate No: INIT/VA-43185/0823	
Initial Registered Date: 12.08.2023	Issuance Date: 12.08.2023
Date of Expiry: 11.08.2026	
1 st Surv. Due: 11.08.2024	2 nd Surv. Due: 11.08.2026



Authorized Signatory

PARAMOUNT QUALITY CERTIFICATIONS
27, Old Gloucester Street, London, WC1N 3AX, United Kingdom. Email:- info@pqcert.in

Validity of this certificate is subject to successful completion of surveillance audit on or before of due date.
(In case surveillance audit is not allowed to be conducted, this certificate shall be suspended/withdrawal.)

Certification Verification: Please check this validity of the certificate at: <https://pqcert.in/certified-clients/> or www.pqcert.in at Certified Client

This Certificate remains the property of PQC & shall be returned immediately upon request.

PQC SCT

ISO 27001:2022

ISO 27001:2022

PARAMOUNT QUALITY CERTIFICATIONS

Certificate of Registration

This is to certify that the product/s manufactured by:
ELEGANT ENTERPRISE-WIDE SOLUTIONS, INC.
24035, WHITTEN FARM CT ALDIE, VIRGINIA, 20105-2767
has been assessed by RQC and found to comply with the requirements of
(INFORMATION SECURITY MANAGEMENT SYSTEM)
ISO 27001:2022

For the following Scope:
REQUIREMENTS, DESIGN, CODING, TESTING, SOFTWARE APPLICATION &
PRODUCTS, IMPLEMENTATION & INTEGRATION, SOFTWARE APPLICATION
MAINTENANCE & SUPPORT MANAGEMENT CONSULTING, CYBER
SECURITY, IT STRATEGIC STAFFING, IT SERVICES DELIVERY, PMO, IV &
V FOR FEDERAL, STATE AND LOCAL GOVERNMENT AGENCIES.

Certification Calendar:

Client Id: 41783
Certificate No: INIS/VA-43187/0823
Registered on: 12.08.2023 Issued on: 12.08.2023
Expires on: 11.08.2026
1st Surveillance on/before: 11.08.2024
2nd Surveillance on/before: 11.08.2025

ACCREDITED
Management System
Certification

CERTIFIED
ISO 27001:2022

CERTIFIED
SAS

Authorized Signatory

PARAMOUNT QUALITY CERTIFICATIONS
27, Old Gloucester Street, London, WC1N 3AX, United Kingdom, Email: info@pqcert.in
Validity of this certificate is subject to successful completion of surveillance audit on or before of due date.
(In case surveillance audit is not allowed to be conducted, this certificate shall be suspended/withdrawn.)
Certification/Verification: Please check this validity of the certificate at: <https://pqcert.in/certified-clients/> or www.pqcert.in at Certified Client
This Certificate remains the property of PQC & shall be returned immediately upon request.