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Header 1

List View

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

Procurement Folder: 2020855

Procurement Type: Statewide MA (Open End)

Vendor ID: VS0000040361

Legal Name: Advanced Analytical Systems, Inc.

Alias/DBA:

Total Bid: \$2,880,800.00

Response Date: 09/22/2026

Response Time: 8:16

Responded By User ID: AASystems

First Name: Priyanka

Last Name: Arora

Email: info@advancedanalyticalsy.

Phone: 7033482871

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 ESR09222600000002685	1

VENDOR
VS0000040361
Advanced Analytical Systems, Inc.

Solicitation Number: CRFQ 0231 OOT2700000006
Total Bid: 2880800
Response Date: 2026-09-22
Response Time: 08:16:20
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	102.000000	212160.00

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	100.000000	208000.00

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	92.000000	191360.00

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	92.000000	191360.00

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	102.000000	212160.00

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	142.000000	295360.00

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	97.000000	201760.00

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	92.000000	191360.00

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	97.000000	201760.00

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	97.000000	201760.00

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	158.000000	328640.00

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	112.000000	232960.00

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.



Response to CRFQ

CRFQ Title: Temporary Technical Staffing Services

Response submitted to: Toby L. Welch

State of West Virginia - Department of Administration

Purchasing Division

2019 Washington Street East | Charleston, WV 25305-0130

304-558-8802

Email: toby.l.welch@wv.gov

Proposal Submitted by: Priyanka Arora, President

Advanced Analytical Systems, Inc.

24035 Suite A, Whitten Farm CT, Aldie, Virginia - 20105-2767

Phone: 703-348-2871 | Email: info@advancedanalyticalsystems.com

<http://www.advancedanalyticalsystems.com>

Proposal due Date & Time: September 23, 2026 at 1:30 PM



Table of Contents

Cover Letter	i
1. Required Forms	1
<i>Completed CRFQ Form</i>	<i>1</i>
<i>Designated Contact Form</i>	<i>4</i>
2. Purpose & Scope	5
3. Organizational Qualification and Experience (CRFQ Section 3)	6
<i>Five-Year Similar IT Services Qualification (CRFQ Section 3.1)</i>	<i>6</i>
<i>AASI Potential to Provide the Service (CRFQ Section 3.2)</i>	<i>7</i>
4. Mandatory Requirements (CRFQ Section 4)	9
4.1 Mandatory Contract Services Requirements and Deliverables (CRFQ Section 4.1)	9
Senior Web Application Analyst	10
CRM Application Analyst	14
Senior SQL Server Database Administrator	17
Business Analyst	20
Learning Management System & eLearning Development Specialist	25
Cloud Financial Operations Specialist	28
Cloud Architect	38
Cloud Security Professional	43
Cloud Platform Engineer	49
Cloud Network Engineer	55
Cloud Systems Management Engineer	63
Cloud Center of Excellence (CCOE) Implementation Specialist	69
Mainframe Systems Programmer	73
4.2 Vendor's Responsibilities (CRFQ Section 4.2)	80
4.2.1 Hourly Rates and Candidate Qualifications (CRFQ Section 4.2.1)	80
4.2.2 Staffing Fulfillment and Responsiveness (CRFQ Section 4.2.2)	80
4.2.3 All-Inclusive Hourly Rates (CRFQ Section 4.2.3)	80
4.2.4 Candidate Documentation and Qualification Evidence (CRFQ Section 4.2.4)	80
5. Contract Award	82
6. Payment	82
7. Delivery and Return	82
8. Vendor Default	83
Response to CRFQ Section 8.1	83
Response to CRFQ Section 8.2	83
General Terms and Conditions Compliance	84
Acknowledgement to Addendum	87



Advanced Analytical Systems, Inc.

Cover Letter

Dated: September 23, 2026

Kind Attn: Toby L. Welch

State of West Virginia - Department of Administration

Advanced Analytical Systems, Inc. (AASI) appreciates the opportunity to respond to **CRFQ 0231 OOT2700000006** for **Temporary Technical Staffing Services** for the West Virginia Office of Technology (WVOT). We understand that WVOT is establishing an open-end staffing vehicle to provide qualified technical professionals across multiple IT classifications as agency needs arise, supporting environments that include legacy mainframe systems, client-server technologies, cloud platforms, and modern web applications.

AASI has provided technical consulting staffing and workforce solutions since August 2013, exceeding the five-year minimum in Section 3.1. Our documented staffing model combines a curated database of more than 25,000 pre-screened professionals, structured technical and behavioral screening, reference and background verification, and dedicated account management to support accurate, responsive candidate delivery.

For this engagement, AASI will submit only candidates whose documented qualifications align with the applicable **WVOT** requirements and will provide clear resume and project-level evidence to support each proposed resource. We are committed to delivering responsive staffing support, qualified technical professionals, disciplined contract administration, and competitive all-inclusive pricing.

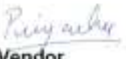
We appreciate the opportunity to support WVOT and look forward to a successful partnership.

Sincerely yours,

Priyanka Arora, President
Advanced Analytical Systems, Inc.
Phone: 703-348-2871

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	
Proc Folder: 2020855 Doc Description: Temporary Technical Staffing Services Proc Type: Statewide MA (Open End)		Reason for Modification:	
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 : Advanced Analytical Systems, Inc. Address : 24035 Suite A, Whitten Farm CT Street : City : Aldie State : Virginia Country : US Zip : 20105-2767 Principal Contact : Priyanka Arora Vendor Contact Phone: 703-348-2871 Extension:			
FOR INFORMATION CONTACT THE BUYER Toby L Welch (304) 558-8802 toby.l.welch@wv.gov			
 Vendor Signature X		FEIN# 46-2846333	DATE Sep 15, 2026

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

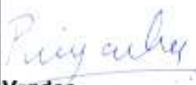
	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder: 2020855 Doc Description: Addendum No 1 -Temporary Technical Staffing Services		Reason for Modification: Addendum No 1 is issued to modify the bid opening date
Proc Type: Statewide MA (Open End)		
Date Issued	Solicitation Closes	Solicitation No
2026-09-14	2026-09-23 13:30	CRFQ 0231 OOT2700000006
		Version 2

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

VENDOR Vendor Customer Code: VS0000040361 Vendor Name : Advanced Analytical Systems, Inc. Address : 24035 Suite A Whitten Farm CT Street : City : Aldie State : VA Country : USA Zip : 20105 Principal Contact : Priyanka Arora Vendor Contact Phone: 703-348-2871 Extension:

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

 Vendor Signature X	46-2846333 FEIN#	Sep 23, 2026 DATE
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All offers subject to all terms and conditions contained in this solicitation

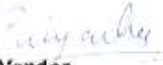
	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

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	Solicitation Closes	Solicitation No
2026-09-16	2026-09-23 13:30	CRFQ 0231 OOT2700000006
		Version
		3

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

VENDOR Vendor Customer Code: VS0000040361 Vendor Name : Advanced Analytical Systems, Inc. Address : 24035 Suite A Whitten Farm CT Street : City : Aldie State : VA Country : USA Zip : 20105 Principal Contact : Priyanka Arora Vendor Contact Phone: 703-348-2871 Extension:

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

 Vendor Signature X	46-2846333 FEIN#	Sep 23, 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) Priyanka Arora, President

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

(Phone Number) / (Fax Number) 703-348-2871

(email address) info@advancedanalyticalsystems.com

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

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

Advanced Analytical Systems, Inc.

(Company)

Priyanka Arora

(Signature of Authorized Representative)

Priyanka Arora, President

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

703-348-2871

(Phone Number) (Fax Number)

info@advancedanalyticalsystems.com

(Email Address)

Revised 8/24/2023

2. Purpose & Scope

Understanding of WVOT's Requirement

AASI understands that WVOT requires a flexible, open-end source of qualified technical professionals across **13 IT staffing classifications** to support a diverse technology environment that includes legacy mainframe systems, client-server technologies, cloud platforms, and modern web applications. Staffing needs may vary by classification, assignment duration, hours, and participating agency, requiring a delivery model that can scale while maintaining strict alignment with the qualification requirements defined for each position.

WVOT also expects assigned professionals to contribute beyond day-to-day task execution through **mentoring, technical training, structured shadowing, and knowledge transfer**. AASI will therefore consider both technical capability and the ability to work effectively with State personnel when qualifying resources for assignment.

AASI Staffing Approach

AASI brings more than **13 years of technical consulting staffing experience** and has supported public-sector and other complex organizations across application development, business analysis, cloud engineering, cybersecurity, database administration, infrastructure, networking, systems administration, and related technology disciplines.

For each WVOT staffing request, AASI will first confirm the required classification, technical skills, experience, assignment conditions, and applicable Section 4.1 criteria. Our recruiting team will then activate targeted sourcing, screen candidates for technical and professional qualifications, verify relevant experience and credentials, and map each candidate's resume and project history directly to the applicable requirements before submission. Following selection, AASI will coordinate onboarding, maintain communication with the Agency and assigned professional, monitor performance, address issues, and support knowledge transfer and orderly transition at assignment completion. This approach reflects AASI's established staffing lifecycle of workforce planning, recruiting, qualification, deployment, performance management, and workforce continuity.



Through this approach, AASI will provide WVOT with qualified, requirement-matched professionals while reducing qualification mismatch, supporting continuity across assignments, and ensuring that knowledge is effectively transferred to State personnel.

3. Organizational Qualification and Experience (CRFQ Section 3)

AASI, established in 2013, is an information technology and workforce solutions company providing IT consulting, staff augmentation, application support, infrastructure support, project management, business analysis, database, cybersecurity, cloud, and related technology services. AASI has supported government and commercial customers in environments where technology, personnel qualifications, work location, security, schedule, and performance requirements vary by individual engagement.

AASI's organizational model combines an experienced internal management and recruiting structure with a broader nationwide technology workforce and recruiting network. The company's core internal organization supports executive oversight, account management, recruiting, candidate qualification, employee administration, compliance, and service-delivery coordination. This structure is supplemented by nationwide recruiting channels, industry relationships, project-specific subject-matter expertise, and established technology talent pipelines.



AASI has built its delivery model around the complete staffing lifecycle rather than résumé submission alone. Its operating resources include recruiting and applicant-tracking tools, structured qualification matrices, interview and assessment procedures, electronic collaboration capabilities, document-management processes, timekeeping and reporting controls, and formal issue-escalation procedures. These capabilities support candidate qualification, onboarding, assignment monitoring, documentation, contract administration, performance management, and continuity throughout the staffing lifecycle.

Company Size and Resource Capacity

AASI's core internal organization consists of approximately 10 professionals supporting executive oversight, account management, recruiting, candidate qualification, employee administration, compliance, and service-delivery coordination. Beyond this internal management structure, AASI's broader workforce capability includes 200+ employees, consultants, and contractors and access to a network of 25,000+ pre-screened professionals. This distinction is important: the internal organization provides governance and accountability, while the broader consultant and talent network provides scalable delivery capacity.

AASI supplements its established candidate network with specialized recruiters, applicant-tracking capabilities, sourcing partnerships, referral networks, industry relationships, and targeted recruiting channels. For specialized or larger requirements, recruiting and technical-review activities can be conducted in parallel to expand candidate reach without eliminating qualification controls.

Five-Year Similar IT Services Qualification (CRFQ Section 3.1)

AASI has provided technical consulting, IT staffing, and related workforce services since August 2013, exceeding the solicitation's minimum five-year business-experience requirement. AASI's relevant work includes recruitment, qualification, deployment, and management of technical professionals supporting public-sector and other complex technology environments. The final qualification package will cross-reference the corporate and contract records used to substantiate this experience, including the legal entity name, customer, scope, and period of performance. Any documentation designated for pre-award verification will be furnished in accordance with Section 3.1.

AASI's experience includes staffing and consulting support across application development, business analysis, cloud technologies, cybersecurity, database administration, infrastructure, networking, systems administration, DevOps, project management, and related IT disciplines. Its experience includes contract-

based, task-order, IDIQ, statewide, and staff augmentation engagements, demonstrating the ability to support both recurring and project-driven technology workforce requirements.

AASI will provide supporting corporate and contract documentation demonstrating its business history and relevant IT staffing experience, including formation/registration evidence and representative contract or project records identifying the client, scope, and performance period.

Client	Contract Title	Period of Performance
State of Maryland, Department of IT	CATS+	Mar 2017 – Apr 2028
Maryland Port Administration	Application Programming and Database Administration	Oct 2019 – Sep 2029
State of Montana	IT Professional Services	Jan 2020 – Dec 2029
The State of Florida, Department of Management Services	IT Staff Augmentation	Oct 2022 – Sep 2027
Hennepin County	IT Consulting services	Oct 2022 – Sep 2032
NeighborWorks America	Project-based IT Solutions and Services	Feb 2024 - Jan 2029
Broward County Florida	Library of Professional Information Technology Service Providers	Mar 2024 – Mar 2027
State of Missouri	Statewide Contract for IT Consulting services	Apr 2024 – Mar 2029
Web Professional Consultants	IT Staff Augmentation and temporary staffing contract	Jun 2015 – May 2028
We-ThinkIT	Application development and Project Management support	May 2017 – Apr 2027
DHA, Inc.	Infrastructure Support	Sep 2014 – Aug 2026
Elegant Enterprise-Wide Solutions, Inc.	IT Staff Augmentation contract	Feb 2016 – Jan 2030
Orchestra Technologies	IT consulting services including project management, application development and infrastructure support	Mar 2018 – Feb 2029
TransTech, Inc.	IT Staffing Services	Apr 2019 - Dec 2024
Birbals, Inc.	Business Analysis Services	Nov 2019 – Dec 2024
BullzEye Group	Project Management Services	Feb 2020 – Jan 2029
Creative Information Technology, Inc.	IT staff Augmentation	Jun 2019 – Jan 2024

AASI Potential to Provide the Service (CRFQ Section 3.2)

State	Client	Position	Duration	Contact Information
Maryland	Maryland Port Administration (MPA)	Senior SQL Server Database Administrator Application Developer	Oct 2019 – Sep 2029	Name & Title: Mike Hagin Phone: 410-385-4883 Email: mhagin@marylandports.com
California	Web Professional Consultants	Senior Web Application Analyst	May 2022 – Aug 2022	Name & Title: Mintu Goyal, Sr. Project Manager Phone: 360-350-3819 Email: contact@webProConsult.com
	We-ThinkIT	Senior SQL Server Database Administrator	Dec 2020 – Nov 2021	Name & Title: Sameer Kumar, Program Manager Email: sam@We-ThinkIT.com

District of Columbia	DHA, Inc.	Business Analyst	Apr 2023 – Oct 2024	Name & Title: Sonia Khaira, Project Manager Phone: 412-952-6632 Email: soniakhaira.sk@gmail.com
Virginia	Elegant Enterprise-Wide Solutions, Inc.	CRM Application Analyst	Jun 2022 – Present	Name & Title: Vikas Arora, President Phone: 703-909-1289; Email: govt@elegantsolutions.us
Texas	Orchestra Technologies	Cloud Network Engineer	Mar 2023 – Feb 2025	Name & Title: Neeraj Narang, Sr. Program Manager Phone No: 443-333-8177 Email ID: nnarang@orchestratesolutions.com
	BullzEye Group	Cloud Security Professional	Jun 2022 – Apr 2023	Name & Title: Rachard Armstrong Email ID: managerIT@bullzeyegroup.com

4. Mandatory Requirements (CRFQ Section 4)

4.1 Mandatory Contract Services Requirements and Deliverables (CRFQ Section 4.1)

AASI will treat the qualification requirements identified under Sections 4.1.1 through 4.1.13 as candidate-level qualification gates. For each staffing classification offered, AASI will evaluate the proposed professional against every applicable experience, technology, education, certification, and professional competency requirement before the individual is presented to WVOT.

AASI's established qualification process goes beyond resume keyword matching. Technical recruiters and subject-matter specialists evaluate candidates through structured technical interviews, scenario-based discussions, troubleshooting or competency-based assessments as appropriate to the position. Following technical qualification, AASI verifies relevant employment history, education, certifications, and professional references before the candidate advances for submission.

For WVOT, the final qualification package will provide a requirement-to-evidence crosswalk showing the candidate's relevant employer/project, assignment dates, technologies used, applicable years of experience, and the exact location within the resume or supporting documentation demonstrating compliance. Where the solicitation requires degree verification, the corresponding documentation will be included with the candidate package. WVOT specifically requires current resumes and completed qualification documentation identifying how each candidate meets the applicable requirements.



The resumes in this section are representative of AASI's current technical recruiting and delivery capability. They are provided to demonstrate available qualification depth and do not replace the candidate-specific qualification package required when WVOT issues a staffing request. For each candidate presented after award, AASI will map the individual's documented education, experience, technologies, and assignment history to the exact requirements of the applicable Section 4.1 classification before submission to the Agency.

Senior Web Application Analyst

Vikram Reddy Akavaram

Summary:

- Senior .NET Web Application Analyst with 10+ years of end-to-end experience designing, developing, and maintaining enterprise-level, database-driven web applications across government transportation and insurance domains.
- Has Experience in working with **Department of Kentucky Transportation**
- Deep hands-on background in ASP.NET MVC, ASP.NET WebForms, WCF, SOAP/REST web services, and relational database design using SQL Server. Proven track record delivering full-stack .NET solutions using C#, JavaScript, jQuery, AJAX, and Visual Studio across .NET Framework 2.0 through .NET Core. Experienced with client-side MVVM patterns, SharePoint integration, Team Foundation Server (TFS), and Agile delivery.
- Strong communicator with a history of collaborating effectively with project managers, business analysts, database administrators, and business stakeholders to translate requirements into working, compliant systems.

Education:

- Master of Science, Computer Science, California State University, Long Beach, 2015
- Bachelor of Science, Computer Science, Jawaharlal Nehru Institute of Science & Technology, Hyderabad, 2012

Technical Skills:

Languages:	C#, VB.NET, JavaScript, TypeScript
Web Frameworks:	ASP.NET MVC (3.0/4.0/5), ASP.NET WebForms, ASP.NET Core, .NET Framework 2.0+, .NET Core/ .NET 6+
Client-Side/ UI:	JavaScript, jQuery, jQuery UI, AJAX, Angular, AngularJS, Kendo UI, Bootstrap, HTML5, CSS3, Knockout.js (MVVM)
Web Services:	WCF, SOAP/XML Web Services, REST APIs, ASP.NET Web API, SOA, WSDL, Swagger/OpenAPI
Databases:	MS SQL Server (2008–2022), Oracle/PL-SQL, ADO.NET, Entity Framework, LINQ, stored procedures, data modeling, SSRS, SSIS
Dev Tools/ IDEs:	Visual Studio 2008–2022, SSMS, Postman, Visio, IIS
Collaboration / SCM:	Team Foundation Server (TFS), Git, GitHub, Jira, SVN, Visual SourceSafe, SharePoint
Cloud/ DevOps:	Microsoft Azure (App Services, SQL, Functions, Storage, Service Bus), Azure DevOps, CI/CD pipelines
Methodologies:	Agile/Scrum, SDLC, Object-Oriented Design, SOLID principles, Data Modeling, Analysis and Design, SOA, TDD

Work Experience:

Department of Kentucky Transportation, Frankfort, KY | Senior Web Application Analyst/ Sr. .NET Developer; Apr 2022 - Present

- Designed, developed, and maintained enterprise-level web applications for the Kentucky Utilities & Rails Tracking System (KURTS), a database-driven government transportation platform requiring strict compliance, data integrity, and public accessibility. Delivered full-stack solutions across ASP.NET MVC, WebForms, and ASP.NET Core while modernizing legacy VB6 and IBM i systems into maintainable .NET architectures.
- Designed and developed new modules within the ASP.NET MVC (4.0/5) architecture, separating business logic from the UI layer and cutting new-feature development cycles by approximately 30% through reusable action filters and custom routing.
- Built and maintained data-driven ASP.NET WebForms portals for transportation reporting, managing ViewState, Page Lifecycle events, and PostBack behavior to keep client-side performance acceptable on older government workstations.
- Developed and consumed WCF services and SOAP/XML web services aligned to SOA principles, including WS-Security message encryption and digital signatures for secure inter-system communication across agency boundaries. Designed and integrated RESTful Web APIs using

- ASP.NET Web API and ASP.NET Core Web API, standardizing HTTP status codes, media-type formatters, and token-based authentication (JWT/OAuth 2.0) for third-party agency consumption.
- Hands-on experience with Microsoft SharePoint Services/Server, integrating ASP.NET web parts, reporting dashboards, document libraries, and secured content within the enterprise intranet.
 - Designed, developed, integrated, and consumed SOAP and REST web services using WCF, SOAP/XML, ASP.NET Web API, WSDL, JSON, and RESTful APIs for secure enterprise system integrations. Provided enterprise application development using Microsoft .NET Framework 2.0 and higher versions, C#, ASP.NET WebForms/MVC, Visual Studio, and SQL Server.
 - Built dynamic, database-driven UI enhancements using jQuery, jQuery UI, and AJAX callbacks, reducing full-page postbacks and improving perceived responsiveness on high-traffic transportation tracking screens.
 - Applied client-side MVVM patterns using AngularJS and Knockout.js to separate view state from data logic in data-entry modules, which reduced validation rework during UAT by eliminating round-trip server calls for field-level checks.
 - Performed relational database design and development in SQL Server (2012/2016/2018), including table schema design, normalization, referential integrity constraints, views, stored procedures, triggers, and index tuning for query performance. Wrote and tuned complex T-SQL stored procedures and ad-hoc queries; identified three slow-running procedures responsible for page timeouts and reduced their average execution time by restructuring joins and adding covering indexes.
 - Refactored fragmented MS Access and legacy SQL Server schemas into unified, properly normalized SQL Server schemas and implemented Entity Framework Core for the data access layer, replacing hundreds of inline ADO.NET calls.
 - Collaborated with TFS for sprint planning, work item tracking, and source control branching strategy in Agile/Scrum sprints; coordinated with project managers and business analysts during backlog grooming and sprint reviews.
 - Coordinated with SharePoint team to surface reporting dashboards and document libraries within the enterprise intranet, integrating ASP.NET web parts and secured content targeting transportation field staff. Led reverse-engineering and complete rewrite of mission-critical legacy VB6 desktop applications into C# and .NET Core, documenting architectural dependencies and delivering a phased modernization roadmap reviewed by agency stakeholders.
 - Maintained and configured IIS application pools and site bindings across development, staging, and production environments, troubleshooting deployment failures and resolving application pool recycling issues that caused intermittent outages. Enforced OWASP secure coding practices within ASP.NET MVC applications, mitigating XSS, SQL Injection, and CSRF vulnerabilities identified during internal code reviews and audit walkthroughs.
 - Authored Swagger/OpenAPI documentation for REST endpoints and WSDL for SOAP services, enabling downstream developer teams to onboard without direct support from the development team. Participated actively in daily stand-ups, sprint planning, code reviews, and retrospectives; mentored two junior developers on MVC patterns, stored procedure design, and version control workflows in TFS.

Environment: ASP.NET MVC 4/5, ASP.NET WebForms, ASP.NET Core Web API, C#, .NET Framework 4.x / .NET Core, WCF, SOAP/XML, REST, jQuery, jQuery UI, AJAX, AngularJS, Knockout.js, Angular, JavaScript, SQL Server 2012/2016/2018, ADO.NET, Entity Framework Core, LINQ, TFS, SharePoint, IIS, Visual Studio 2013–2022, Azure DevOps, Jira, Agile/Scrum

AIG Insurance, Jeffersonville, IN | Web Application Analyst/ .NET Developer; Aug 2018 - Jan 2022

- Developed and maintained web-based enterprise applications supporting insurance policy management, claims processing, and customer data workflows at AIG. Worked across the full SDLC in an Agile/Scrum environment using ASP.NET MVC, WCF, SQL Server, and RESTful services.
- Designed and developed ASP.NET MVC modules handling policy enrollment and claims intake, using C#, Razor views, and model validation attributes to enforce business rules before data reached the database layer. Developed and consumed RESTful Web APIs and WCF services to integrate policy administration with downstream claims and billing systems; implemented custom message handlers and error-handling retry policies to manage transient failures.
- Built data-entry and reporting pages using jQuery, jQuery UI, and AJAX, replacing full-page postbacks on claims review screens and reducing average page interaction time for claims processors. Designed

relational database schemas in SQL Server for policy and claims data, writing stored procedures, views, and indexes; identified and rewrote two stored procedures that were causing table scans on the claims history table.

- Utilized Team Foundation Server (TFS) to enterprise application development environments for source control, branching, work-item tracking, sprint planning, build management, and team collaboration.
- Performed relational data design and data modeling using SQL Server, including schema design, normalization, entity relationships, referential integrity, indexing, stored procedures, and database performance optimization
- Provided application analysis and design experience, translating business and functional requirements into scalable n-tier .NET application architectures, technical specifications, database designs, and implementation solutions.
- Applied client-side MVVM architectural patterns using Knockout.js and AngularJS to separate presentation, application state, and data logic in enterprise web applications. Worked with ADO.NET and Entity Framework Core with LINQ for data access, managing database connections in a disconnected architecture to prevent connection pool exhaustion under concurrent user load.
- Participated in requirements analysis sessions with business analysts and subject matter experts, translating insurance workflow rules into ASP.NET MVC controller logic and SQL Server stored procedures.
- Used TFS for version control, sprint work item tracking, and build management; followed branching strategy established for the team and participated in code review gates before merging to the main branch.
- Conducted unit testing of API controllers and service layer components, catching a recurring null reference bug in the claims submission workflow before it reached UAT. Collaborated with DBAs on data modeling decisions for a new claims audit trail table, balancing query performance requirements against storage growth projections over a projected five-year data retention window.
- Worked in 3-week Agile/Scrum sprints; contributed to backlog grooming by providing development effort estimates and flagging scope ambiguities before sprint commitment.

Environment: ASP.NET MVC, ASP.NET Core, C#.NET, WCF, RESTful APIs, ASP.NET Web API, jQuery, jQuery UI, AJAX, JavaScript, Angular 8/10, TypeScript, Entity Framework Core, LINQ, ADO.NET, SQL Server, TFS, Postman, Visual Studio 2017/2019, Agile/Scrum

DXC Technology/ FLMMIS, Tallahassee, FL |.NET Developer / Web Application Analyst; Feb 2016 - Jun 2018

- Contributed to the Florida Medicaid Management Information System (FLMMIS), an enterprise-grade, database-driven web application processing medical claims submitted online and through scanned paper intake. Responsibilities spanned requirements analysis, design, development, and testing across the full SDLC.
- Participated in requirements gathering and analysis sessions with business analysts and Medicaid program staff, translating policy rules into functional specifications and subsequently into ASP.NET WebForms and MVC 4.0 application logic.
- Developed and maintained event-driven ASP.NET WebForms modules for claims submission and adjudication status display, managing control state and validation across multi-step intake workflows.
- Implemented ASP.NET MVC 4.0 architecture for new claims processing modules, applying separation of concerns through controllers, models, and Razor views and replacing tightly coupled WebForms code-behind logic.
- Consumed and developed JSON-based RESTful APIs and implemented Web API controllers to expose claims data to external reporting and audit systems.
- Built interactive UI features using JavaScript, jQuery, and AJAX to validate claim fields client-side before submission, catching formatting errors that previously required a round trip to the server and a full page reload.
- Used ADO.NET and Entity Framework with LINQ to Entities for data access, writing SQL Server stored procedures and views to support complex Medicaid eligibility and claims adjudication queries.
- Performed data design work including normalization of claims data tables, definition of referential integrity constraints, and design of indexes to support high-volume batch adjudication runs.
- Participated in analysis and design activities using n-tier architecture principles, contributing to design documentation reviewed by lead architects before development began.

- Worked with WCF services to expose and consume internal data contracts across system boundaries, following SOA patterns established by the FLMMIS enterprise architecture team.
- Used Visual Studio 2013/2015 and SVN for version control and build management; participated in code reviews and testing cycles before releases to the staging environment.

Environment: C#, ASP.NET WebForms, ASP.NET MVC 4.0, ASP.NET Web API, JavaScript, jQuery, AJAX, HTML5, CSS3, Bootstrap, ADO.NET, Entity Framework, LINQ, RESTful Services, WCF, JSON, SQL Server, SVN, Visual Studio 2013/2015, Agile/Scrum

CRM Application Analyst

Goutham Reddy Peddaveerannagari

Summary:

- Senior Dynamics 365 developer with 13+ years of experience designing, building, and supporting enterprise business applications using Power Apps, Power Automate, Dataverse, C#, .NET, JavaScript, SQL Server, SSRS, and Power BI.
- Track record of working with the **State of North Carolina (Dept. of Justice), State of Maryland (Dept. of Treasury)**.
- Strong background translating business requirements into scalable solutions, automating manual processes, integrating with Microsoft 365, Azure services, SQL Server, REST-based services, and third-party systems, and delivering production-ready solutions in governed enterprise environments.
- Experienced in Dataverse data modeling, workflow automation, application troubleshooting, QA/testing support, code reviews, and stakeholder collaboration across Agile teams. Recognized for strong problem-solving, clear communication, mentoring, and maintaining secure, supportable, and business-focused solutions.

Education & Certifications:

- Master of Science in Computer Science, from Silicon Valley University, CA 2016.
- Master's in Business Administration, from JNTU-H, India, 2013.
- Bachelor of Technology (Electronics & Communication Engg.) from JNTU-H, India, in 2010.
- Microsoft Certified: Azure Fundamentals, Microsoft, June 2023.

Work Experience:

MasterCard, O'Fallon, MO | Sr. MS Dynamics Developer; Apr 2025 - Present

- Designing, configuring, and customizing Dynamics 365 and Power Platform solutions, including entities, forms, dashboards, business process flows, business rules, security roles, and workflows to support enterprise business requirements.
- Building Power Automate solutions that replace manual travel-request processing with governed, self-service workflows across SharePoint and OneDrive, reducing manual touchpoints by 60%.
- Designing a Copilot Studio AI agent giving business users real-time status on travel requests without IT tickets - an early AI-enabled workflow ahead of broader team adoption.
- Developing custom functionality using C#, .NET, JavaScript, and plugins while maintaining code quality and release discipline through Azure DevOps repositories and review practices.
- Building reporting and analytics solutions using Power BI, SSRS, FetchXML, Oracle, SQL Server, Excel, and SharePoint data sources to improve self-service reporting and reduce ad hoc data requests. Performing application analysis, requirements gathering, data analysis, project planning, and high-level/low-level solution design to define scalable CRM implementations aligned with department processes and user needs.
- Supporting enterprise integrations across SAP Concur, Workday, and Oracle financial systems to improve data flow accuracy across connected platforms.
- Gathering and translating stakeholder requirements into scalable CRM architectures, data designs and data models, custom entities, Dataverse structures, plugins, workflows, and Power Automate solutions.
- Reviewing and maintaining C# plugin and JavaScript customizations supporting the broader Power Platform environment. Partnering with business stakeholders to gather requirements, validate solution approaches, and translate process pain points into scalable automation and application solutions.
- Applying governance and security controls across Dataverse and Power Platform solutions, including role-based access and code review gates prior to release.
- Participating in Agile delivery activities, mentoring new team members, and contributing to continuous improvement of workflow automation, reporting, and user experience.

Environment: MS Dynamics 365, Power Platform, CoPilot Studio, .Net Framework, Visual Studio 2022, SSRS, XML, C#, JavaScript, SSMS 2014/2016, SAP Concur, Workday, Alteryx, TOAD.

State of North Carolina (Dept. of Justice), Raleigh, NC | Sr. MS Dynamics CRM Developer - Lead; May 2019 - Mar 2025

- Led development, customization, and support of Microsoft Dynamics CRM and Dynamics 365 CE applications across the department, aligning solutions with business and technical requirements.

- Gathered and translated stakeholder requirements into scalable CRM architectures, custom entities, Dataverse data models, plugins, workflows, and Power Automate solutions. Led migration from Microsoft CRM 2015 to Dynamics 365 CE and supported broader modernization efforts across on-premises and online environments.
- Developed and enhanced CRM-facing web components using ASP.NET MVC, C#, JavaScript, jQuery, and jQuery UI, integrating client-side functionality with Dynamics 365 services and backend .NET components to support business workflows and improve application usability.
- Performed detailed application analysis, data design, and solution design, evaluating business requirements, existing CRM processes, data relationships, and integration dependencies to define maintainable application and database solutions.
- Designed, developed, and maintained enterprise CRM applications using .NET Framework 2.0+, C#, ASP.NET, and JavaScript, delivering scalable customizations, integrations, and business functionality aligned with evolving application and stakeholder requirements.
- Developed, debugged, and deployed plugins in Visual Studio (2015); maintained source control in Azure DevOps; and enforced development standards through testing and code reviews.
- Designed integrations and SSIS-based data movement processes, including exports for partner agencies, to streamline operations and support data exchange requirements. Created Power BI dashboards and SSRS/FetchXML reports to support operational reporting and business decision-making.
- Conducted application analysis and solution design for Microsoft Dynamics CRM/Dynamics 365 initiatives by evaluating business requirements, existing application workflows, data dependencies, and integration needs, and translating findings into functional and technical designs for scalable CRM solutions.
- Configured and supported Microsoft SharePoint collaboration and document-management capabilities integrated with Dynamics 365 and Power Platform workflows, helping business teams centralize process information and improve access to operational data. Enforced governance and security standards across MS Dynamics applications, role-based security in Dataverse using security roles, teams, and permission sets to control access to sensitive data and app features.
- Supervised developers, led Scrum ceremonies, mentored team members, and served as a senior technical resource for issue resolution and delivery execution.

Environment: MS Dynamic 2015 (On Premise), D365 CE (Online & On Premise), Power Platform, .Net Framework, Visual Studio 2015, C#, JavaScript, SSMS 2014/2016, Report Builder 3.0

State of Maryland (Dept. of Treasury), Annapolis, MD | Sr. MS Dynamics 365 Consultant; Sep 2018 – Mar 2019

- Delivered Dynamics 365 solutions through configuration-first design, customizations, Power Apps, workflows, forms, views, and reports aligned to user and department requirements.
- Performed requirements gathering, project planning, and high-level/low-level solution design to support scalable CRM implementations. Developed custom plugins, JavaScript enhancements, and backend Azure-connected services to extend Dynamics 365 functionality where business needs required customization.
- Designed, developed, and optimized SQL Server databases, queries, stored procedures, and data integration processes supporting Microsoft Dynamics CRM applications, ensuring reliable data management, reporting, and integration across enterprise business systems.
- Built online forms and application components to improve data capture and user experience, including a premium calculator solution in Power Apps.
- Participated in Sprint and status meetings, supported code reviews, and collaborated with stakeholders to refine requirements and implementation priorities.

Environment: MS Dynamics 365, Portals, Azure Cloud, Power Apps, .Net Framework, Visual Studio 2015, C#, ASP.NET 4.5, JavaScript, MS SQL 2016, Visio, VSTS (Azure Devops).

Sally Beauty Holdings Inc., Denton, TX | MS Dynamics CRM Developer; Oct 2017 - Jun 2018

- Enhanced Microsoft Dynamics CRM customer service and case management functionality through custom workflows, plugins, JavaScript updates, and integration support.
- Supported CRM-to-Salesforce integration using BizTalk and web services, improving connectivity between business platforms. Developed and maintained web-based CRM functionality using ASP.NET

MVC, C#, JavaScript, jQuery, and jQuery UI, while integrating application services through WCF and REST/SOAP web services and working with SQL Server-backed CRM data.

- Performed testing and validation of CRM customizations and integrations, helping resolve issues and improve application reliability.
- Designed SSIS-based export processes for data cleansing and provided technical support and mentoring to team members and business users.

Environment: MS Dynamic 2013 & 2015(On Premise), .Net Framework, Visual Studio 2015, C#, WCF, REST, SOAP Web Services, JavaScript, MS SQL 2012, SSIS, KingswaySoft, SSMS 2014, SQL Server BIDS.

EE Soft Technologies, Hyderabad, India | Software Engineer; Oct 2010 - Jul 2015

- Developed Microsoft Dynamics CRM solutions including custom entities, workflows, plugins, views, integrations, and reusable components based on business requirements.
- Supported migration efforts from CRM 2011 to 2013 and from 2013 to 2015, helping modernize the platform across versions.
- Used Team Foundation Server (TFS) for source control, work-item tracking, code collaboration, and development coordination across CRM and .NET application teams, supporting structured delivery from development through testing and release.
- Built WCF-based integrations with legacy systems and created SSIS ETL packages for validation, transformation, and warehouse/data mart loading.
- Participated in development, unit testing, integration testing, peer code reviews, and team mentoring to improve solution quality and delivery consistency.

Environment: MS Dynamic 2011, 2013(On Premise), .Net Framework, Visual Studio 2013, C#, WCF, REST, SOAP Web Services, MS SQL 2012, Windows Server 2012R2, SSMS 2014, SQL Server BIDS.

Senior SQL Server Database Administrator

Prasun Barua

Summary:

- Track record of working with **Bureau of Engraving and Printing, U.S. Census Bureau, USPTO - United States Patent and Trademark Office, Bureau of Indian Affairs.**
- SQL Database Administrator with 10+ years of experience supporting mission-critical environments across multiple federal agencies. Expert in SQL Server 2008–2022, Azure SQL (PaaS/IaaS/Managed Instance), Always On Availability Groups, performance tuning, security hardening, and HA/DR architecture.
- Over 10 years of hands-on experience writing, optimizing, and troubleshooting complex Microsoft SQL Server queries for high-performance database applications.
- Planned and executed enterprise-scale database migration projects from Microsoft SQL Server to Oracle, ensuring data integrity and minimal business disruption. Designed and optimized ETL workflows to reduce data load time by implementing parallel processing and incremental data loads instead of full refreshes.
- Designed and implemented scalable cloud data warehouse solutions using Snowflake, supporting large-scale analytical workloads and BI reporting. Hands-on experience supporting Azure SQL Database and Azure Blob Storage.
- Proven ability to deliver 99.99% uptime, optimize high-volume transactional systems, and execute complex database migrations (on-prem → Azure) with zero data loss. Strong background in federal standards including FISMA, NIST, audit compliance, access controls, and secure configuration baselines.
- Skilled in PowerShell, improving operational efficiency, reducing manual workloads, and enhancing database reliability across production, test, and development environments.
- Configured and supported API integrations between enterprise applications and SQL Server/Azure SQL, ensuring secure authentication and optimal database performance. Experienced collaborating with cross-functional teams developers, cloud engineers, security, and DevOps to modernize legacy systems and implement scalable, cloud-ready data platforms.
- Known for diagnosing complex database issues quickly, improving performance through index tuning and query optimization, and strengthening overall data security posture. Expert on Backup and Recovery including Point-In-Time and DR solutions with SLA, RPO and RTO. Hands-on experience with Transparent Data Encryption (TDE).

Education & Certifications:

- MBA in Finance - BGC Trust University Bangladesh
- Bachelor in information Management System – National University Bangladesh
- Corporate Training: SQL Database Administration – Sufia Institute of Science & Technology
- MCITP: Administering Microsoft SQL Server 2012/2014 Databases
- MCITP: Implementing a Data Warehouse with Microsoft SQL Server 2012/2014
- Azure Fundamentals AZ-900

Technical Skills:

Databases	SQL Server 2008–2025, Azure SQL DB (PaaS/ IaaS/ Managed Instance)
Tools	SSMS, SSIS, SSRS, SSAS, DMA, PowerShell, SQL Profiler, Redgate, SolarWinds, CMD, Azure Portal, Task Manager, Performance Monitor
Languages	MS SQL, T-SQL, SQLCMD
OS	Windows Server 2012–2022
Ticketing Tools	Remedy, Jira, ServiceNow, Rally, Zendesk
Core Areas	Performance Tuning, HA/DR (AlwaysOn, Clustering, Replication, Log Shipping), Security, Automation
Methodologies	Agile (Scrum and Kanban)

Work Experience:

Bureau of Engraving and Printing, Washington DC | SQL Database Administrator; Apr 2023 - Present

- Administer SQL Server 2016–2022 clusters supporting 700+ production, development, and test databases. Plan and execute database migrations from SQL 2016 → 2019 → 2022 → Azure SQL Managed Instance with zero downtime.
- Work on supporting Azure SQL Database, Azure Blob Storage. Provision SQL Server databases and implement core database objects, including schemas, tables, views, indexes, constraints, and stored procedures, following standardized naming, security, configuration, and deployment practices.
- Create and maintain ETL processes to extract, transform, and load data from multiple sources.
- Design, develop, and maintain Azure Data Factory (ADF) pipelines to automate data movement between on-premises SQL Server, Azure SQL Database, Azure SQL Managed Instance, Azure Blob Storage, and third-party data sources. Plan and execute data migration projects from legacy systems to Microsoft SQL Server, ensuring data integrity, minimal downtime, and successful production cutover.
- Perform migrations of prior versions of SQL Server to SQL Server 2012 on Windows servers, ensuring database objects, logins, permissions, jobs, linked servers, and application dependencies were successfully migrated, while converting DTS packages to SSIS for continued data integration support.
- Manage backup and recovery of SQL Server databases across production, development, and DR environments, implementing full, differential, and transaction-log backup strategies to ensure data protection, business continuity, and defined RPO/RTO objectives. Establish data governance standards, naming conventions, and best practices across Snowflake environments.
- Improve query performance by creating and maintaining clustered and non-clustered indexes, including column store indexes for large fact tables.
- Manage Azure SQL Database and SQL Server on Azure VM, ensuring high availability, security, backup/restore with Azure Blob Storage, performance tuning and cost-optimized resource usage. Support applications that insert/update data via API.
- Implement AlwaysOn Availability Groups across multi-subnet clusters, improving uptime to 99.99%. Design and execute creation of databases and database primary objects in SQL Server, developing normalized database structures, primary and foreign keys, clustered and non-clustered indexes, views, stored procedures, and functions to support application workloads.
- Optimize queries and indexes, reducing average query execution time by 30%. Automate maintenance tasks via PowerShell, DDL, cutting manual DBA workload by 40%. Configure Transparent Data Encryption (TDE) on 700+ production, development and Test databases including standalone and cluster servers.

U.S. Census Bureau, Suitland, MD | SQL Database Administrator; Jul 2020 - Feb 2023

- Migrated on-prem SQL databases to Azure SQL Managed Instance using DMS and BACPAC, ensuring security compliance and data integrity. Analyzed SQL Server database schemas, tables, indexes, constraints, stored procedures, and views to develop Oracle-compatible database designs.
- Performed backup and recovery of SQL Server databases using native SQL Server tools, maintenance plans, and automated jobs, regularly validating backup integrity and conducting recovery testing to minimize data-loss and downtime risks.
- Managed creation of databases and database primary objects in SQL Server across development, QA, and production environments, establishing appropriate naming conventions, data types, storage configurations, security settings, and database standards.
- Led the migration of prior versions of SQL Server to SQL Server 2012 on Windows servers, including assessment of legacy databases, compatibility analysis, migration planning, testing, cutover, and post-migration validation; converted DTS packages to SSIS to modernize legacy ETL processes.
- Created and utilized T-SQL stored procedures and database objects for enterprise reporting and application workloads, incorporating parameterized logic, validation, joins, and transaction handling to support reliable data processing. Designed and maintained Snowflake schemas (star/snowflake) for enterprise data warehousing solutions.
- Configured monitoring and alerting for Azure and on-prem SQL environments, proactively preventing outages. Supported reporting solutions using SSIS, SSRS, SSAS, DDL and Power BI for federal reporting initiatives.
- Maintained backup, recovery, and security procedures per federal standards. Resolved SQL Server and Windows Server security vulnerabilities to ensure compliance with federal cybersecurity

standards. Supported 24/7 production systems, ensuring continuous availability and rapid incident resolution for mission-critical federal applications.

Snohomish County IT Department, Everett, WA (Remote) | SQL Database Administrator; Apr 2018 - May 2020

- Managed SQL Server 2012–2019 environments across multiple departments. Used PowerShell scripts to manage SQL databases and servers, saving 20 hours per month.
- Supported AlwaysOn, clustering, and replication for mission-critical databases. Developed and executed SQLCMD and PowerShell scripts for command-line database administration, including DDL changes, object deployment, configuration updates, validation checks, and repeatable maintenance activities across SQL Server 2012–2019 environments.
- Implemented performance tuning and security hardening procedures to meet agency standards. Designed star and snowflake schemas to ensure efficient data retrieval and optimized reporting performance. Applied Service Pack (SP) and patching hotfixes for SQL Server Database instances to protect against security, vulnerabilities, fix bugs for improved stability and performance and meet regulatory compliance.

USPTO - United States Patent and Trademark Office, Alexandria, VA | SQL Database Administrator; Aug 2016 - Mar 2018

- Migrated on-prem SQL 2014 databases to SQL 2016 environment, implementing Transparent Data Encryption (TDE) and data encryption for compliance. Designed SSIS packages for ETL processes and improved reporting using SSRS dashboards.
- Developed and maintained T-SQL stored procedures, views, functions, and database scripts to support application transactions, reporting requirements, and recurring administrative operations.
- Performed command-line DDL operations using SQLCMD and scripted CREATE, ALTER, and DROP statements for database objects, schema changes, table structures, indexes, and constraints across controlled SQL Server environments.
- Created and maintained SQL Server database objects in accordance with application specifications, applying appropriate keys, constraints, indexes, and dependencies to maintain data integrity and consistent application behavior.
- Built secure data-sharing solutions using Snowflake Secure Data Sharing and Reader Accounts. Implemented data archiving and purging strategies to maintain optimal database size and improve performance.
- Used SQL Server profiler, Windows performance monitor and Database engine tuning advisor to analyze and fine-tuned long/slow running queries and stored procedures. Created reports by using Power BI tool and used Power Query to clean data (remove, duplicate, split column, merge queries).

Bureau of Indian Affairs, Washington, DC | SQL Database Administrator; Aug 2014 - Jul 2016

- Maintained mission-critical production databases with 24/7 support for federal applications. Executed SQL Server upgrades (2008 → 2014 → 2016) with minimal downtime. Developed SSIS/SSRS solutions for reporting and data integration.
- Installed and configured SQL Server 2008/2012 database instances on Windows Server environments, establishing database engine configurations, security settings, connectivity, and operational standards for production and non-production systems. Created SQL Server databases and primary database objects, including tables, schemas, views, indexes, constraints, and stored procedures, using T-SQL and command-line DDL scripts to support application and reporting requirements.
- Converted legacy DTS packages to SSIS packages, redesigning data flows, transformations, connection managers, and package configurations while validating successful execution and data integrity after migration.
- Implemented and monitored SSIS and SSAS components supporting SQL Server 2008 reporting and data-integration workloads, troubleshooting package failures, processing issues, and scheduled execution problems. Created standard operating procedure for installation, monitoring procedures, security policies, configuration changes, migration procedures to maintain best practices.
- Optimized tempdb usage and reduced contention by tuning workloads and indexing temporary tables where necessary. Monitored server activities, error logs, space usage, database health, backup verification, cleaning historic data, and solving problems as needed.

Business Analyst

Lahari Nunna

Summary:

- Senior Business Analyst with 10+ years of experience delivering data-driven solutions across Banking, Financial Services, Healthcare, and Insurance domains, with specialized expertise in payment modernization, regulatory compliance, and enterprise data integration initiatives. Proven expertise in requirements elicitation, stakeholder management, and end-to-end solution delivery within Agile/Scrum environments.
- Has Experience in working with **State of MA- Department of Public Health.**
- Strong background in core banking systems, payment modernization (ACH, SWIFT, ISO 20022), healthcare interoperability (FHIR/HL7), and insurance policy and claims workflows. Adept at translating complex business needs into clear functional specifications, user stories, and API requirements using REST/JSON standards. Skilled in SQL-based data analysis, dashboard development with Power BI/Tableau, and driving insights for operational and financial performance.
- Experienced in data governance, data lineage, and cloud-based solutions on AWS/Azure, ensuring scalable and compliant architectures. Hands-on involvement in UAT coordination, risk and compliance initiatives (AML, KYC, HIPAA, SOX, GDPR), and process optimization through automation and AI/ML-driven insights.

Education:

- Bachelor of IT, Sastrra university 2014

Technical Skills

Business Analysis & Requirements Management	Business Requirements Document (BRD), Functional Requirements Document (FRD), Requirements Elicitation, Requirements Analysis, Requirements Traceability Matrix (RTM), User Stories, Epics, Acceptance Criteria, JAD Sessions, Stakeholder Workshops
Agile & Project Management Tools	Agile Methodology, Scrum Framework, Sprint Planning, Backlog Grooming, Daily Stand-ups, Sprint Reviews, Retrospectives, Product Backlog Management, JIRA, Confluence
Data Analysis & Reporting	SQL, Data Extraction, Data Transformation, Data Validation, Data Analysis, MS Excel (Pivot Tables, VLOOKUP, Charts), KPI Tracking, Financial Metrics Reporting
Data Visualization & BI Tools	Power BI, Tableau, Dashboard Development, Executive Reporting Dashboards
Process Modeling & Documentation Tools	MS Visio, Lucidchart, Process Flow Diagrams, Data Flow Diagrams, As-Is/To-Be Modeling, Workflow Modeling, Wireframing, UI Mockups
API & Integration Technologies	REST APIs, JSON, API Requirements Definition, Data Contracts, Postman, Swagger, API Testing, System Integration
Data Governance & Data Management	Data Mapping, Data Lineage, Data Integration, Data Governance Frameworks, Data Quality Management, Metadata Management
Cloud & Platform Technologies	Amazon Web Services (AWS), Microsoft Azure, Cloud Data Workflows, Cloud Application Integration
Enterprise & CRM Systems	Salesforce, SAP, Core Banking Systems, Digital Banking Platforms, Enterprise Applications
Domain-Specific Technologies & Standards	SWIFT, ACH, ISO 20022, FHIR, HL7
Testing & Quality Assurance	User Acceptance Testing (UAT), Test Strategy, Test Case Development, Defect Tracking, End-to-End Testing, Validation & Verification
Compliance & Regulatory Standards	AML (Anti-Money Laundering), KYC (Know Your Customer), SOX (Sarbanes-Oxley), GDPR, HIPAA
Risk & Fraud Analytics	Transaction Monitoring, Fraud Detection, Credit Risk, Market Risk, Liquidity Risk

Work Experience:

USAA, United States | Senior Business Analyst; Aug 2024 - Present

Project: Payment Modernization & Digital Banking Workflow Enhancement: Supported payment modernization initiatives involving ACH, Wire, SWIFT, and ISO 20022, translating business needs into requirements, user stories, process flows, API/data requirements, and acceptance criteria and coordinated with business, product, engineering, QA, and data teams to support UAT, defect triage, RTM, reporting, and process improvement for digital banking and enterprise platform enhancements.

- Performed data analysis using SQL to extract, transform, and validate large datasets, improving reporting accuracy by 28% and reducing manual reconciliation effort by 15+ hours per week. Developed interactive Tableau dashboards to monitor KPIs and financial metrics, enabling leadership to reduce decision-making turnaround time by 35% and improve visibility into operational performance.
- Collaborated with data engineering teams on data mapping, data lineage, and data integration across systems. Managed backlog items, sprint deliverables, work items, testing activities, and defect tracking processes using Azure DevOps to support Agile delivery and end-to-end traceability.
- Defined and documented API requirements, data contracts, and integration workflows using REST/JSON standards. Utilized Postman and Swagger to validate API responses and support integration testing.
- Created and maintained SharePoint sites, document libraries, folders, permissions, and metadata structures to support project collaboration and governance.
- Managed and prioritized product backlog in JIRA and Confluence, ensuring alignment with business goals and delivery timelines. Conducted gap and impact analysis for regulatory and system changes, identifying critical process gaps and helping prioritize enhancements that minimized compliance risks and avoided potential audit findings.
- Ensured compliance with financial regulations (AML, KYC, SOX, GDPR, where applicable) and internal audit standards.
- Participated throughout the Systems Development Life Cycle (SDLC), supporting requirements analysis, solution design, development, integration testing, UAT, deployment, and post-production validation for enterprise application enhancements.
- Worked with business and IT teams to analyze requirements, define functional and technical specifications, and recommend solution options for enterprise reporting and data-integration enhancements.
- Prepared solution options, impact assessments, and risk identification documentation for application, integration, regulatory, and reporting changes.
- Supported deployment and enhancement of end-user reporting solutions using Tableau, validating data accuracy, report functionality, and business requirements.
- Supported risk and compliance initiatives, enhancing transaction monitoring workflows and contributing to faster fraud detection and reduced false positives by ~18%.
- Created as-is and to-be process models, business process flows, and data flow diagrams using Visio and Lucidchart. Collaborated with CRM and enterprise systems such as Salesforce, SAP, and core banking platforms. Coordinated UAT with stakeholders, achieving 95% test case pass rate prior to production release.
- Maintained Requirement Traceability Matrix (RTM) to ensure full coverage from requirements to deployment. Collaborated with cloud teams on data and application workflows in AWS/Azure environments.
- Supported implementation of data governance and data quality frameworks, increasing data consistency by 25% and reducing downstream reporting discrepancies across enterprise systems. Developed automated reporting solutions that eliminated manual reporting tasks, reducing reporting cycle time by 40% and improving data availability for executive decision-making.

State of MA- Department of Public Health | Business Analyst; Jan 2022 - Jul 2024

Project: Healthcare Workflow & Public Health Data Modernization: Analyzed healthcare workflows including enrollment, eligibility verification, billing, claims adjudication, claims processing, and care coordination, and documented BRDs, FRDs, process flows, user stories, and acceptance criteria. Supported FHIR/HL7 interoperability, HIPAA compliance, UAT, data validation, reporting, change management, and stakeholder communication across business, technical, QA, and public health teams.

- Developed detailed BRDs, FRDs, and process documentation to support system enhancements and regulatory compliance. Created as-is and to-be process flows using Visio to identify inefficiencies and recommend improvements.
- Worked extensively in an Agile/Scrum environment, participating in sprint planning, backlog grooming, reviews, and retrospectives. Managed and refined product backlog using JIRA, ensuring prioritization aligned with business value and stakeholder needs.
- Performed gap analysis and impact analysis for system enhancements, integrations, and regulatory changes. Utilized SQL to extract, analyze, and validate healthcare data from relational databases.
- Designed and built interactive dashboards and reports using Power BI and Excel to monitor KPIs, patient metrics, and operational performance.
- Ensured compliance with HIPAA regulations, maintaining data privacy and security standards across all processes. Supported FHIR/HL7-based data exchange for interoperability, enabling seamless integration between payer and provider systems and improving data exchange accuracy across clinical workflows.
- Facilitated requirements workshops and JAD sessions with business and technical stakeholders to elicit business requirements, operational constraints, assumptions, dependencies, and acceptance criteria.
- Prepared functional and technical specifications for reporting and data-related enhancements, including source-to-target mappings, business rules, report requirements, and data-validation criteria.
- Worked with IT and business teams to analyze BI/reporting and data warehousing requirements and recommend solutions using SQL, Power BI, Excel, and enterprise data sources.
- Supported deployment and enhancement of Power BI reporting solutions and provided knowledge-transfer sessions to team members on report functionality, business rules, data definitions, and validation procedures.
- Led business validation efforts during UAT, ensuring alignment between functional requirements and system behavior. Elicited and documented business and functional requirements for healthcare systems, including patient data management, claims processing, and care coordination workflows.
- Collaborated with stakeholders, SMEs, and product owners to define user stories, epics, and acceptance criteria aligned with Agile best practices. Integrated SharePoint with business processes to improve document accessibility, traceability, and collaboration across business and technical teams.
- Maintained Requirement Traceability Matrix (RTM) to ensure end-to-end requirement coverage. Collaborated with developers, QA teams, and DevOps engineers through GitLab to track code changes, integration issues, defects, and release readiness.
- Worked with technical teams to support API integrations and data mapping between internal and external healthcare systems. Created wireframes and UI mockups to enhance user experience and streamline workflows.

State Farm, United States | Business Analyst (Insurance); Aug 2020 - Dec 2021

Project: P&C Insurance Policy & Claims System Enhancement: Worked on Property & Casualty insurance workflows, including policy lifecycle, underwriting, billing, claims management, policy administration, and claims processing requirements. Created BRDs, FRDs, process flows, UAT support materials, defect tracking documentation, and stakeholder communication artifacts to support system enhancements and regulatory compliance.

- Developed as-is and to-be process flows using MS Visio to identify process gaps and improvement opportunities. Worked within an Agile/Scrum framework, actively participating in sprint planning, backlog grooming, and retrospectives.
- Applied SDLC concepts and procedures throughout requirements analysis, design reviews, development support, testing, UAT, implementation, and post-release validation of insurance application enhancements. Worked with relational database and client-server concepts while analyzing policy, coverage, premium, insured, producer, and transaction data across integrated upstream and downstream systems.
- Reviewed and evaluated business systems and user needs, performed gap/impact and risk analysis, and documented solution options aligned with business strategies and regulatory requirements.
- Worked with Guidewire PolicyCenter to support policy administration workflows including quote, bind, issuance, endorsement, renewal, cancellation, billing triggers, underwriting rules, and policy data validation. Managed and prioritized product backlog in collaboration with product owners using JIRA.

- Supported Guidewire PolicyCenter data analysis by validating policy, coverage, premium, insured, producer, and transaction data across upstream and downstream systems.
- Applied P&C domain knowledge across quote, bind, issuance, endorsement, renewal, cancellation, first notice of loss, investigation, reserving, settlement, and claim closure workflows. Ensured data solutions aligned with insurance regulatory requirements, audit controls, retention standards, and enterprise data-governance policies.
- Performed gap analysis and impact assessment for new business requirements and system changes. Utilized SQL to extract, validate, and analyze insurance data from relational databases. Ensured requirement traceability (RTM) from business needs through development and testing phases.
- Collaborated with QA teams to validate test cases and ensure alignment with business requirements.
- Partnered with product owners and engineering teams to define epics and user stories, ensuring clear acceptance criteria that reduced rework during development cycles by 20%.
- Created wireframes and mockups to support UI/UX design and improve user experience. Facilitated communication between business stakeholders and technical teams to ensure clarity and alignment. Documented and supported change management processes, including impact analysis and requirement updates.

Quytech, India | Business Analyst; Jan 2017 - Dec 2018

Project: Enterprise Application Workflow Modernization & Agile Delivery Support: Supported enterprise application enhancement initiatives by partnering with product owners, developers, QA teams, and business stakeholders to gather requirements, define user stories, acceptance criteria, process flows, and functional specifications in an Agile/Scrum environment.

- Managed and prioritized product backlog items, ensuring alignment with business goals and timelines. Utilized JIRA for tracking user stories, defects, and sprint progress, ensuring transparency across teams.
- Supported Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives as part of Agile ceremonies.
- Developed and executed UAT strategies, test cases, and coordinated with business users to ensure successful validation. Used SQL queries to extract and validate data from databases for analysis and reporting purposes.
- Analyzed large datasets using MS Excel (Pivot Tables, VLOOKUP, charts) to generate insights and support decision-making.
- Maintained Requirement Traceability Matrix (RTM) to ensure complete coverage from requirements through testing.
- Elicited, analyzed, and documented business and functional requirements through stakeholder interviews, workshops, and JAD sessions.
- Facilitated stakeholder meetings, workshops, and JAD sessions to elicit and document business requirements, operational constraints, assumptions, dependencies, and functional requirements.
- Supported the complete SDLC, from requirements elicitation and functional specification through development support, testing, UAT, defect resolution, deployment, and validation. Documented UAT results, reported and tracked defects in JIRA, coordinated issue resolution, and performed retesting to verify fixes against approved requirements and acceptance criteria.
- Developed detailed BRDs, FRDs, and user stories with clearly defined acceptance criteria to support development and testing for teams.
- Led requirements gathering sessions with cross-functional stakeholders to align business needs with technical solutions. Prepared status reports, dashboards, and presentations using Excel and PowerPoint for stakeholder communication.
- Created process flow diagrams, data flow diagrams, and wireframes using MS Visio and basic prototyping tools. Performed gap analysis and impact analysis to support system enhancements and business process improvements. Worked with UI/UX teams to refine wireframes and screen mockups, improving user experience and usability.

Iris Software Pvt. Ltd, India | Junior Business Analyst; Jun 2014 - Dec 2016

Project: Legacy Enterprise Application Enhancement & QA Support: Supported enhancement initiatives for legacy enterprise applications by gathering business requirements, preparing BRDs/FRDs, creating process flows, documenting workflow models, and translating business needs into clear functional specifications.

- Prepared Business Requirement Documents (BRDs) and Functional Requirement Documents (FRDs) to translate business needs into technical specifications. Created process flow diagrams and workflow models using MS Visio to represent current (as-is) and future (to-be) states.
- Applied SDLC concepts, practices, and procedures while supporting requirements, functional specifications, development clarification, system testing, UAT, defect management, and application releases.
- Documented UAT results, reported defects through HP ALM/JIRA, coordinated with development and QA teams, and retested resolved issues to confirm successful remediation. Performed business-system and user-needs analysis and prepared functional specifications describing user requirements, business rules, workflows, system behavior, and required application modifications.
- Worked with relational database and client-server application concepts while analyzing business requirements, application workflows, data interactions, system enhancements, and integration dependencies for legacy enterprise applications. Conducted gap analysis to identify process improvements and support system enhancement initiatives.
- Collaborated with developers, QA teams, and project managers to ensure accurate understanding and implementation of requirements. Utilized MS Excel (Pivot Tables, VLOOKUP) to analyze data and generate business reports.
- Gathered and analyzed business requirements through stakeholder discussions, workshops, and documentation reviews. Supported User Acceptance Testing (UAT) by preparing test cases, coordinating with users, and tracking defects.
- Maintained requirements traceability and defect logs using JIRA / HP ALM (Quality Center). Participated in requirement review sessions and walkthroughs to validate business and functional needs.
- Defined test strategies and UAT scenarios in collaboration with QA teams, improving defect detection in pre-production by 30% and ensuring smoother releases. Generated periodic status reports and dashboards using Excel to track project progress and key metrics. Facilitated communication between business stakeholders and technical teams to ensure clarity and alignment.

Learning Management System & eLearning Development Specialist

Robert Sanders

Summary:

- LMS and eLearning Specialist with 9 years of experience using learning management systems to develop and manage courses and user experiences for in-person, online and hybrid deployment.
- Experience supporting enterprise and organizational learning programs, managing and supporting Learning Management Systems (LMS), and developing engaging eLearning courses for online, in-person, and hybrid learning environments.
- Experienced in LMS configuration, administration, and ongoing system support, including LMS architecture, course structures, user roles, permissions, course management, and learning content administration. Proven ability to work with subject matter experts (SMEs) to translate technical content into effective learning materials, including interactive eLearning modules, instructional presentations, assessments, quizzes, workbooks, and learning activities.
- Skilled in Adobe Captivate and other eLearning development technologies, with hands-on experience designing scenario-based learning, simulations, branching activities, knowledge checks, and multilingual digital learning experiences.
- Apply instructional design methodologies, ADDIE, adult learning principles, Bloom's Taxonomy, and Kirkpatrick evaluation principles to create effective learning experiences for adult learning and workplace training environments.
- Experienced in troubleshooting technical issues related to course delivery and LMS functionality, coordinating with instructors, SMEs, developers, and technical stakeholders to maintain reliable learning environments and continuously improve eLearning delivery.

Education:

- Master of Educational Technology from Boise State University, Boise, ID - 2016

Core Competencies:

- ADDIE instructional design model
- Administration of content using Learning Management Systems
- Theories and principles for adult learning, Bloom's taxonomy, and Kirkpatrick's evaluation model.
- Collaborating with stakeholders in a training ecosystem
- Coordinating, revising, and organizing multiple course projects
- Onsite and online course development and delivery
- Adobe Captivate, SharePoint, and Office 365
- Portfolio and blog to showcase eLearning projects: [https:// allstaredu.wordpress.com/](https://allstaredu.wordpress.com/)
 - CDC Needs Assessment Rapid Checklist
 - Stay Sharp with Situational Awareness
 - Flight Training Scenarios and Targeted Feedback
 - Learn about Evaluation in Captivate
 - Analysis of a Store Survey Rebuilt in Captivate

Work Experience:

Crew Training International, Tucson, AZ | Educational Technologist; Jul 2023 - Present

- Setting permissions using SharePoint: Admin, courseware developers, and SMEs. Creating two main folder structures with subfolders: Resources/ tutorials and Course Development. Integrating: Outlook, Teams, Word, PPT, OneDrive, and Microsoft Lists for communication and revision tracking.
- Using Visual Studio to upload final products to the base server and to back up all existing files. Updating exams questions using the legacy LMS. Monitoring curriculum and all courses using the legacy LMS.
- Providing ongoing LMS administration and technical support for course delivery, including managing course access, user permissions, course content, assessments, and learner-facing functionality to support reliable delivery of online and instructor-led training.
- Troubleshooting and resolving LMS and eLearning delivery issues by investigating course access, content, assessment, and functionality problems and coordinating with instructors, SMEs, courseware developers, and technical staff to restore training availability.

- Supporting LMS course structures and learning environments by organizing course content, managing user roles and permissions, maintaining courseware resources, and ensuring learning materials are available to the appropriate audiences.
- Translating technical procedures, operational requirements, and subject matter provided by SMEs into structured learning experiences, interactive eLearning modules, assessments, and supporting training materials for workplace learners.
- Designing and maintaining assessments and knowledge checks within eLearning courses, using scenario-based activities, targeted feedback, and interactive exercises to reinforce learning objectives and evaluate learner understanding.
- Applying adult learning principles and ADDIE-based instructional design practices to analyze training needs, structure learning objectives, develop instructional content, and refine courses based on reviews and identified performance gaps.
- Developing e-learning modules in Adobe Captivate to practice procedures inside the cockpit. Using techniques: variables, conditions, advanced actions, and JavaScript for additional interactions.
- Creating Branched scenarios, custom quiz questions, interactive simulations, multi-language support, custom feedback, and integrated Google Sheets for social learning and data collection.
- Identifying training needs based on a multi-level approach: Performance gaps, outdated technical data, peer reviews, and biennial review cycles.
- Revising training using a systematic and iterative process to ensure accuracy and quality. Reviewing projects and collaborating with: Primary and secondary SMEs, EdTech, multimedia specialist, software engineer, chief instructor, courseware manager, and customers.
- Managing and coordinating multiple projects from start to finish for instructor-led presentations, workbooks, checklists, graphics, and eLearning modules. Continuously analyzing new technology related to eLearning and LMS.

BGI LLC, Tucson, AZ | Educational Technologist; Mar 2018 - Jun 2023

- Supported enterprise and organizational learning programs by managing and maintaining learning content, course structures, learner resources, and training environments across online, in-person, and hybrid learning programs.
- Worked closely with subject matter experts (SMEs) to translate technical content into effective learning materials, including eLearning courses, instructional presentations, workbooks, assessments, quizzes, checklists, and interactive learning activities.
- Performed LMS configuration, administration, and ongoing system support, including managing LMS architecture, course structures, user roles, permissions, and course management to ensure appropriate learner and administrator access.
- Managed and supported Learning Management Systems by organizing course content, configuring learning activities, maintaining user access and permissions, updating course materials, and supporting the ongoing delivery of organizational training.
- Troubleshoot technical issues related to course delivery or LMS functionality, investigating access, content, assessment, configuration, and learner-facing issues and coordinating with instructors, SMEs, developers, and technical teams to resolve problems.
- Designed and developed eLearning courses, quizzes, and assessments using scenario-based learning, interactive exercises, knowledge checks, branching scenarios, simulations, feedback mechanisms, and multimedia content to support measurable learning objectives.
- Used common eLearning development tools, including Adobe Captivate, to develop interactive eLearning modules, simulations, assessments, branching scenarios, multilingual content, custom feedback, and other digital learning experiences.
- Applied instructional design methodologies and adult learning principles to create effective learning experiences for adult learning and workplace training environments, incorporating ADDIE, Bloom's Taxonomy, and Kirkpatrick evaluation principles into course development and evaluation.
- Managed and supported Learning Management Systems and developed eLearning throughout the training lifecycle, including needs analysis, course design, content development, LMS configuration, testing, deployment, maintenance, and continuous improvement.
- Analyzed training needs and performance gaps and translated identified requirements into structured learning experiences, ensuring technical training content was accurate, relevant, accessible, and aligned with organizational learning objectives.

- Coordinated with SMEs, instructors, courseware developers, multimedia specialists, software engineers, courseware managers, and customers to review, validate, revise, and maintain technical learning content and eLearning deliverables.
- Managed course management activities by organizing learning resources, updating course content, maintaining assessments and assignments, coordinating revisions, and ensuring training materials remained current and available to intended learners.
- Supported online and hybrid course delivery by configuring digital learning environments, organizing instructional content, maintaining assessments and learning activities, and addressing issues affecting the learner experience.
- Evaluated and implemented improvements to LMS and eLearning development processes by analyzing emerging learning technologies, identifying opportunities for improved course delivery, and enhancing digital learning experiences.

University of Arizona, College of Law | Educational Technologist; Dec 2016 - Dec 2017

- Transferred in-person courses to D2L Brightspace for online delivery. Managed the administration of courses in D2L.
- Supported the transition of instructor-led curriculum to D2L Brightspace by structuring online course environments, organizing learning activities, and configuring digital content, assessments, assignments, rubrics, and submission workflows for online learners.
- Provided ongoing course support in D2L Brightspace by coordinating updates with instructors, validating online learning content, and resolving course-delivery issues to maintain a consistent learner experience.
- Recorded and edited course lectures. Uploading a variety of learning content, organized learning activities, assessments, documents, assignments, rubrics, and submission folders. Coordinated all changes with online instructors.

Busan, Korea | English Language Teacher; Jan 2008 - Nov 2016

- Provided in-person and online instruction. Utilized learning technologies to setup and deliver asynchronous and hybrid experiences.
- Helped middle school students successfully enter (English) international schools in Korea. Coached adults to secure employment at Kia corporation in Ukraine.

Cloud Financial Operations Specialist

Sri Teja Subba Nai Makkena

Summary:

- Senior Python AI Engineer with 10+ years of experience designing, developing, and deploying enterprise-grade cloud-native applications, AI-powered platforms, and distributed microservices across financial services, healthcare, automotive, retail, and social media domains.
- Track record of working with state client- **State of PA (DHS), Harrisburg, PA.**
- Expert in Python, FastAPI, Django, Flask, and REST API development, building scalable, high-performance backend systems with asynchronous programming and event-driven architectures.
- Extensive experience developing Generative AI and LLM applications using OpenAI GPT, LangChain, LangGraph, AutoGen, Retrieval-Augmented Generation (RAG), Prompt Engineering, Hugging Face Transformers, and Amazon Bedrock.
- Hands-on expertise implementing AI agents, multi-agent workflows, conversational AI, semantic search, knowledge assistants, and enterprise copilots using LangGraph and AutoGen frameworks.
- Strong experience designing Retrieval-Augmented Generation (RAG) pipeline es using Pinecone, Weaviate, Milvus, FAISS, ChromaDB, PGVector, and Amazon OpenSearch Vector Engine for enterprise knowledge management.
- Cloud FinOps expertise includes AWS cost management, cloud usage analysis, Reserved Instance and Savings Plan optimization, workload right-sizing, cloud spend forecasting, FinOps dashboards, and executive-level financial reporting, with a strong focus on connecting infrastructure consumption to business value.
- Experienced in fine-tuning foundation models, embedding generation, prompt optimization, LLMOps, model evaluation, guardrails, hallucination mitigation, and AI model lifecycle management. Proficient in Machine Learning, Deep Learning, and NLP using TensorFlow, PyTorch, Keras, Scikit-learn, XGBoost, MLflow, Kubeflow, Feast, NLTK, spaCy, BERT, and Biopython.
- Expertise in Computer Vision applications using OpenCV, Pillow (PIL), OCR, Amazon Textract, Amazon Rekognition, and image-processing pipelines. Strong experience developing scalable data engineering solutions using Apache Spark, PySpark, Apache Beam, Apache Flink, Hadoop, Hive, Airflow, Databricks, dbt, AWS Glue, and Azure Data Factory. Designed high-throughput streaming platforms using Apache Kafka, Kafka Streams, Amazon MSK, AWS Kinesis, RabbitMQ, Celery, Google Pub/Sub, Amazon SNS, Amazon SQS, MQTT, and Amazon EventBridge.
- Extensive expertise designing cloud-native applications on AWS using EC2, Lambda, API Gateway, EKS, ECS, Fargate, S3, RDS, DynamoDB, SageMaker, CloudFormation, IAM, CloudWatch, X-Ray, Route 53, Cognito, WAF, Shield, Athena, Glue, and Lake Formation. Hands-on experience building enterprise AI and analytics solutions on Microsoft Azure using Azure Functions, Azure Data Factory, Azure ML Studio, Azure Cosmos DB, Azure SQL Data Warehouse, Azure Data Lake, Azure Entra ID, AKS, App Services, and Azure Monitor.
- Experience developing AI and analytics workloads on Google Cloud Platform (GCP) using Vertex AI, BigQuery, Pub/Sub, Cloud Functions, and Google Kubernetes Engine (GKE).
- Proficient in designing containerized applications using Docker, Kubernetes (EKS, AKS, GKE), Helm, Kustomize, Amazon ECS, AWS Fargate, and Docker Swarm. Strong Infrastructure as Code (IaC) expertise using Terraform, AWS CloudFormation, AWS CDK, Pulumi, and Ansible for automated cloud provisioning and infrastructure management.
- Extensive experience implementing enterprise CI/CD pipelines using Jenkins, GitHub Actions, GitLab CI/CD, AWS CodePipeline, CodeBuild, CodeDeploy, ArgoCD, FluxCD, GitOps, and Nexus Repository.
- Experienced in monitoring distributed systems using Prometheus, Grafana, ELK Stack, OpenTelemetry, Datadog, Splunk, AWS CloudWatch, AWS X-Ray, New Relic, Nagios, AppDynamics, and Jaeger.
- Strong knowledge of enterprise security, implementing OAuth2, OpenID Connect (OIDC), JWT, AWS IAM, AWS Cognito, AWS KMS, AWS WAF, AWS Shield, RBAC, SAML, SSL/TLS, Okta, encryption, and PCI-compliant architectures.
- Extensive experience developing GraphQL APIs, RESTful APIs, gRPC services, WebSockets, Apollo Federation, OpenAPI/Swagger specifications, and event-driven microservices.
- Hands-on expertise integrating PostgreSQL, MySQL, Oracle, SQL Server, Amazon Aurora, Amazon RDS, DB2, MongoDB, DynamoDB, Cassandra, HBase, Cosmos DB, Neo4j, Elasticsearch, OpenSearch, and Solr into enterprise applications. Strong experience implementing data governance,

metadata management, CDC pipelines, ETL frameworks, Apache Sqoop, Apache Flume, AWS Glue Data Catalog, Great Expectations, OpenLineage, and Marquez.

- Proficient in frontend integration using React.js, Redux, AngularJS, Vue.js, HTML5, CSS3, Bootstrap, Tailwind CSS, TypeScript, D3.js, Plotly, AJAX, and responsive UI design.
- Experienced in advanced data analysis and visualization using Pandas, NumPy, SciPy, Dask, Apache Arrow, GeoPandas, Matplotlib, Plotly, and OpenPyXL. Developed automation and web scraping solutions using Selenium, BeautifulSoup, Scrapy, XML parsing, Excel automation, and large-scale data extraction frameworks.
- Strong expertise in healthcare solutions supporting HIPAA, HL7, FHIR, EDI 837/835, Medicaid, EHR/EMR systems, claims processing, PHI security, and clinical data integration.
- Extensive experience delivering secure financial applications supporting fraud detection, financial reconciliation, investment reporting, regulatory compliance, banking platforms, FinOps, and PCI standards. Experienced in designing highly available, fault-tolerant architectures using CQRS, Event Sourcing, Distributed Caching, API Rate Limiting, Circuit Breaker patterns, Blue-Green Deployments, and Multi-Region Disaster Recovery strategies.
- Strong understanding of Agile, Scrum, SAgile, Kanban, DevSecOps, Test-Driven Development (TDD), Behavior-Driven Development (BDD), and cross-functional collaboration within globally distributed teams.
- Proficient with Linux (Red Hat, CentOS, Ubuntu, SUSE), Unix, Windows Server, Git, GitHub, GitLab, Bitbucket, JIRA, and Confluence for enterprise software development and delivery.
- Recognized for leading architecture modernization initiatives, mentoring engineering teams, driving AI innovation, optimizing cloud infrastructure, improving application scalability, and delivering secure, resilient, production-ready enterprise solutions using modern Python, AI/ML, cloud, and DevOps technologies.

Education & Certifications:

- Bachelors in CSE, Bengaluru University, Bangalore, 2007–2011
- AWS Certified Solutions Architect - Professional
- AWS Certified Machine Learning - Specialty
- Certified Kubernetes Administrator (CKA)
- Microsoft Certified: Azure Solutions Architect Expert
- Google Professional Machine Learning Engineer

Technical Skills

Programming, Web & Frontend	Python, JavaScript, TypeScript, Java, C++, Golang, SQL, PL/SQL, T-SQL, Bash, Django, Flask, FastAPI, Node.js, Spring Boot, REST, GraphQL, gRPC, React, AngularJS, Vue.js, Redux, HTML5, CSS3
AI/ML, GenAI & Data	OpenAI GPT, LangChain, LangGraph, AutoGen, RAG, Prompt Engineering, Fine-tuning, LLMops, Hugging Face, Bedrock, TensorFlow, PyTorch, Keras, Scikit-learn, XGBoost, MLflow, Kubeflow, BERT, OpenCV, Spark, PySpark, Hadoop, Hive, Flink, Beam, Airflow, Databricks
Databases, Analytics & Integration	Pinecone, Weaviate, Milvus, FAISS, ChromaDB, PGVector, Neo4j, Elasticsearch, OpenSearch, PostgreSQL, MySQL, Oracle, SQL Server, DB2, MongoDB, DynamoDB, Cassandra, Cosmos DB, Snowflake, Redshift, BigQuery, Teradata, Pandas, NumPy, SciPy, Dask, ETL, CDC, ADF, AWS Glue
Cloud, DevOps & Infrastructure	AWS, Azure, GCP, EC2, S3, Lambda, EKS, ECS, RDS, DynamoDB, SageMaker, Kinesis, SNS, SQS, CloudFormation, CloudWatch, IAM, KMS, WAF, Azure Functions, Data Lake, AKS, Azure Monitor, Vertex AI, GKE, Docker, Kubernetes, Helm, Terraform, Ansible, Jenkins, GitHub Actions, GitLab CI/CD, ArgoCD
Security, Testing, Architecture & Tools	OAuth2, OIDC, JWT, RBAC, SAML, SSL/TLS, Okta, PyTest, Selenium, Jest, Robot Framework, Prometheus, Grafana, ELK, OpenTelemetry, Git, GitHub, GitLab, Bitbucket, JIRA, Confluence, Agile, Scrum, SAgile, Microservices, Event-Driven, CQRS, API Design, JSON, XML, Avro, OpenAPI, HIPAA, HL7, FHIR, Banking, FinOps, PCI Compliance

Work Experience:

Deutsche Bank- New York, NY | Senior Python AI Engineer/ AWS Cloud; Oct 2021 - Present

- Architecting and developing cloud-native financial microservices using Python with FastAPI, Django, and Flask frameworks, implementing REST, GraphQL, and WebSocket APIs for mission-critical banking systems handling high-volume transaction processing with regulatory compliance.
- Developing Generative AI solutions using OpenAI GPT, LangChain, LangGraph, and AutoGen with Retrieval-Augmented Generation (RAG) architecture, integrating Pinecone vector database and Hugging Face embeddings for semantic search across financial documents, enabling intelligent document intelligence and contextual information retrieval.
- Engineering serverless architectures using AWS Lambda, API Gateway, Step Functions, and EventBridge for scalable workflow orchestration, implementing event-driven patterns with AWS SNS, SQS, and EventBridge for asynchronous, high-volume transaction processing.
- Containerizing applications using Docker and deployed on Kubernetes (Amazon EKS) with Helm charts and Kustomize, implementing auto-scaling, service discovery, and resilient deployment strategies across multi-AZ environments.
- Building real-time streaming pipelines using Apache Kafka, Spark Streaming, PySpark, and AWS Kinesis for fraud detection, with AWS Glue for ETL and Apache Airflow for workflow orchestration, processing large-scale transaction data for financial analytics.
- Designing data lake architecture using Amazon S3, AWS Glue Data Catalog, and Amazon Athena, implementing Redshift and Snowflake for data warehousing, enabling centralized data governance and analytics across the organization.
- Optimizing application performance using Redis and AWS ElastiCache for low-latency, high-throughput financial applications, implementing distributed caching strategies for improved response times.
- Integrating machine learning models using AWS SageMaker with TensorFlow, PyTorch, and Scikit-learn, implementing MLOps pipelines with MLflow and Kubeflow for model lifecycle management and predictive analytics.
- Managing AWS Reserved Instance and Savings Plan analysis by reviewing historical and projected workload utilization, identifying stable workloads suitable for commitment-based pricing, and aligning purchase recommendations with application demand and budget objectives.
- Performing detailed cloud usage analysis across EC2, RDS, EKS, S3, and other AWS services, analyzing utilization, consumption trends, account-level spend, and workload patterns to identify cost anomalies and optimization opportunities.
- Conducting workload-level right-sizing assessments using AWS utilization and performance metrics, recommending appropriate EC2 instance types, RDS configurations, and container resource allocations to eliminate underutilized capacity and improve cost efficiency.
- Developing executive-facing FinOps dashboards and financial reports that consolidates cloud spend, usage trends, budget performance, savings opportunities, and optimization results, enabling leadership to monitor cloud financial performance and make informed investment decisions.
- Correlating cloud consumption and infrastructure costs with application usage, transaction volumes, and business KPIs to distinguish business-driven growth from inefficient consumption and prioritize optimization initiatives based on measurable business value.
- Tracking FinOps optimization initiatives from recommendation through implementation, measuring realized savings, utilization improvements, and budget impact to quantify the business value of cloud cost optimization efforts.
- Implementing CI/CD pipelines using Jenkins, GitHub Actions, AWS CodePipeline, CodeBuild, and CodeDeploy, adopting GitOps practices with ArgoCD and Flux for automated deployments and infrastructure as code.
- Provisioning and managing infrastructure using Terraform, AWS CloudFormation, AWS CDK, and Ansible, ensuring consistent, version-controlled, and repeatable deployments across multiple environments.
- Implementing observability using Prometheus, Grafana, ELK Stack, AWS CloudWatch, AWS X-Ray, OpenTelemetry, Datadog, and Splunk for distributed systems monitoring, log management, and performance troubleshooting.
- Enforcing security using OAuth2, OIDC, JWT, AWS Cognito, AWS IAM roles and policies, AWS KMS encryption, SSL/TLS, and AWS WAF and Shield, implementing RBAC and aligning with banking security standards and regulatory compliance.

- Developing API solutions using REST, GraphQL, Apollo Federation, and AWS AppSync with gRPC protocols, implementing API Gateway with Swagger/OpenAPI documentation for improved microservices communication and data aggregation.
- Designing event-driven systems using Apache Kafka, Confluent Kafka, Amazon MSK, RabbitMQ, and Celery, implementing AWS SNS, SQS, and EventBridge for reliable, high-throughput message processing.
- Building intelligent document processing pipelines using AWS Textract, OpenCV, and Python, implementing OCR and NLP frameworks including spaCy, NLTK, and BERT for structured data extraction and validation from financial documents.
- Designing multi-region disaster recovery using AWS Route 53, DynamoDB global tables, and RDS cross-region replication, implementing backup strategies with AWS Backup and ensuring high availability for critical banking systems.
- Applying distributed system design patterns including CQRS, event sourcing, circuit breaker, retry mechanisms, and distributed caching for scalability and resilience, implementing microservices communication patterns.
- Building real-time reconciliation systems using Python and PySpark with Pandas and NumPy, implementing event sourcing using Apache Kafka and DynamoDB with change data capture (CDC) for auditability and data lineage tracking.
- Building developer platforms and reusable Terraform modules, implemented FinOps practices using AWS Cost Explorer and Trusted Advisor, developing anomaly detection systems with Prometheus and Python, and enabled data lineage using OpenLineage and Marquez.
- Managing cloud cost optimization initiatives using AWS Cost Explorer and Azure Cost Management, analyzing cloud spend, usage trends, and resource utilization to identify cost-saving opportunities, optimize infrastructure consumption, and align cloud expenditures with business and budget objectives.
- Building WebSocket communication systems using AWS API Gateway, AWS Lambda, and WebSocket protocols, implementing real-time data streaming and bidirectional communication for financial applications.
- Implementing database optimization strategies using PostgreSQL, Amazon RDS, and Amazon Aurora with advanced indexing, query tuning, and partitioning techniques, ensuring high-performance data access for mission-critical financial applications.
- Developing GraphQL federated gateways using Apollo Federation and AWS AppSync, enabling seamless data aggregation across multiple microservices and reducing API call complexity for client applications.
- Building real-time dashboard and analytics platforms using React.js, D3.js, Plotly, and WebSockets, providing business stakeholders with interactive data visualization and real-time monitoring capabilities for financial metrics.
- Implementing data validation and quality frameworks using Great Expectations, Pandas, and PyTest with TDD and BDD practices, ensuring data accuracy and reliability across ETL pipelines and data processing workflows.
- Designing and implementing feature engineering pipelines using Feast (Feature Store) and AWS SageMaker Feature Store, enabling consistent feature computation and serving for machine learning models across production environments.
- Building automated anomaly detection systems using Python, Prometheus, and statistical modeling techniques, identifying unusual patterns in financial transactions and system metrics for proactive incident response.
- Implementing data lineage and governance solutions using OpenLineage, Marquez, and AWS Glue Data Catalog, providing end-to-end visibility into data flow and transformations across the data pipeline.
- Developing secure API integrations with third-party financial systems using OAuth2, OIDC, and JWT tokens, implementing API rate limiting, throttling, and retry mechanisms for reliable external system communication.
- Building internal developer platforms and self-service tools using Python, Flask, and React, enabling engineering teams to provision infrastructure, deploy applications, and monitor systems through intuitive interfaces.

- Implementing cost optimization strategies using AWS Cost Explorer, Trusted Advisor, and custom FinOps dashboards, analyzing cloud spend patterns and implementing resource optimization recommendations across the organization.

Environment Skills: Python with Flask, FastAPI, and Django frameworks, supported by AWS services including Lambda, EC2, S3, RDS, DynamoDB, API Gateway, SNS, SQS, EventBridge, Kinesis, Glue, Step Functions, Cognito, CodePipeline, CloudFormation, CloudWatch, KMS, X-Ray, SageMaker, Cost Explorer, Textract, and EKS. GraphQL, Apache Kafka, Celery, RabbitMQ, Redis, ElastiCache, and PostgreSQL provided API, streaming, caching, and database capabilities. Docker, Kubernetes, Terraform, Jenkins, GitHub Actions, ArgoCD, Apache Airflow, PySpark, Pandas, and NumPy enabled containerization, orchestration, infrastructure automation, CI/CD, and data processing. Monitoring utilized ELK Stack, Prometheus, and Grafana with OAuth2, JWT, SonarQube, PyTest, Swagger, OpenAPI, Git, and Agile methodologies ensuring security, quality, documentation, version control, and project management.

State of PA (DHS), Harrisburg, PA | Senior Python Backend Engineer/ AI/ML, AWS; Apr 2019 - Oct 2021

- Transitioned legacy Medicaid claims system into microservices architecture using Python with Django, Flask, and Django REST Framework, deployed on Kubernetes with Docker containers, supporting large-scale beneficiary and claims data processing for state healthcare programs. Built end-to-end data pipelines using Python, PySpark, Apache Spark, Hadoop HDFS, AWS EMR, and Apache Airflow for healthcare data processing and regulatory reporting, handling high-volume Medicaid claims and beneficiary information.
- Secured RESTful APIs using OAuth2 and JWT with role-based access control (RBAC), implementing HIPAA compliance for protected health information (PHI) and ensuring secure healthcare data exchange across multiple systems.
- Containerized applications using Docker and orchestrated deployments on Kubernetes with AWS ECS, ensuring consistent environments across development, testing, and production with automated scaling and service discovery.
- Implemented event-driven architectures using Apache Kafka and RabbitMQ for asynchronous claims and eligibility processing, enabling reliable message queuing and real-time event handling across distributed healthcare systems.
- Designed Snowflake data warehouse solutions integrating multiple healthcare systems for analytics and reporting, enabling comprehensive population health insights and operational intelligence for Medicaid management.
- Built CI/CD pipelines using Jenkins, Docker, and AWS ECS with automated build, testing, and deployment, streamlining software delivery and reducing release cycles for healthcare applications.
- Developed data validation frameworks using Python, Pandas, and Great Expectations ensuring data quality and consistency across ETL pipelines and healthcare data processing workflows for accurate reporting. Optimized PostgreSQL databases using advanced indexing, partitioning, and query tuning techniques for high-performance systems handling millions of healthcare records and transaction data.
- Implemented data synchronization between MongoDB and PostgreSQL using change data capture (CDC) techniques, enabling real-time data replication and consistency across NoSQL and relational database systems.
- Integrated machine learning models using Scikit-learn and TensorFlow supporting predictive analytics and population health management, enabling data-driven healthcare decision making and patient outcome prediction.
- Developed serverless workflows using AWS Lambda, AWS Glue, AWS Step Functions, and EventBridge for automated data ingestion and orchestration, reducing infrastructure management overhead for healthcare data processing. Built real-time streaming pipelines using Apache Spark Structured Streaming and AWS Kinesis for eligibility and claims processing, enabling low-latency data processing for healthcare operations.
- Developed Generative AI solutions using OpenAI APIs and LangChain for clinical text summarization and insights extraction, enabling intelligent document processing and clinical decision support for healthcare providers.
- Designed graph-based data models using Neo4j for fraud detection and relationship analysis, identifying anomalous patterns in healthcare claims and provider networks for investigation.

- Built interactive dashboards using React.js, Plotly, D3.js, Matplotlib, and Seaborn for healthcare analytics, providing stakeholders with real-time visualization of key performance metrics and population health trends.
- Implemented automated testing using PyTest and unittest supporting TDD practices, ensuring code quality and reliability for mission-critical healthcare applications with comprehensive test coverage.
- Provisioned secure AWS infrastructure using Terraform including VPCs, private subnets, NAT gateways, encryption, and IAM-based access controls, ensuring secure and compliant cloud environments for healthcare data.
- Applied caching strategies using Redis and AWS ElastiCache for improved performance, monitoring with CloudWatch, Elasticsearch, X-Ray, and OpenTelemetry for observability, security scanning with Checkov and cfn-nag, deployments with Elastic Beanstalk and ECS blue-green, API documentation with Swagger and OpenAPI, and backup with disaster recovery using AWS Backup and cross-region replication. Developed scalable healthcare applications using Python, Django, Flask, and Django REST Framework with React.js, JavaScript, Bootstrap, and HTML5 frontend technologies, delivering comprehensive Medicaid management solutions with responsive user interfaces.
- Developed Python-based web scraping solutions using BeautifulSoup for extracting healthcare data from HTML pages and PDF documents, enabling data collection from external sources when direct API integration was unavailable.
- Built custom Python automation scripts for healthcare data transformation and validation, implementing business rules and data quality checks using Pandas and NumPy for accurate claims processing and reporting.
- Designed and implemented HL7 and FHIR integration solutions for healthcare data exchange, enabling seamless interoperability between Medicaid systems and external healthcare providers using standardized healthcare protocols.
- Implemented EDI 837 and EDI 835 transaction processing for healthcare claims and payment remittance, enabling automated claims submission and electronic payment reconciliation for Medicaid programs.
- Developed real-time eligibility verification systems using Python and RESTful APIs, integrating with external healthcare systems to provide instant beneficiary eligibility status for healthcare providers.
- Built population health analytics platforms using Python, Pandas, and Scikit-learn, analyzing healthcare data patterns and identifying at-risk populations for proactive care management and intervention programs.
- Implemented healthcare data governance frameworks using AWS Glue Data Catalog and AWS Lake Formation, ensuring proper data classification, access controls, and compliance with healthcare data privacy regulations.
- Developed automated reporting systems using Python and Apache Airflow, generating daily, weekly, and monthly healthcare compliance reports for state and federal regulatory submissions.
- Built healthcare provider network management systems using Python, Django, and Neo4j, managing provider relationships, credentialing, and network performance analytics for Medicaid programs. Implemented automated healthcare claims adjudication workflows using Python, AWS Step Functions, and EventBridge, processing claims through automated validation, pricing, and payment determination rules.

Environment Skills: Python, Django, Django REST Framework, Flask, AWS, ECS, Lambda, S3, RDS, EC2, VPC, IAM, CloudWatch, ELB, ECR, Glue, Step Functions, EventBridge, Kinesis, Backup, Docker, Kubernetes, PySpark, Apache Spark, Hadoop HDFS, Hive, Apache Airflow, Apache Kafka, Spark Structured Streaming, RabbitMQ, PostgreSQL, MongoDB, Elasticsearch, Neo4j, Redis, ElastiCache, Terraform, Jenkins, OAuth2, JWT, RBAC, OpenSSL, HIPAA, HL7, FHIR, EDI 837/835, PyTest, unittest, Great Expectations, Pandas, React.js, JavaScript, Bootstrap, HTML5, Swagger, OpenAPI, Git, Agile methodologies

Mercedes Benz, Sandy Springs, GA | Senior Python Developer/ AWS & Azure; Jul 2017 - Mar 2019

- Architected full-stack solutions using Python with Django and Flask frameworks, React with Redux for frontend, and PostgreSQL databases for financial fraud detection systems processing large-scale transaction data.
- Developed Python data analysis pipelines using Pandas on Azure SQL Data Warehouse to identify financial fraud patterns through member behavior analysis and transaction monitoring.

- Engineered Python data validation tools for cleansing financial datasets, ensuring accuracy for investment reporting and regulatory compliance across enterprise systems.
- Built ETL pipelines to ingest financial data from multiple sources into Azure SQL Data Warehouse using Python and T-SQL scripts, enabling centralized data processing and analytics.
- Automated financial transaction reconciliation systems in Python, flagging discrepancies for audit review and ensuring data integrity across financial systems.
- Deployed applications on AWS cloud platform including EC2, S3, RDS, and Redshift, and Azure cloud platforms with IAM security policies for secure access management.
- Executed AWS infrastructure migration using CloudFormation templates and EBS volume management, ensuring smooth transition of applications to cloud environments. Configured AWS environments with VPC, security groups, ELB load balancers, and auto-scaling groups for high availability and fault-tolerant application deployment.
- Analyzed AWS and Azure consumption patterns across financial workloads, comparing infrastructure utilization against application demand and financial KPIs to identify opportunities for workload optimization and more efficient cloud resource allocation.
- Automated infrastructure provisioning using Terraform and Ansible for environment management, enabling consistent and repeatable deployments across development and production.
- Deployed Django and Flask microservices on AWS EC2 instances with Elastic Beanstalk orchestration, streamlining application deployment and management.
- Optimized MySQL queries and stored procedures to accelerate processing of millions of financial transactions, improving system performance and response times. Developed PL/SQL functions for secure handling of sensitive financial data with role-based access controls, ensuring data protection and compliance.
- Migrated Mainframe financial databases to distributed systems, redesigning DB2 table schemas and stored procedures for modern architecture compatibility.
- Established CI/CD pipelines using Jenkins and Git for automated Python application deployments, streamlining software delivery and release cycles. Containerized applications using Docker and managed infrastructure with Ansible playbooks, ensuring consistent environments across development, testing, and production.
- Engineered React UI components with JSX, state management, and lifecycle methods for financial dashboards, delivering responsive and interactive user interfaces. Implemented web scraping solutions with BeautifulSoup to extract financial data from HTML pages and PDF documents, enabling data collection from diverse sources.
- Automated Excel and CSV processing using Python scripts with OpenPyXL and Pandas, reducing manual errors and improving operational efficiency for financial analysts.
- Developed RESTful APIs with Flask for system integration and internal analytics dashboards, enabling seamless data exchange between financial systems. Implemented Python multi-threading for concurrent back-testing of financial models and data processing acceleration, improving computational efficiency for complex financial analysis.
- Integrated encryption protocols and RBAC controls for PCI-compliant financial data protection, ensuring secure handling of sensitive financial information across all systems.
- Built Windows applications interfacing with NT Kernel APIs using Python and C++ for automotive diagnostics, enabling seamless integration between financial systems and automotive platforms. Developed PyUnit test suites for Python applications ensuring code quality and reliability, implementing comprehensive test coverage for mission-critical financial systems. Implemented Splunk for production server monitoring and performance troubleshooting, enabling proactive identification and resolution of system issues.
- Conducted stakeholder meetings to translate business requirements into technical solutions for financial systems, bridging the gap between business needs and technical implementation. Migrated Teradata datasets to HDFS using Teradata Connector for Hadoop, enabling big data analytics and scalable data processing for financial analysis.
- Developed JavaScript validation frameworks for financial form submissions with custom rule engines, ensuring data accuracy and compliance at the point of entry. Collaborated with QA teams to design end-to-end data validation workflows for ETL processes, ensuring data integrity throughout the data pipeline.

- Deployed Django and Flask microservices on AWS EC2 instances with Elastic Beanstalk orchestration, streamlining application deployment and management. Implemented database triggers and stored procedures to maintain data integrity during migration projects, ensuring consistency across database systems.

Environment Skills: Python, Pandas, Azure SQL Data Warehouse, AWS EC2, AWS S3, AWS RDS, AWS Redshift, Azure, Git, Beautiful Soup, Flask, Django, React, Redux, PostgreSQL, MySQL, PL/SQL, DB2, Teradata, HDFS, Jenkins, Terraform, Ansible, Docker, Splunk, C++, RESTful APIs, PyUnit, T-SQL, Linux, Bash Scripting, HTML5, CSS3, JavaScript ES6/7, Angular, Sqoop, OpenPyXL, Redis, Elastic Beanstalk, CloudFormation, VPC, Security Groups, ELB Load Balancers, Auto-Scaling Groups, IAM, OpenSSL

META – Menlo Park, CA | Senior Python Developer/ Cloud & Data; Aug 2015 – Jun 2017

- Developed scalable backend platforms using Python with Django and Flask frameworks, supporting high-volume social media and advertising systems with millions of daily active users. Built RESTful APIs using Django REST Framework and Flask with OAuth2 authentication and Swagger/OpenAPI documentation, enabling secure and well-documented API consumption for internal and external clients.
- Engineered real-time data pipelines using Apache Kafka with high-throughput producer and consumer applications, implementing optimized partitioning strategies for efficient message processing at scale.
- Built large-scale data processing systems using Apache Spark, Spark SQL, Spark DataFrames, and Spark Streaming for real-time and batch analytics, processing massive datasets for advertising performance metrics. Designed big data architectures using Hadoop, HDFS, and Apache Oozie for workflow scheduling and pipeline orchestration, enabling reliable and scalable data processing workflows.
- Implemented serverless workflows using AWS Lambda, API Gateway, Amazon S3, and AWS Kinesis for event-driven processing, reducing infrastructure overhead and enabling scalable data ingestion. Automated infrastructure provisioning using Terraform and Ansible creating reusable AWS modules across environments, ensuring consistent and repeatable infrastructure deployments.
- Developed CI/CD pipelines using Jenkins and AWS CLI enabling automated build, test, and deployment, streamlining software delivery and reducing release cycles. Analyzed AWS resource utilization and CloudWatch performance metrics across EC2, Auto Scaling Groups, and Elastic Load Balancers, identifying over-provisioned and underutilized workloads and recommending capacity adjustments to improve infrastructure efficiency.
- Containerized applications using Docker and deployed on Kubernetes across AWS and Google Cloud Platform, ensuring portability and consistent application behavior across cloud environments.
- Built frontend applications using React.js, Redux, JavaScript ES6, Bootstrap, HTML5, and CSS3 for responsive UI development, delivering engaging user experiences for advertising dashboards.
- Orchestrated ETL workflows using Apache Airflow for geospatial and analytics data pipelines, enabling complex data transformations and scheduling for business intelligence.
- Implemented NLP solutions using NLTK, spaCy, and Biopython for processing PDFs and unstructured text data, extracting valuable insights from diverse data sources. Developed microservices using Django and PostgreSQL supporting real-time analytics and advertising systems, enabling modular and scalable application architecture.
- Managed hybrid cloud environments across AWS and GCP ensuring interoperability and data synchronization, leveraging best practices from both cloud platforms.
- Built machine learning models using TensorFlow and Keras for image processing and content moderation systems, automating content review and ensuring platform safety. Designed Snowflake data warehouse solutions with ETL pipelines for analytics and business intelligence workloads, enabling efficient data storage and query performance.
- Configured PostgreSQL with replication, backup, and performance tuning for high availability systems, ensuring data durability and system reliability. Implemented monitoring and autoscaling using AWS CloudWatch metrics, Auto Scaling Groups, and Elastic Load Balancer (ELB), ensuring optimal performance and cost efficiency.
- Designed NoSQL data models using Apache Cassandra for scalable read/write performance and distributed systems, handling high-volume data with low latency.
- Implemented image processing using OpenCV and PIL, developed reusable Python utilities for logging and configuration management, used Protocol Buffers for efficient data serialization, performed

automated testing using PyTest, and built secure API integrations with third-party systems using token-based authentication.

- Implemented real-time data processing using Apache Kafka Streams API, enabling stateful stream processing and real-time analytics for advertising performance metrics.
- Developed custom Python libraries and utilities for logging, configuration management, and error handling, improving code reusability and maintainability across multiple microservices.
- Built secure API integrations with third-party advertising platforms using token-based authentication and OAuth2, enabling seamless data exchange and campaign management.
- Designed and implemented data serialization using Protocol Buffers and Avro, optimizing data transmission efficiency and reducing network latency for high-volume systems. Implemented automated testing strategies using PyTest with mocking and fixture frameworks, achieving comprehensive test coverage for critical backend services.
- Developed geospatial data processing pipelines using Python and GeoPandas, enabling location-based analytics and targeted advertising capabilities. Built real-time monitoring dashboards using Grafana and Prometheus, visualizing system metrics and enabling proactive incident response for production systems.
- Implemented database connection pooling and query optimization techniques for PostgreSQL, significantly improving database performance for high-traffic applications. Developed event-driven microservices using AWS SNS and SQS for decoupled communication, enabling scalable and resilient application architecture.
- Implemented blue-green deployment strategies using Kubernetes and AWS ELB, enabling zero-downtime deployments and seamless rollback capabilities.

Environment Skills: Python, Django, Flask, Django REST Framework, React, Redux, JavaScript ES6, PostgreSQL, MySQL, MongoDB, AWS EC2, AWS S3, AWS Lambda, AWS DynamoDB, AWS RDS, Apache Spark, Apache Kafka, Docker, Kubernetes, Git, Jenkins, Ansible, Terraform, Linux, Bash, Golang, Apache Airflow, Scikit-learn, TensorFlow, NLTK, spaCy, Biopython, OpenCV, PIL, Protocol Buffers, PyTest, Swagger, OpenAPI, OAuth2, GCP, Snowflake, Apache Oozie, Hadoop, HDFS, AWS Kinesis, AWS API Gateway, AWS CloudWatch, Auto Scaling Groups, Elastic Load Balancer, Apache Cassandra, GeoPandas, Grafana, Prometheus, AWS SNS, AWS SQS, Kafka Streams, Avro

Genpact, Bengaluru, India | Python Developer; Apr 2011 - Jul 2015

- Developed Python-based enterprise applications following Agile SDLC using JIRA for project tracking and Git and GitHub for version control, delivering high-quality software solutions for financial and customer data processing.
- Built scalable data processing pipelines using PySpark, Apache Spark, Hive, Pig, and HBase for large-scale financial and customer data transformations, enabling efficient big data processing and analytics.
- Engineered data ingestion workflows using Azure Data Factory integrating Salesforce, SAP, SQL Server, and Teradata into Azure Data Lake, enabling centralized data storage and analytics capabilities.
- Implemented machine learning pipelines using Azure ML Studio with Python applying classification algorithms including Naive Bayes and Boosting, supporting predictive analytics for business intelligence. Designed and managed AWS infrastructure using EC2, S3, RDS, DynamoDB, VPC, and Elastic Load Balancer (ELB) ensuring high availability and security for enterprise applications.
- Architected multi-tier cloud applications using AWS CloudFormation supporting auto-scaling and fault-tolerant deployments, enabling resilient and cost-optimized cloud infrastructure. Developed serverless microservices using AWS Lambda for third-party API integrations and event-driven processing, reducing infrastructure management overhead and enabling scalable integrations.
- Built ETL workflows using Python, SQL Server, and PySpark for large-scale data processing and transformation, enabling efficient data movement and preparation for analytics. Designed graph database solutions using Cypher queries transforming JSON data into structured formats for analytics, enabling complex relationship analysis and data insights.
- Containerized applications using Docker and managed distributed environments using Docker Swarm, Mesos, and early Kubernetes across AWS and Google Cloud Platform, ensuring consistent application deployment and scalability. Evaluated AWS infrastructure utilization and workload consumption across EC2, S3, RDS, and ELB environments, identifying opportunities to eliminate unused capacity and align cloud resources with application demand and operational requirements.

- Implemented CI/CD pipelines using Jenkins and Nexus enabling automated build, test, and deployment processes, streamlining software delivery and ensuring quality releases. Automated infrastructure provisioning and deployments using Ansible and Bash and Shell scripting, enabling consistent and repeatable infrastructure management across environments.
- Monitored applications using AWS CloudWatch, Nagios, Splunk, and AppDynamics ensuring system stability and performance, enabling proactive issue detection and resolution.
- Developed RESTful APIs using Flask and Node.js enabling seamless integration between backend services and frontend applications, supporting distributed system architecture.
- Built responsive web applications using React.js, AngularJS, JavaScript, HTML5, CSS3, jQuery, and AJAX, delivering engaging user experiences for enterprise users. Developed backend systems using Django and performed database operations using MySQL and Oracle PL/SQL, ensuring efficient data management and application performance.
- Migrated legacy Java applications into Python modules improving maintainability and system efficiency, reducing technical debt and enhancing development productivity. Created automation scripts using Python and Shell scripting for XML parsing, batch processing, and operational tasks, reducing manual effort and improving operational efficiency.
- Managed relational databases including MySQL, Oracle, and SQL Server implementing stored procedures, indexing, and performance tuning, ensuring optimal database performance for enterprise applications. Developed Python-based solutions for financial data transformations and customer data processing, implementing data quality checks and validation rules for accurate reporting and analytics.

Environment Skills: Python, Django, Flask, PySpark, Apache Spark, Hive, Pig, HBase, Azure Data Factory, Azure Data Lake, Azure ML Studio, AWS EC2, AWS S3, AWS RDS, AWS DynamoDB, AWS VPC, AWS ELB, AWS CloudFormation, AWS Lambda, AWS CloudWatch, SQL Server, Teradata, Salesforce, SAP, Docker, Docker Swarm, Mesos, Kubernetes, Jenkins, Nexus, Git, GitHub, Ansible, Bash, Shell Scripting, React, AngularJS, JavaScript, HTML5, CSS3, jQuery, AJAX, MySQL, Oracle, PL/SQL, Node.js, Nagios, Splunk, AppDynamics, Cypher, JSON, XML, Java

Cloud Architect

Erik Vadnais

Summary:

- Senior AWS Cloud Architect and Solutions Engineer with 15+ years designing, governing, and operating cloud environments for Fortune 500 enterprises, federal civilian agencies, and state government organizations.
- Has Experience in working with **State of Maine, USCIS, Federal Aviation Administration, DoD - Defense Health Agency.**
- Deep hands-on background managing multi-account AWS Organizations, architecting VPC networks and IAM governance frameworks, and implementing cloud security controls aligned with FedRAMP, FISMA, and NIST SP 800-53.
- Proven record leading cloud migrations from on-premises infrastructure into AWS at scale, establishing infrastructure standards and operational playbooks, and building internal cloud expertise through mentorship and knowledge transfer programs. Comfortable engaging C-level leadership on risk and architecture decisions in the morning and working through CloudFormation templates or IAM policy logic with engineering teams in the afternoon.

Education & Certifications:

- Master of Science, Technology Management, George Mason University, Fairfax, VA. 2008
- Bachelor of Arts, Journalism, University of Minnesota, Minneapolis, MN. 1992
- Project Management Professional (PMP) - Project Management Institute (PMI)
- Certified Information Systems Security Professional (CISSP)
- AWS Certified Solutions Architect - Associate (CSA-A)
- Microsoft Azure Fundamentals
- Splunk Core Certified User
- CIO Certificate - General Services Administration (GSA)
- ISSA – Northern Virginia Chapter
- ISC² Member
- Cloud Security Alliance (CSA) - Washington DC Chapter

Technical Skills

AWS Core Services	EC2, S3, RDS, VPC, IAM, Lambda, CloudFormation, AWS CDK, Elastic Load Balancing, Route 53, CloudTrail, Config, Security Hub, GuardDuty, Systems Manager
Infrastructure as Code & CI/CD	CloudFormation, Terraform, AWS CDK, CodePipeline, CodeBuild, GitHub Actions
Multi-Account Governance	AWS Organizations, Service Control Policies (SCPs), AWS Landing Zone Accelerator, Control Tower, AWS Config Rules
Containers & Serverless	Docker, Amazon ECS, Amazon EKS, Lambda, Fargate
Security & Compliance	IAM Policy Design, SCPs, Network Segmentation, Encryption at Rest/In Transit, Zero Trust Architecture, CSPM (Wiz, Prisma Cloud), NIST SP 800-53, FedRAMP, FISMA, HIPAA, PCI-DSS, ISO 27001
Cloud Platforms	AWS (including GovCloud), Microsoft Azure, Oracle Cloud Infrastructure (OCI), OpenStack IaaS
Monitoring & Operations	CloudWatch, Splunk, AWS Security Hub, Datadog, Prometheus, SIEM Integration, Continuous Monitoring
Scripting & Automation	Python, Bash, PowerShell, AWS CLI

Work Experience:

State of Maine - Office of the CISO, Augusta, ME | Presidio, Senior AWS Cloud Architect/ Cloud Solutions Architect; Sep 2024 - Present

- Manage and govern a multi-agency AWS Organization spanning 40+ accounts, enforcing guardrails through Service Control Policies (SCPs) and AWS Config rules to maintain security baselines and compliance posture across all agency environments. Restructure account vending processes to ensure new accounts inherit Landing Zone Accelerator baselines from day one, eliminating the configuration drift that previously required manual remediation after provisioning.

- Architect AWS solutions for state agencies across compute (EC2, ECS), storage (S3, EFS), database (RDS), and networking (VPC, Transit Gateway, Direct Connect) layers, evaluating each design against performance, cost, scalability, and security requirements before presenting recommendations to agency technology leadership.
- Assess legacy and existing agency workloads for AWS migration and modernization, evaluating application dependencies, infrastructure requirements, security constraints, and operational criticality to recommend appropriate rehost, replatform, or refactor approaches and define secure target-state architectures.
- Conduct formal architectural reviews with stakeholder teams to surface integration risks and confirm designs meet both technical requirements and operational constraints.
- Serve as senior point of contact for complex AWS network connectivity issues across the hybrid environment, including ingress/egress troubleshooting between AWS VPCs and the state's on-premises data centers.
- Develop migration architecture and implementation guidance for agency workloads transitioning to AWS, defining target VPC, connectivity, IAM, compute, storage, database, logging, and security requirements while coordinating migration dependencies with application, network, security, and operations teams.
- Coordinate with agency network teams and AWS Enterprise Support to trace root cause across routing, firewall policy, and transit gateway configurations, and document remediation steps in operational runbooks for recurring issue patterns.
- Design and maintain IAM governance frameworks across the AWS Organization, including role hierarchies, permission boundaries, and IAM policy standards that enforce least-privilege access without blocking legitimate operational workflows. Deploy automated IAM access analyzer findings into a review queue that the security team works weekly, closing policy gaps before they create exploitable attack surface.
- Deploy and configure Cloud Security Posture Management (CSPM) tools including Wiz and Prisma Cloud to continuously scan the multi-account environment for misconfigurations, policy violations, and encryption gaps.
- Configure automated remediation workflows for repeatable low-risk findings and triage complex findings to responsible agency teams with remediation guidance and SLA expectations.
- Implement Zero Trust network architecture across AWS environments, introducing micro-segmentation through security group and network ACL policy, restructuring VPC designs to eliminate implicit east-west trust, and enforcing MFA and conditional access policies for all IAM principals. Document architecture decisions and produce Zero Trust maturity assessments used for CISO executive reporting.
- Lead knowledge transfer and training programs for agency cloud staff, developing technical documentation, architecture standards, and operational playbooks that allow agency teams to operate within the AWS environment independently. Run structured one-on-one coaching sessions with junior cloud engineers, focused on VPC design patterns, IAM least-privilege principles, and CloudFormation template development.
- Manage an \$8M portfolio of cloud and security projects, tracking delivery against milestones, controlling project financials, and holding workstream accountable. Produce executive-level cloud program status reports for the CISO and agency leadership that translate technical delivery status into risk-aware, decision-ready briefings.

USCIS/ Aretec, Remote | Cloud Architect/ Cloud Security Architect; Aug 2023 - Sep 2024

- Led cloud security architecture and ATO authorization readiness for USCIS enterprise systems, designing VPC network layouts, IAM role structures, and encryption configurations that met NIST SP 800-53 and FedRAMP requirements. Built reusable CloudFormation templates for compliant baseline environments that reduced per-system setup time and enforced consistent security configurations across the authorization portfolio.
- Conducted comprehensive vulnerability assessments across the USCIS AWS environment, triaging findings by exploitability and asset criticality and driving remediation across development, operations, and security teams through a structured tracking process. Maintained a posture dashboard in Security Hub that gave program leadership real-time visibility into open risk and remediation velocity.

- Established continuous monitoring and threat detection processes for AWS cloud environments, integrating CloudTrail, VPC Flow Logs, and GuardDuty findings into a centralized Splunk SIEM that reduced detection-to-response latency and improved coverage of anomalous activity across the cloud boundary.
- Partnered with application and platform teams during AWS migration and modernization initiatives, reviewing workload dependencies, target-state architecture, IAM, network, encryption, and compliance requirements and advising teams on secure implementation of rehost, replatform, and refactor approaches.
- Engineered and enforced cloud security standards governing EC2 configuration hardening, S3 bucket policy and encryption requirements, RDS access controls, and network segmentation rules. Authored policies in operationally practical terms, conducted compliance reviews against deployed environments, and tracked deviations through a remediation process that closed 90% of identified gaps within committed SLA windows.
- Collaborated with architecture, engineering, and compliance teams to embed secure design patterns into AWS deployment from early planning stages, preventing security gaps from being built into new systems and avoiding the post-deployment remediation cycles that had characterized prior project delivery.

Circle K Global Technology, Beacon Hill, Remote | Cloud Solutions Architect/ Cloud Security Architect; Jul 2022 - Aug 2023

- Developed and executed a global cloud architecture strategy spanning AWS, Azure, and Oracle Cloud Infrastructure (OCI) across Circle K's multinational operations, designing standardized VPC and IAM patterns for each cloud platform that enabled regional teams to deploy consistently while meeting the regulatory requirements of their specific markets.
- Assessed, selected, and implemented cloud security controls aligned with ISO 27001, NIST CSF, PCI-DSS, and SOX across AWS and other cloud platforms. Built a unified control framework using CloudFormation and Terraform templates that translated each regulatory requirement into a deployable configuration, satisfying multiple overlapping compliance obligations through a single set of tested templates rather than redundant parallel implementations.
- Led enterprise vulnerability remediation initiatives across the global AWS environment, establishing a risk-tiered prioritization model and remediation SLAs that enabled regional security teams to operate from shared standards. Implemented AWS Security Hub with custom aggregation across accounts to give leadership a single-pane view of open findings and remediation progress.
- Evaluated application and infrastructure workloads for migration and modernization across AWS and Azure, working with regional technology teams to select rehost, replatform, or refactor approaches based on application dependencies, platform compatibility, security requirements, operational complexity, and target-state architecture.
- Defined cloud governance models, account vending standards, and IAM policy frameworks for platform operations globally, building the reference architecture that governed how environments were configured, monitored, and change-managed across all regions. Maintained these standards through a formal review cycle tied to regulatory updates and operational findings.
- Delivered regular cloud security performance reports and strategic analysis to the CIO, CISO, and senior stakeholders across multiple business units, translating AWS posture metrics and incident trends into board-level risk narratives that informed security investment decisions and risk acceptance judgments.

Federal Aviation Administration - InfoSec & Privacy, Washington, DC | Integra, Cloud Architect/ Senior Cloud Security Advisor

- Served as a core member of the FAA Cloud Services and Assessment team, conducting structured security reviews of AWS and Azure platform configurations, VPC architectures, IAM role designs, and application deployment patterns against FISMA, FedRAMP, and FAA-specific requirements. Produced assessment findings and remediation guidance that directly informed FAA cloud security governance standards.
- Managed security architecture reviews for legacy system migration programs moving FAA workloads to AWS. Evaluated proposed CloudFormation templates and infrastructure designs for security risk, identified gaps against federal requirements, and worked directly with engineering teams to correct

- configurations before systems moved to production. Identified and resolved recurring pattern issues with IAM privilege creep and overly permissive security group rules across multiple migration streams.
- Developed Terraform and AWS CDK modules for FAA-compliant baseline infrastructure, enabling engineering teams to provision new environments pre-configured to security standards rather than retrofitting controls after deployment. The reusable modules reduced authorization package preparation time by removing the most common remediation findings from new system submissions.
 - Evaluated workload migration strategies across FAA modernization initiatives, applying rehost for workloads requiring minimal architectural change, replatform where cloud services could improve manageability and resilience without major application redesign, and refactor where application or infrastructure architecture required modernization to meet cloud, scalability, security, or operational requirements.
 - Supported CI/CD pipeline security integration for FAA cloud delivery teams, embedding static analysis and policy-as-code validation gates into AWS Code Pipeline and Jenkins pipelines that caught IAM and network configuration violations before code reached production environments.
 - Established continuous monitoring procedures for FAA AWS environments aligned to FedRAMP requirements, integrating CloudTrail, AWS Config, and GuardDuty outputs into centralized monitoring and documenting detection and response runbooks that gave FAA security teams a structured, repeatable process for cloud security events.
 - Acted as trusted security advisor to FAA client directors and SES-level executives, providing evidence-based guidance on complex architecture decisions requiring trade-offs between operational continuity, technical feasibility, and regulatory compliance. Built relationships with senior leadership that enabled direct, productive conversations about risk trade-offs without diplomatic filtering.

Universal Service Administrative Company (USAC), Washington, DC | Hire Strategy, Program Manager/ Interim CISO; Nov 2017 - Sep 2018

- Assumed interim CISO responsibilities for USAC during a critical transition period, providing executive-level cloud security leadership and representing the organization's security posture to FCC oversight officials including the CISO and CIO.
- Directed the migration of up to 800 applications from on-premises infrastructure to AWS GovCloud, establishing the security architecture, IAM governance framework, VPC design standards, and compliance verification processes that governed the migration program. Coordinated with AWS solutions architects to implement Landing Zone controls across the GovCloud organization and ensured every migrated application met FISMA compliance requirements before transitioning to production.
- Integrated corporate security governance into AWS cloud services by building the IAM policy framework, SCP structure, security group standards, and CloudWatch monitoring configuration that extended USAC's security program into the cloud environment. Documented the integrated security architecture for FCC oversight review and resolved open findings raised during the review process.
- Developed multi-year cloud security roadmaps and remediation plans that addressed identified FISMA compliance gaps, presenting recommendations with supporting business cases to the COO, CFO, and General Counsel to secure organizational commitment for the migration and security investment program.

DoD - Defense Health Agency/Peridot, Falls Church, VA | Cloud Architect; May 2016 - Jun 2017

- Served as cloud security architect to the Defense Health Agency, advising on the application of Risk Management Framework, FISMA, FedRAMP, and the DoD Cloud Security Requirements Guide to DHA's cloud adoption program. Guided DHA in evaluating AWS and other cloud services against federal authorization requirements across its global healthcare enterprise.
- Led technical cloud service working groups and integrated product teams steering DHA toward AWS-based computing, facilitating structured sessions that aligned technical, operational, security, and compliance stakeholders on VPC architecture decisions, IAM control requirements, and network segmentation designs before procurement commitments were made.
- Evaluated legacy workload and cloud adoption requirements with technical, operational, security, and compliance stakeholders, developing AWS target-state architecture recommendations and identifying migration constraints that influenced workload disposition and cloud adoption decisions.

- Directed FedRAMP and FISMA continuous monitoring operations across a 20+ federal client base, ensuring monitoring activities executed on schedule, findings were remediated within required timeframes, and program reporting met JAB standards to maintain active authorizations.
- Developed cloud security adoption metrics and program performance tracking for the DHA program, giving leadership quantified visibility into control implementation progress, authorization status, and monitoring compliance across the agency's distributed cloud environment.

VIMRO LLC/ AT&T - Integrated Cloud & OpenStack IaaS, Dallas, TX | Cloud Solutions Architect; Jan 2012 - May 2016

- Managed cloud security governance and technical architecture direction for AT&T's OpenStack cloud platform across 15+ DevOps teams, establishing security standards, IAM control frameworks, network segmentation policies, and operational procedures that governed how development teams built and operated services within the cloud infrastructure.
- Led AT&T's cloud compliance program across ISO 27001, HIPAA/HITrust, PCI-DSS 3.1, SOX, NIST FISMA/FedRAMP, and CSA standards. Designed a unified control architecture that satisfied the requirements of all applicable frameworks through a coherent, auditable set of controls rather than separate siloed compliance programs, significantly reducing audit preparation overhead across multiple annual certification cycles.
- Served as Scrum Master across AT&T cloud security delivery workstreams, facilitating sprint ceremonies, removing blockers, and maintaining delivery cadence across concurrent security initiatives. Used Agile delivery structure to break complex, multi-month security programs into increments with clear acceptance criteria and measurable milestone gates.
- Built strategic cloud security roadmaps identifying multi-year investment priorities for AT&T's cloud capability development, sequencing initiatives by risk reduction value and technical dependencies, and presenting recommendations to technology leadership with business cases that connected security investments to measurable operational outcomes.

Cloud Security Professional

Venkata Naga Sai Harshit Manikonda

Summary:

- Accomplished Network and Cloud Security professional with 12+ years of experience in Enterprise Network Architecture, Information Security, Cloud Networking, Data Center Networking, Network Security, SD-WAN, and Hybrid Infrastructure across large-scale enterprise environments. Proven expertise in designing, implementing, and managing highly available, secure, and scalable network infrastructures supporting mission-critical business applications across global organizations.
- Extensive experience architecting and securing enterprise infrastructure across on-premises data centers and public cloud platforms including AWS and Microsoft Azure, with strong focus on cloud network security, segmentation, secure connectivity, and policy enforcement. Specialized in Hybrid Connectivity Management utilizing AWS Direct Connect, Azure ExpressRoute, Site-to-Site VPN, Remote Access VPN, Transit Gateway, and Virtual WAN architectures.
- Strong expertise in enterprise routing and switching technologies including BGP, OSPF, EIGRP, IS-IS, MPLS, VXLAN EVPN, ECMP, HSRP, VRRP, and advanced traffic engineering methodologies. Hands-on experience designing and implementing large-scale Data Center Networks using Cisco Nexus, Spine-Leaf Architectures, Cisco ACI, VXLAN, EVPN, and Software Defined Networking (SDN) solutions.
- 5+ years in Information Security and 3+ years in Cloud Security, including IAM, KMS encryption, network security groups, firewall policies, Zero Trust, least privilege, and segmentation across AWS, Azure, and hybrid environments.
- Experienced in deploying, configuring, and managing Palo Alto Networks, Cisco ASA, Cisco Firepower, Check Point, Fortinet FortiGate, Juniper SRX, and Imperva security platforms. Strong expertise in centralized security management using Palo Alto Panorama, Junos Space, Cisco FMC, and enterprise security monitoring platforms.
- Skilled in designing and implementing Zero Trust Architecture (ZTA), Secure Access Service Edge (SASE), Network Access Control (NAC), identity-based security controls, micro-segmentation, and least-privilege access models.
- Extensive experience with VPN technologies including IPSec VPN, SSL VPN, Site-to-Site VPN, Remote Access VPN, GETVPN, and SD-WAN secure connectivity solutions.
- Proven expertise in designing enterprise WAN and SD-WAN architectures utilizing Cisco Viptela, MPLS, BGP WAN routing, and application-aware traffic optimization techniques. Strong experience in load balancing and application delivery using F5 BIG-IP LTM/GTM, Global Server Load Balancing (GSLB), DNS Load Balancing, and Layer 4/Layer 7 traffic management solutions.
- Experienced in architecting High Availability and Disaster Recovery solutions utilizing redundant data centers, firewall clustering, load balancer failover, HSRP, VRRP, ECMP, and multi-site recovery strategies.
- Expertise in DNS, DHCP, IP Address Management (IPAM), Route 53, Azure DNS, Microsoft DNS, BIND DNS, DNSSEC, and enterprise naming services. Strong hands-on experience in Cisco Nexus, Catalyst, ASR, ISR, Juniper MX, EX Series, and enterprise routing and switching platforms.
- Experienced in vendor evaluation, technology selection, proof-of-concept (POC) execution, infrastructure modernization, and strategic network transformation initiatives.
- Cloud security automation and IaC using Terraform, Ansible, Python, REST APIs, Git, Jenkins, and CI/CD, integrating IAM, encryption, security controls, and automated checks into DevSecOps pipelines.
- Extensive experience in monitoring, observability, and performance optimization using Grafana, SolarWinds, Splunk, ThousandEyes, CloudWatch, Azure Monitor, NetFlow, SNMP, and Syslog.
- Skilled in troubleshooting complex network, security, VPN, routing, switching, DNS, and application delivery issues using Wireshark, Tcpdump, packet analysis, and protocol debugging tools. Experience managing enterprise wireless infrastructures using Aruba Networks solutions, including Aruba Instant APs, Aruba CX, Aruba ClearPass, AirWave, ARM, and ClientMatch technologies.
- Strong expertise in implementing network segmentation, micro-segmentation, DMZ architectures, VLAN design, and multi-tenant networking solutions for enhanced security and compliance.
- Hands-on experience with Cisco ACI, VMware NSX-T, Arista CloudVision, and SDN technologies for automated network provisioning and policy-based infrastructure management.

- Proven success leading enterprise-wide network migrations, firewall refreshes, data center consolidations, cloud connectivity implementations, and network modernization programs. Extensive experience supporting virtualized environments utilizing VMware ESXi, enterprise storage platforms, and application migration initiatives across distributed infrastructures. 2+ years supporting NIST, HIPAA, and SOC 2 controls, audit readiness, evidence collection, vulnerability remediation, continuous monitoring, and automated cloud security auditing.
- Expertise in designing secure business-to-business (B2B) connectivity solutions, partner integrations, and multi-site enterprise communication networks.
- Experienced in creating network architecture documentation, logical and physical diagrams, implementation plans, operational procedures, and disaster recovery runbooks.
- Adept at collaborating with executive leadership, security teams, cloud architects, vendors, and business stakeholders to align technology solutions with organizational objectives.
- Demonstrated leadership in mentoring engineering teams, driving operational excellence, establishing networking standards, and delivering large-scale infrastructure transformation projects. Strong knowledge of AWS/Azure IAM, KMS/encryption, NSGs/security groups, NIST/HIPAA/SOC 2 controls, Zero Trust, DevSecOps, and multi-cloud security architectures.
- Recognized for delivering secure, scalable, highly available, and performance-optimized networking solutions that improve business continuity, operational efficiency, cybersecurity posture, and digital transformation outcomes.

Education & Certifications:

- Master of Science in Computer Science from Governors State University - University Park, Illinois, Dec 2013
- Bachelor of Technology in Computer Science from Lovely Professional University - Punjab, India, May 2012
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- PCNSE – Palo Alto Networks Certified Network Security Engineer

Work Experience:

US Bank, Minneapolis, MN | Senior Cloud Network Engineer; Jul 2023 - Present

- Lead the design, implementation, and day-to-day management of large-scale hybrid cloud network and security infrastructure across AWS and Azure, enabling secure connectivity between on-premises data centers, cloud environments, and branch locations while keeping up with high availability, scalability, and security compliance requirements. Architect AWS VPCs and Azure VNets with subnets, route tables, Security Groups/NSGs, NACLs, IAM access controls, and cloud security policies for secure multi-region environments.
- Design and implement hybrid connectivity solutions using AWS Direct Connect, Azure ExpressRoute, Site-to-Site VPN, and Remote Access VPN technologies, improving network reliability, overall performance, and cloud adoption initiatives. Engineer enterprise-wide routing architectures utilizing BGP, OSPF, and EIGRP protocols across cloud, data center, and WAN environments, ensuring optimized route propagation, redundancy, and traffic engineering.
- Deploy and run AWS Transit Gateway and Azure Virtual WAN architectures to simplify inter-VPC and inter-VNet connectivity while cutting down network complexity and operational overhead.
- Design and implement AWS IAM roles and policies, KMS-based encryption controls, Security Groups, NACLs, and Azure NSGs/RBAC controls to enforce least-privilege access and secure workload communication across multi-account and multi-subscription cloud environments.
- Implement and maintain AWS/Azure security controls aligned with NIST, HIPAA, and SOC 2 requirements, supporting continuous control validation, audit evidence collection, policy compliance reviews, and remediation of identified security gaps.
- Drive continuous security posture management using AWS Security Hub and Azure Policy to validate cloud compliance. Integrate infrastructure and security validation into Git/Jenkins CI/CD pipelines using Terraform, Python, and policy checks to identify misconfigurations, enforce approved cloud-security standards, and automate security auditing before infrastructure changes are promoted

- Implement highly available Palo Alto firewall solutions including VM-Series, PA-800, PA-3200, PA-5200, and PA-7000 platforms with Active/Passive clustering, session synchronization, and centralized security policy management via Panorama.
- Administer Cisco ASA and Firepower Next-Generation Firewall platforms, handling advanced access control policies, threat prevention mechanisms, VPN connectivity, intrusion prevention, and application visibility controls.
- Drive cloud security setups using Palo Alto, Cisco Firepower, Security Groups/NSGs, NACLs, IAM, KMS encryption, Azure Firewall, and WAF to enforce least privilege and defense-in-depth.
- Set up Global Server Load Balancing (GSLB), Layer 4/Layer 7 load balancing, and traffic optimization strategies using F5 BIG-IP, AWS Elastic Load Balancer (ALB/NLB), and Azure Load Balancer services to improve application availability and user experience.
- Design and fine-tune enterprise DNS and DHCP infrastructures, including AWS Route 53, Azure Private DNS Zones, Infoblox, and Microsoft DNS services, ensuring seamless name resolution and automated IP address management. Configure hybrid DNS architectures integrating on-premises and cloud-based DNS services, enabling secure service discovery and low-latency application communication across distributed environments.
- Oversee the rollout and tuning of Cisco Nexus Spine-Leaf architectures utilizing VXLAN EVPN overlays, improving east-west traffic performance, scalability, and data center network segmentation.
- Handle migration initiatives from traditional three-tier network architectures over to Cisco ACI-based software-defined networking environments, boosting automation, policy consistency, and operational efficiency. Develop Cisco ACI multi-tenant network designs with L2Out, L3Out, VRF segmentation, contract-based security policies, and application-centric connectivity models for enterprise workloads.
- Integrate Cisco ACI, VMware NSX, Arista CloudVision, and SDN technologies to automate network provisioning, policy enforcement, and infrastructure lifecycle management across hybrid cloud environments. Roll out and maintain SD-WAN solutions using Cisco Viptela (vManage, vSmart, vBond, and vEdge) to optimize branch connectivity, improve application performance, and enhance centralized network visibility.
- Maintain enterprise-class routing and switching infrastructure including Cisco Nexus 7000/9000 Series, Catalyst platforms, Juniper MX routers, and EX switches supporting high-throughput data center and WAN environments. Automate cloud network provisioning, firewall deployments, security policy changes, route configurations, and routine infrastructure tasks using Terraform, Ansible, Python, and REST APIs, cutting down manual effort and improving deployment consistency.
- Build AWS/Azure IaC with IAM, KMS/encryption, security groups/NSGs, policy checks, and automated security auditing baked into Git/Jenkins CI/CD and DevSecOps workflows.
- Implement comprehensive network monitoring and observability setups utilizing Grafana, SolarWinds, CloudWatch, Azure Monitor, SNMP, Syslog, and NetFlow to catch performance bottlenecks early and reduce incident response times. Work through advanced network troubleshooting and root cause analysis using Wireshark, tcpdump, packet captures, traceroute, nslookup, dig, and protocol analyzers to resolve complex routing, DNS, and connectivity issues. Apply Zero Trust principles, IAM, MFA, NAC, least-privilege access, identity-based controls, and micro-segmentation to protect enterprise and cloud workloads.
- Partner with cloud architects, security, application, infrastructure, and identity teams to develop secure cloud networking standards, access-control requirements, disaster recovery strategies, security remediation plans, and cloud migration frameworks. Spearhead network transformation initiatives involving multi-cloud connectivity, SDN adoption, infrastructure automation, security modernization, and operational excellence programs, delivering resilient, scalable, and future-ready cloud networking platforms.

Environment: AWS (VPC, Transit Gateway, Direct Connect, Route 53, ELB, Network Firewall, CloudWatch), Azure (VNet, ExpressRoute, Virtual WAN, Azure Firewall, Azure DNS, Azure Monitor), Cisco Nexus 7010/9508/9396, Catalyst 3650, Juniper MX10016/MX8200/MX4500, EX9250/EX8200/EX4600, Palo Alto VM-Series/PA-800/3200/5200/7000, Panorama, Cisco ASA & Firepower, BGP, OSPF, EIGRP, VXLAN EVPN, SD-WAN (Viptela), Cisco ACI, VMware NSX-T, F5 BIG-IP, Aruba ClearPass, Terraform, Ansible, Python, Git, Jenkins, Grafana, SolarWinds, Splunk, ThousandEyes, Wireshark, NetFlow, Syslog, DNS, DHCP, TCP/IP, MPLS, VPN, Zero Trust Architecture (ZTA), SASE, Multi-Cloud Networking.

Johnson & Johnson, New Brunswick, NJ | Senior Network Security Engineer; Mar 2018 - Jun 2023

- Led the architecture, design, and modernization of enterprise network and security infrastructure spanning data centers, campus networks, WAN, SD-WAN, and security platforms, delivering highly available and secure solutions with strong policy enforcement and compliance-focused controls. Developed enterprise network roadmaps and technology strategies, aligning infrastructure investments with business objectives while driving network transformation, automation, and operational excellence initiatives.
- Designed and implemented large-scale data center network architectures utilizing Cisco Nexus 7000/9000 platforms, Spine-Leaf topologies, VXLAN EVPN overlays, and Cisco ACI fabrics to improve scalability, segmentation, and east-west traffic performance. Architected resilient WAN and SD-WAN solutions using Cisco ASR, ISR, and Viptela technologies, enabling secure branch connectivity, application-aware routing, and optimized network utilization across geographically distributed locations.
- Engineered advanced routing solutions utilizing BGP, OSPF, EIGRP, IS-IS, and static routing across enterprise, data center, and WAN environments, ensuring efficient route convergence and high network availability.
- Led migration and consolidation initiatives involving Cisco Catalyst, Nexus, and Juniper EX switching platforms, improving operational efficiency, standardization, and network performance.
- Designed and implemented Cisco ACI multi-tenant environments including VRFs, Bridge Domains, Contracts, L2Out, and L3Out integrations to support application-centric networking and secure workload isolation.
- Configured VXLAN EVPN architectures for scalable multi-tenant data center networking, enabling workload mobility, simplified operations, and enhanced network segmentation. Implemented and validated security controls aligned with NIST, HIPAA, and SOC 2 requirements, supporting audit evidence collection, control testing, security-policy reviews, remediation tracking, and ongoing compliance activities across enterprise infrastructure.
- Developed automated security-validation and compliance-checking workflows using Python, Terraform, Ansible, REST APIs, and Git-based processes to identify configuration deviations and improve consistency of security controls across managed environments.
- Implemented IAM roles, KMS encryption, and Azure NSGs to secure resources across distributed cloud environments. Automated cloud compliance auditing for NIST, HIPAA, and SOC 2 utilizing Prisma Cloud and AWS Config
- Integrated Cisco ACI fabrics with external networks, security platforms, VMware virtualization environments, and unified communications systems to support enterprise-wide application connectivity. Led migration projects from Cisco ASA firewalls to Fortinet FortiGate and Palo Alto Next-Generation Firewalls, enhancing threat prevention, application visibility, and centralized security policy management.
- Designed enterprise security architectures incorporating Palo Alto Networks, Fortinet, Cisco ASA, Cisco Firepower, Blue Coat Proxy, Sourcefire IPS, and Zscaler Zero Trust solutions to strengthen network security posture, segmentation, access control, and threat prevention. Implemented Zscaler Private Access (ZPA) and Zero Trust Network Access (ZTNA) frameworks to provide secure application access for remote users while reducing dependence on traditional VPN infrastructure.
- Managed firewall/security policy, compliance enforcement, audit evidence, log review, control validation, and remediation support aligned with NIST, HIPAA, and SOC 2 requirements. Designed high-availability and disaster recovery network architectures utilizing HSRP, VRRP, ECMP, redundant WAN circuits, clustered firewalls, and geographically dispersed data centers to ensure business continuity.
- Implemented enterprise load balancing solutions using F5 BIG-IP LTM and DNS-based traffic management to improve application performance, fault tolerance, and user experience. Architected enterprise DNS, DHCP, and IP Address Management (IPAM) services using Microsoft DNS, BIND DNS, DNSSEC, Cloud DNS, and centralized DHCP infrastructures supporting multi-site environments.
- Led network monitoring and observability initiatives utilizing SolarWinds NPM, NCM, NetFlow Analyzer, Syslog, SNMP, and performance analytics platforms to improve network visibility and reduce incident resolution times.
- Played a key role in migrating network management systems from Tribune Publishing infrastructure to LA Times enterprise monitoring platforms, successfully integrating SolarWinds NPM, NCM, and NetFlow solutions. Designed and deployed Aruba wireless networking solutions including Aruba

Instant APs, Aruba CX switches, ARM (Adaptive Radio Management), ClientMatch, and Aruba NetEdit for enhanced wireless performance and automation.

- Developed Terraform, Ansible, Python, REST API, and Git-based automation with security validation and automated auditing embedded into DevSecOps CI/CD workflows. Supported virtualized and disaster recovery environments leveraging VMware, NetApp, Nimble Storage, Cisco Nexus, and SD-WAN technologies to ensure application resiliency and rapid recovery capabilities.
- Conducted vendor evaluations, proof-of-concept testing, technology selection, and architecture reviews for networking, security, automation, and cloud connectivity solutions, driving adoption of modern enterprise networking technologies and best practices.

Environment: Cisco Nexus 9000/7000, Catalyst 6500/3500, ASR9000, ASR1000, ISR, Cisco ACI, Cisco SD-WAN (Viptela), Juniper EX Series, Palo Alto (PA-200/500/3060/5060/7050/7080), Panorama, Fortinet FortiGate, Cisco ASA, Firepower, Sourcefire IPS, Blue Coat Proxy, Zscaler ZPA, F5 BIG-IP LTM, Aruba Instant AP, Aruba CX, Aruba NetEdit, SolarWinds NPM/NCM/NetFlow, VMware, NetApp, Nimble Storage, BGP, OSPF, EIGRP, IS-IS, VXLAN EVPN, MPLS, LAN/WAN, VPN, HSRP, VRRP, DNS, DHCP, DNSSEC, Terraform, Ansible, Python, Git, REST APIs, SNMP, Syslog, Network Automation, High Availability & Disaster Recovery.

Brillio, St. Louis, MO | Network/ Firewall Administrator; Jul 2016 - Mar 2018

- Virus to provide advanced threat prevention and application visibility. Built and supported high-availability firewall environments using Check Point ClusterXL, VRRP, ISP redundancy, and Active/Standby failover architectures, ensuring uninterrupted network security operations.
- Administered Juniper SRX and NetScreen firewalls through Junos Space, performing policy management, software upgrades, troubleshooting, performance optimization, and security monitoring activities.
- Deployed and supported Imperva Web Application Firewall (WAF) and Database Firewall solutions to protect enterprise web applications and databases against cyber threats, unauthorized access, and OWASP vulnerabilities. Performed advanced threat detection, intrusion prevention, and security monitoring using Check Point IPS/IDS technologies, Nessus vulnerability assessments, log analysis, and security compliance reviews.
- Led firewall migration and technology refresh initiatives involving Check Point, Cisco ASA, Juniper SRX, Imperva WAF, and F5 BIG-IP platforms, ensuring seamless transitions with minimal business impact.
- Designed and maintained enterprise DNS and DHCP infrastructures, including DNS forwarding, caching, DHCP relay, and redundant network services to improve performance, scalability, and service reliability. Performed advanced network and security troubleshooting using Tcpdump, Wireshark, packet captures, debug logs, and protocol analyzers to resolve complex VPN, routing, firewall, and application connectivity issues. Supported Cisco Nexus data center environments and enterprise routing infrastructure by troubleshooting and optimizing BGP, OSPF, EIGRP, RIP, HSRP, multicast, and Layer 2/Layer 3 network services.
- Participated in large-scale data center migration and disaster recovery initiatives, ensuring secure connectivity, firewall policy consistency, application availability, and business continuity across primary and DR sites. Collaborated with security architects, infrastructure teams, and business stakeholders to design secure network solutions, create detailed logical and physical network diagrams, and implement enterprise security best practices.

Environment: Check Point Firewall (R77/R80), Cisco ASA 5500 Series, Juniper SRX & NetScreen, Junos Space, Imperva SecureSphere WAF & Database Firewall, F5 BIG-IP LTM, Cisco 2800/3600/3845/7200 Routers, Cisco 3500/3550/3560/3750/4500 Switches, VPN (IPsec/SSL), Cisco Nexus 7000/5000, BGP, OSPF, EIGRP, RIP, HSRP, VRRP, VLANs, DNS, DHCP, IDS/IPS, ClusterXL, Nessus, Tcpdump, Wireshark, SNMP, LAN/WAN, High Availability, Disaster Recovery, Security Monitoring, Threat Prevention, Firewall Policy Management.

Cisco, Santa Clara, CA | Network Engineer; Jan 2014 - Jun 2016

- Supported the design, implementation, and maintenance of enterprise network and security infrastructure across multiple data centers, focusing on firewall administration, load balancing, WAN optimization, high availability, disaster recovery, and large-scale network modernization initiatives. Implemented, configured, and supported Cisco ASA, Check Point, Juniper SRX/NetScreen, and Palo

- Alto firewalls, managing security policies, NAT configurations, VPN connectivity, access control rules, and perimeter security architectures.
- Led migration initiatives involving Check Point VPN environments to Cisco ASA VPN solutions, ensuring secure remote connectivity, policy consistency, and seamless user transition with minimal downtime.
 - Designed and deployed highly available firewall architectures utilizing Cisco ASA failover, firewall contexts, DMZ segmentation, redundancy mechanisms, and disaster recovery solutions to support critical business applications.
 - Configured and optimized F5 BIG-IP LTM and GTM platforms, including virtual servers, pools, monitors, iRules, SSL offloading, persistence profiles, SNAT configurations, and global traffic management across multiple data centers.
 - Managed large-scale migration, upgrade, and consolidation projects involving F5 BIG-IP load balancers, improving application availability, traffic distribution, and overall infrastructure resiliency.
 - Designed and implemented enterprise WAN routing solutions using BGP, OSPF, EIGRP, and RIP protocols, including route redistribution, route policies, route reflectors, MED, local preference, and traffic engineering strategies.
 - Participated in WAN transformation initiatives, migrating legacy TDM-based circuits to MPLS networks and converting IPSec/GRE encryption architectures to GETVPN for improved scalability and performance. Performed periodic firewall, ACL, VPN, and network-access reviews to identify excessive permissions, obsolete rules, and configuration inconsistencies while supporting least-privilege and enterprise security standards.
 - Supported vulnerability remediation and network-security hardening activities across Cisco, Check Point, Juniper, and Palo Alto environments, coordinating configuration changes and validating secure connectivity following implementation.
 - Supported Cisco Catalyst, Cisco Nexus, Juniper, Huawei, Extreme Networks, and Redback infrastructure by performing installation, upgrades, troubleshooting, capacity planning, and operational support activities. Configured and maintained Layer 2 and Layer 3 network technologies including VLANs, Inter-VLAN Routing, EtherChannel, VTP, HSRP, VRRP, Spanning Tree Protocol (802.1D/1W/1S), and multicast services.
 - Built and supported data center network infrastructures utilizing Cisco Nexus 7000/5000 platforms, implementing redundant network designs, failover mechanisms, and resilient application delivery architectures.
 - Supported VMware ESXi virtualized environments by providing network connectivity, application migration support, server network configurations, and integration with enterprise network services.
 - Developed and implemented network security solutions including ACL management, DMZ design, NAT policies, VPN services, and secure B2B connectivity for internal and external business applications. Evaluated and recommended networking, security, and application delivery technologies from Cisco, Juniper, Check Point, Palo Alto, and F5, contributing to enterprise infrastructure standardization and long-term network strategy initiatives.

Environment: Cisco ASA 5510, Check Point Firewall, Palo Alto Firewall, Cisco Nexus 7000/5000/2248/5020/6509, Cisco Catalyst 2960/ 3500/3550/3560/3750, Cisco 1800/ 2600/ 2800/ 2900/ 3600/ 3800/ 3845/ 4800 Routers, Juniper SRX/ NetScreen, VMware ESXi, F5 BIG-IP LTM/GTM (3DNS), MPLS, GETVPN, IPSec VPN, BGP, OSPF, EIGRP, RIP, VLANs, Inter-VLAN Routing, EtherChannel, VTP, HSRP, VRRP, STP (802.1D/1W/1S), ACLs, NAT, LAN/WAN, Data Center Networking, Load Balancing, High Availability, Disaster Recovery, Traffic Management.

Cloud Platform Engineer

Venkata Naga Sai Harshit Manikonda

Summary:

- Accomplished Network and Cloud Security professional with 12+ years of experience in Enterprise Network Architecture, Information Security, Cloud Networking, Data Center Networking, Network Security, SD-WAN, and Hybrid Infrastructure across large-scale enterprise environments. Proven expertise in designing, implementing, and managing highly available, secure, and scalable network infrastructures supporting mission-critical business applications across global organizations.
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- Skilled in designing and implementing Zero Trust Architecture (ZTA), Secure Access Service Edge (SASE), Network Access Control (NAC), identity-based security controls, micro-segmentation, and least-privilege access models.
- Extensive experience with VPN technologies including IPSec VPN, SSL VPN, Site-to-Site VPN, Remote Access VPN, GETVPN, and SD-WAN secure connectivity solutions.
- Proven expertise in designing enterprise WAN and SD-WAN architectures utilizing Cisco Viptela, MPLS, BGP WAN routing, and application-aware traffic optimization techniques. Strong experience in load balancing and application delivery using F5 BIG-IP LTM/GTM, Global Server Load Balancing (GSLB), DNS Load Balancing, and Layer 4/Layer 7 traffic management solutions.
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- Expertise in designing secure business-to-business (B2B) connectivity solutions, partner integrations, and multi-site enterprise communication networks.
- Experienced in creating network architecture documentation, logical and physical diagrams, implementation plans, operational procedures, and disaster recovery runbooks.
- Adept at collaborating with executive leadership, security teams, cloud architects, vendors, and business stakeholders to align technology solutions with organizational objectives.
- Demonstrated leadership in mentoring engineering teams, driving operational excellence, establishing networking standards, and delivering large-scale infrastructure transformation projects. Strong knowledge of AWS/Azure IAM, KMS/encryption, NSGs/security groups, NIST/HIPAA/SOC 2 controls, Zero Trust, DevSecOps, and multi-cloud security architectures.
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- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- PCNSE – Palo Alto Networks Certified Network Security Engineer

Work Experience:

US Bank, Minneapolis, MN | Senior Cloud Network Engineer; Jul 2023 - Present

- Lead the design, implementation, and day-to-day management of large-scale hybrid cloud network and security infrastructure across AWS and Azure, enabling secure connectivity between on-premises data centers, cloud environments, and branch locations while keeping up with high availability, scalability, and security compliance requirements. Architect AWS VPCs and Azure VNets with subnets, route tables, Security Groups/NSGs, NACLs, IAM access controls, and cloud security policies for secure multi-region environments.
- Design and implement hybrid connectivity solutions using AWS Direct Connect, Azure ExpressRoute, Site-to-Site VPN, and Remote Access VPN technologies, improving network reliability, overall performance, and cloud adoption initiatives. Engineer enterprise-wide routing architectures utilizing BGP, OSPF, and EIGRP protocols across cloud, data center, and WAN environments, ensuring optimized route propagation, redundancy, and traffic engineering.
- Deploy and run AWS Transit Gateway and Azure Virtual WAN architectures to simplify inter-VPC and inter-VNet connectivity while cutting down network complexity and operational overhead.
- Design and implement AWS IAM roles and policies, KMS-based encryption controls, Security Groups, NACLs, and Azure NSGs/RBAC controls to enforce least-privilege access and secure workload communication across multi-account and multi-subscription cloud environments.
- Implement and maintain AWS/Azure security controls aligned with NIST, HIPAA, and SOC 2 requirements, supporting continuous control validation, audit evidence collection, policy compliance reviews, and remediation of identified security gaps.
- Drive continuous security posture management using AWS Security Hub and Azure Policy to validate cloud compliance. Integrate infrastructure and security validation into Git/Jenkins CI/CD pipelines using Terraform, Python, and policy checks to identify misconfigurations, enforce approved cloud-security standards, and automate security auditing before infrastructure changes are promoted

- Implement highly available Palo Alto firewall solutions including VM-Series, PA-800, PA-3200, PA-5200, and PA-7000 platforms with Active/Passive clustering, session synchronization, and centralized security policy management via Panorama.
- Administer Cisco ASA and Firepower Next-Generation Firewall platforms, handling advanced access control policies, threat prevention mechanisms, VPN connectivity, intrusion prevention, and application visibility controls.
- Drive cloud security setups using Palo Alto, Cisco Firepower, Security Groups/NSGs, NACLs, IAM, KMS encryption, Azure Firewall, and WAF to enforce least privilege and defense-in-depth.
- Set up Global Server Load Balancing (GSLB), Layer 4/Layer 7 load balancing, and traffic optimization strategies using F5 BIG-IP, AWS Elastic Load Balancer (ALB/NLB), and Azure Load Balancer services to improve application availability and user experience.
- Design and fine-tune enterprise DNS and DHCP infrastructures, including AWS Route 53, Azure Private DNS Zones, Infoblox, and Microsoft DNS services, ensuring seamless name resolution and automated IP address management. Configure hybrid DNS architectures integrating on-premises and cloud-based DNS services, enabling secure service discovery and low-latency application communication across distributed environments.
- Oversee the rollout and tuning of Cisco Nexus Spine-Leaf architectures utilizing VXLAN EVPN overlays, improving east-west traffic performance, scalability, and data center network segmentation.
- Handle migration initiatives from traditional three-tier network architectures over to Cisco ACI-based software-defined networking environments, boosting automation, policy consistency, and operational efficiency. Develop Cisco ACI multi-tenant network designs with L2Out, L3Out, VRF segmentation, contract-based security policies, and application-centric connectivity models for enterprise workloads.
- Integrate Cisco ACI, VMware NSX, Arista CloudVision, and SDN technologies to automate network provisioning, policy enforcement, and infrastructure lifecycle management across hybrid cloud environments. Roll out and maintain SD-WAN solutions using Cisco Viptela (vManage, vSmart, vBond, and vEdge) to optimize branch connectivity, improve application performance, and enhance centralized network visibility.
- Maintain enterprise-class routing and switching infrastructure including Cisco Nexus 7000/9000 Series, Catalyst platforms, Juniper MX routers, and EX switches supporting high-throughput data center and WAN environments. Automate cloud network provisioning, firewall deployments, security policy changes, route configurations, and routine infrastructure tasks using Terraform, Ansible, Python, and REST APIs, cutting down manual effort and improving deployment consistency.
- Build AWS/Azure IaC with IAM, KMS/encryption, security groups/NSGs, policy checks, and automated security auditing baked into Git/Jenkins CI/CD and DevSecOps workflows.
- Implement comprehensive network monitoring and observability setups utilizing Grafana, SolarWinds, CloudWatch, Azure Monitor, SNMP, Syslog, and NetFlow to catch performance bottlenecks early and reduce incident response times. Work through advanced network troubleshooting and root cause analysis using Wireshark, tcpdump, packet captures, traceroute, nslookup, dig, and protocol analyzers to resolve complex routing, DNS, and connectivity issues. Apply Zero Trust principles, IAM, MFA, NAC, least-privilege access, identity-based controls, and micro-segmentation to protect enterprise and cloud workloads.
- Partner with cloud architects, security, application, infrastructure, and identity teams to develop secure cloud networking standards, access-control requirements, disaster recovery strategies, security remediation plans, and cloud migration frameworks. Spearhead network transformation initiatives involving multi-cloud connectivity, SDN adoption, infrastructure automation, security modernization, and operational excellence programs, delivering resilient, scalable, and future-ready cloud networking platforms.

Environment: AWS (VPC, Transit Gateway, Direct Connect, Route 53, ELB, Network Firewall, CloudWatch), Azure (VNet, ExpressRoute, Virtual WAN, Azure Firewall, Azure DNS, Azure Monitor), Cisco Nexus 7010/9508/9396, Catalyst 3650, Juniper MX10016/MX8200/MX4500, EX9250/EX8200/EX4600, Palo Alto VM-Series/PA-800/3200/5200/7000, Panorama, Cisco ASA & Firepower, BGP, OSPF, EIGRP, VXLAN EVPN, SD-WAN (Viptela), Cisco ACI, VMware NSX-T, F5 BIG-IP, Aruba ClearPass, Terraform, Ansible, Python, Git, Jenkins, Grafana, SolarWinds, Splunk, ThousandEyes, Wireshark, NetFlow, Syslog, DNS, DHCP, TCP/IP, MPLS, VPN, Zero Trust Architecture (ZTA), SASE, Multi-Cloud Networking.

Johnson & Johnson, New Brunswick, NJ | Senior Network Security Engineer; Mar 2018 - Jun 2023

- Led the architecture, design, and modernization of enterprise network and security infrastructure spanning data centers, campus networks, WAN, SD-WAN, and security platforms, delivering highly available and secure solutions with strong policy enforcement and compliance-focused controls. Developed enterprise network roadmaps and technology strategies, aligning infrastructure investments with business objectives while driving network transformation, automation, and operational excellence initiatives.
- Designed and implemented large-scale data center network architectures utilizing Cisco Nexus 7000/9000 platforms, Spine-Leaf topologies, VXLAN EVPN overlays, and Cisco ACI fabrics to improve scalability, segmentation, and east-west traffic performance. Architected resilient WAN and SD-WAN solutions using Cisco ASR, ISR, and Viptela technologies, enabling secure branch connectivity, application-aware routing, and optimized network utilization across geographically distributed locations.
- Engineered advanced routing solutions utilizing BGP, OSPF, EIGRP, IS-IS, and static routing across enterprise, data center, and WAN environments, ensuring efficient route convergence and high network availability.
- Led migration and consolidation initiatives involving Cisco Catalyst, Nexus, and Juniper EX switching platforms, improving operational efficiency, standardization, and network performance.
- Designed and implemented Cisco ACI multi-tenant environments including VRFs, Bridge Domains, Contracts, L2Out, and L3Out integrations to support application-centric networking and secure workload isolation.
- Configured VXLAN EVPN architectures for scalable multi-tenant data center networking, enabling workload mobility, simplified operations, and enhanced network segmentation. Implemented and validated security controls aligned with NIST, HIPAA, and SOC 2 requirements, supporting audit evidence collection, control testing, security-policy reviews, remediation tracking, and ongoing compliance activities across enterprise infrastructure.
- Developed automated security-validation and compliance-checking workflows using Python, Terraform, Ansible, REST APIs, and Git-based processes to identify configuration deviations and improve consistency of security controls across managed environments.
- Implemented IAM roles, KMS encryption, and Azure NSGs to secure resources across distributed cloud environments. Automated cloud compliance auditing for NIST, HIPAA, and SOC 2 utilizing Prisma Cloud and AWS Config
- Integrated Cisco ACI fabrics with external networks, security platforms, VMware virtualization environments, and unified communications systems to support enterprise-wide application connectivity. Led migration projects from Cisco ASA firewalls to Fortinet FortiGate and Palo Alto Next-Generation Firewalls, enhancing threat prevention, application visibility, and centralized security policy management.
- Designed enterprise security architectures incorporating Palo Alto Networks, Fortinet, Cisco ASA, Cisco Firepower, Blue Coat Proxy, Sourcefire IPS, and Zscaler Zero Trust solutions to strengthen network security posture, segmentation, access control, and threat prevention. Implemented Zscaler Private Access (ZPA) and Zero Trust Network Access (ZTNA) frameworks to provide secure application access for remote users while reducing dependence on traditional VPN infrastructure.
- Managed firewall/security policy, compliance enforcement, audit evidence, log review, control validation, and remediation support aligned with NIST, HIPAA, and SOC 2 requirements. Designed high-availability and disaster recovery network architectures utilizing HSRP, VRRP, ECMP, redundant WAN circuits, clustered firewalls, and geographically dispersed data centers to ensure business continuity.
- Implemented enterprise load balancing solutions using F5 BIG-IP LTM and DNS-based traffic management to improve application performance, fault tolerance, and user experience. Architected enterprise DNS, DHCP, and IP Address Management (IPAM) services using Microsoft DNS, BIND DNS, DNSSEC, Cloud DNS, and centralized DHCP infrastructures supporting multi-site environments.
- Led network monitoring and observability initiatives utilizing SolarWinds NPM, NCM, NetFlow Analyzer, Syslog, SNMP, and performance analytics platforms to improve network visibility and reduce incident resolution times.
- Played a key role in migrating network management systems from Tribune Publishing infrastructure to LA Times enterprise monitoring platforms, successfully integrating SolarWinds NPM, NCM, and NetFlow solutions. Designed and deployed Aruba wireless networking solutions including Aruba

Instant APs, Aruba CX switches, ARM (Adaptive Radio Management), ClientMatch, and Aruba NetEdit for enhanced wireless performance and automation.

- Developed Terraform, Ansible, Python, REST API, and Git-based automation with security validation and automated auditing embedded into DevSecOps CI/CD workflows. Supported virtualized and disaster recovery environments leveraging VMware, NetApp, Nimble Storage, Cisco Nexus, and SD-WAN technologies to ensure application resiliency and rapid recovery capabilities.
- Conducted vendor evaluations, proof-of-concept testing, technology selection, and architecture reviews for networking, security, automation, and cloud connectivity solutions, driving adoption of modern enterprise networking technologies and best practices.

Environment: Cisco Nexus 9000/7000, Catalyst 6500/3500, ASR9000, ASR1000, ISR, Cisco ACI, Cisco SD-WAN (Viptela), Juniper EX Series, Palo Alto (PA-200/500/3060/5060/7050/7080), Panorama, Fortinet FortiGate, Cisco ASA, Firepower, Sourcefire IPS, Blue Coat Proxy, Zscaler ZPA, F5 BIG-IP LTM, Aruba Instant AP, Aruba CX, Aruba NetEdit, SolarWinds NPM/NCM/NetFlow, VMware, NetApp, Nimble Storage, BGP, OSPF, EIGRP, IS-IS, VXLAN EVPN, MPLS, LAN/WAN, VPN, HSRP, VRRP, DNS, DHCP, DNSSEC, Terraform, Ansible, Python, Git, REST APIs, SNMP, Syslog, Network Automation, High Availability & Disaster Recovery.

Brillio, St. Louis, MO | Network/ Firewall Administrator; Jul 2016 - Mar 2018

- Virus to provide advanced threat prevention and application visibility. Built and supported high-availability firewall environments using Check Point ClusterXL, VRRP, ISP redundancy, and Active/Standby failover architectures, ensuring uninterrupted network security operations.
- Administered Juniper SRX and NetScreen firewalls through Junos Space, performing policy management, software upgrades, troubleshooting, performance optimization, and security monitoring activities.
- Deployed and supported Imperva Web Application Firewall (WAF) and Database Firewall solutions to protect enterprise web applications and databases against cyber threats, unauthorized access, and OWASP vulnerabilities. Performed advanced threat detection, intrusion prevention, and security monitoring using Check Point IPS/IDS technologies, Nessus vulnerability assessments, log analysis, and security compliance reviews.
- Led firewall migration and technology refresh initiatives involving Check Point, Cisco ASA, Juniper SRX, Imperva WAF, and F5 BIG-IP platforms, ensuring seamless transitions with minimal business impact.
- Designed and maintained enterprise DNS and DHCP infrastructures, including DNS forwarding, caching, DHCP relay, and redundant network services to improve performance, scalability, and service reliability. Performed advanced network and security troubleshooting using Tcpdump, Wireshark, packet captures, debug logs, and protocol analyzers to resolve complex VPN, routing, firewall, and application connectivity issues. Supported Cisco Nexus data center environments and enterprise routing infrastructure by troubleshooting and optimizing BGP, OSPF, EIGRP, RIP, HSRP, multicast, and Layer 2/Layer 3 network services.
- Participated in large-scale data center migration and disaster recovery initiatives, ensuring secure connectivity, firewall policy consistency, application availability, and business continuity across primary and DR sites. Collaborated with security architects, infrastructure teams, and business stakeholders to design secure network solutions, create detailed logical and physical network diagrams, and implement enterprise security best practices.

Environment: Check Point Firewall (R77/R80), Cisco ASA 5500 Series, Juniper SRX & NetScreen, Junos Space, Imperva SecureSphere WAF & Database Firewall, F5 BIG-IP LTM, Cisco 2800/3600/3845/7200 Routers, Cisco 3500/3550/3560/3750/4500 Switches, VPN (IPsec/SSL), Cisco Nexus 7000/5000, BGP, OSPF, EIGRP, RIP, HSRP, VRRP, VLANs, DNS, DHCP, IDS/IPS, ClusterXL, Nessus, Tcpdump, Wireshark, SNMP, LAN/WAN, High Availability, Disaster Recovery, Security Monitoring, Threat Prevention, Firewall Policy Management.

Cisco, Santa Clara, CA | Network Engineer; Jan 2014 - Jun 2016

- Supported the design, implementation, and maintenance of enterprise network and security infrastructure across multiple data centers, focusing on firewall administration, load balancing, WAN optimization, high availability, disaster recovery, and large-scale network modernization initiatives. Implemented, configured, and supported Cisco ASA, Check Point, Juniper SRX/NetScreen, and Palo

- Alto firewalls, managing security policies, NAT configurations, VPN connectivity, access control rules, and perimeter security architectures.
- Led migration initiatives involving Check Point VPN environments to Cisco ASA VPN solutions, ensuring secure remote connectivity, policy consistency, and seamless user transition with minimal downtime.
 - Designed and deployed highly available firewall architectures utilizing Cisco ASA failover, firewall contexts, DMZ segmentation, redundancy mechanisms, and disaster recovery solutions to support critical business applications.
 - Configured and optimized F5 BIG-IP LTM and GTM platforms, including virtual servers, pools, monitors, iRules, SSL offloading, persistence profiles, SNAT configurations, and global traffic management across multiple data centers.
 - Managed large-scale migration, upgrade, and consolidation projects involving F5 BIG-IP load balancers, improving application availability, traffic distribution, and overall infrastructure resiliency.
 - Designed and implemented enterprise WAN routing solutions using BGP, OSPF, EIGRP, and RIP protocols, including route redistribution, route policies, route reflectors, MED, local preference, and traffic engineering strategies.
 - Participated in WAN transformation initiatives, migrating legacy TDM-based circuits to MPLS networks and converting IPSec/GRE encryption architectures to GETVPN for improved scalability and performance. Performed periodic firewall, ACL, VPN, and network-access reviews to identify excessive permissions, obsolete rules, and configuration inconsistencies while supporting least-privilege and enterprise security standards.
 - Supported vulnerability remediation and network-security hardening activities across Cisco, Check Point, Juniper, and Palo Alto environments, coordinating configuration changes and validating secure connectivity following implementation.
 - Supported Cisco Catalyst, Cisco Nexus, Juniper, Huawei, Extreme Networks, and Redback infrastructure by performing installation, upgrades, troubleshooting, capacity planning, and operational support activities. Configured and maintained Layer 2 and Layer 3 network technologies including VLANs, Inter-VLAN Routing, EtherChannel, VTP, HSRP, VRRP, Spanning Tree Protocol (802.1D/1W/1S), and multicast services.
 - Built and supported data center network infrastructures utilizing Cisco Nexus 7000/5000 platforms, implementing redundant network designs, failover mechanisms, and resilient application delivery architectures.
 - Supported VMware ESXi virtualized environments by providing network connectivity, application migration support, server network configurations, and integration with enterprise network services.
 - Developed and implemented network security solutions including ACL management, DMZ design, NAT policies, VPN services, and secure B2B connectivity for internal and external business applications. Evaluated and recommended networking, security, and application delivery technologies from Cisco, Juniper, Check Point, Palo Alto, and F5, contributing to enterprise infrastructure standardization and long-term network strategy initiatives.

Environment: Cisco ASA 5510, Check Point Firewall, Palo Alto Firewall, Cisco Nexus 7000/5000/2248/5020/6509, Cisco Catalyst 2960/ 3500/3550/3560/3750, Cisco 1800/ 2600/ 2800/ 2900/ 3600/ 3800/ 3845/ 4800 Routers, Juniper SRX/ NetScreen, VMware ESXi, F5 BIG-IP LTM/GTM (3DNS), MPLS, GETVPN, IPSec VPN, BGP, OSPF, EIGRP, RIP, VLANs, Inter-VLAN Routing, EtherChannel, VTP, HSRP, VRRP, STP (802.1D/1W/1S), ACLs, NAT, LAN/WAN, Data Center Networking, Load Balancing, High Availability, Disaster Recovery, Traffic Management.

Cloud Network Engineer

Bala Jyothi Thumma

Summary:

- Senior Network Engineer with 13+ years of extensive global experience (USA & India) designing, implementing, securing, optimizing, and modernizing enterprise-grade network infrastructures across Telecom, Healthcare (State Government), Banking & Financial Services, and Manufacturing & Automotive domains.
- Has Experience in working with **Texas Health and Human Services**.
- Strong expertise in Windows PKI infrastructure, Cisco ISE (802.1X), NAC, and network authentication frameworks, supporting large-scale enterprise environments. Proven ability to optimize secure access controls, endpoint authentication, and identity-driven networking.
- Hands-on experience with network security architecture, firewall technologies, VPNs, Zero Trust models, and endpoint security integration, along with deep knowledge of routing, switching, and hybrid cloud networking.
- Proven expertise in architecting and managing large-scale LAN/WAN infrastructures, including SD-WAN (Viptela), MPLS, TCP/IP, BGP, OSPF, EIGRP, VLAN, STP, VTP, NAT, inter-VLAN routing, ACLs, DNS, DHCP, and high-availability routing architectures for mission-critical enterprise environments.
- Extensive hands-on experience configuring and managing enterprise network hardware including Cisco Nexus, Cisco Catalyst, Cisco ASR, Cisco ISR, Industrial Switches, Wireless LAN Controllers, Access Points, and core data center routing layers.
- Experienced in designing secure cloud network architectures with granular traffic controls across cloud workloads, application tiers, and distributed enterprise environments. Skilled in implementing cloud-native network security controls, including security policies, network segmentation, access restrictions, and workload-level traffic filtering.
- Experienced in application delivery and traffic optimization using Load Balancing and Content Delivery Network (CDN) technologies to improve availability, performance, and end-user experience.
- Strong expertise in data center networking, multi-site branch connectivity, backbone network optimization, and high-availability telecom-grade infrastructure supporting 99.99% uptime SLAs.
- Advanced knowledge in network security architecture, implementing next-generation firewalls including Palo Alto, Cisco ASA, Cisco Firepower, Check Point, Juniper SRX, and securing enterprise environments using IPSec VPN, SSL VPN, Site-to-Site VPN, Remote Access VPN, multi-layer firewall segmentation, and zero-trust access controls.
- Experience implementing IDS/IPS, DDoS Protection, NAC (Network Access Control), Cisco ISE, endpoint integration, and advanced threat mitigation strategies for highly regulated industries. Strong compliance expertise aligning network architectures with HIPAA (Healthcare), PCI-DSS (Financial Services), and Financial Security Standards, ensuring regulatory adherence, secure PHI handling, and audit-ready environments.
- Extensive cloud networking experience in AWS Networking (VPC, Direct Connect, Transit Gateway), Azure Networking (ExpressRoute, VNets, Subnets), hybrid cloud integration, secure cloud connectivity, and multi-region enterprise deployments. Hands-on experience designing and optimizing SD-WAN enterprise deployments, implementing WAN redundancy, MPLS circuit optimization, bandwidth management, latency reduction, and failover mechanisms for distributed organizations.
- Proven ability to architect redundant WAN designs, disaster recovery (DR) strategies, and business continuity planning (BCP) frameworks ensuring uninterrupted enterprise operations.
- Expertise in Load Balancing technologies including F5 Load Balancers and Network Load Balancers, optimizing traffic distribution for high-performance application delivery and data center resilience.
- Strong experience in network automation and configuration management using Python and Ansible, enabling automated provisioning, compliance validation, configuration backups, and scalable network orchestration.
- Advanced troubleshooting and monitoring capabilities using SolarWinds, Wireshark, Nagios, Splunk, SIEM tools, performing deep packet analysis, root cause analysis, latency diagnostics, and proactive performance monitoring.
- Hands-on expertise in managing MPLS-based telecom backbones, high-frequency trading network optimization, secure remote banking connectivity, industrial OT/IT integration, and factory automation network segmentation. Extensive experience in implementing network segmentation, VLAN design,

STP optimization, routing policy configuration, route redistribution, and redundancy strategies to ensure high availability and fault tolerance.

- Proven leadership in handling cross-functional collaboration with ISPs, vendors, cloud teams, security teams, and enterprise stakeholders to deliver scalable, secure, and high-performance network infrastructures.
- Demonstrated success in modernizing legacy on-prem networks into cloud-integrated and SD-WAN-driven architectures while improving performance, reducing downtime, and enhancing security posture.
- Strong expertise in core routing and switching, backbone optimization, VPN gateway management, site-to-site connectivity, remote user access enablement, and secure enterprise-wide connectivity management.
- Experienced in multi-domain environments including telecom backbone networks (AT&T), state-wide healthcare networks (Texas Health & Human Services), global banking networks (JPMorgan Chase), manufacturing plant networks (General Motors), and enterprise telecom/banking support environments (Wipro).
- Adept at leading technical initiatives, mentoring junior engineers, conducting architecture reviews, enforcing network standards, managing change control processes, and delivering enterprise-grade documentation and compliance audits.
- Strong foundation in enterprise networking best practices, performance tuning, network hardening, vulnerability mitigation, risk assessments, and secure infrastructure design, ensuring scalable, resilient, and future-ready network ecosystems.

Education:

- Bachelor's Degree

Technical Skills

Networking Protocols & Fundamentals	TCP/IP, OSI Model, IPv4, IPv6, Subnetting, CIDR, VLSM, ARP, ICMP, DNS, DHCP, NTP, SNMP, FTP, TFTP, HTTP/HTTPS, SMTP, SSH, Telnet
Routing & switching	Static Routing, Dynamic Routing, OSPF, EIGRP, BGP, RIP, IS-IS, MPLS, Inter-VLAN Routing, VLAN, Trunking (802.1Q), STP, RSTP, MSTP, EtherChannel, HSRP, VRRP, GLBP
Network Security	Firewalls (Cisco ASA, Firepower, Palo Alto, Fortinet, Check Point), IDS/IPS, VPN (Site-to-Site, Remote Access), IPsec, SSL VPN, NAT, PAT, ACLs, Port Security, 802.1X, DMZ, Zero Trust Architecture
Wireless Technologies	WLAN, Wi-Fi (802.11 a/b/g/n/ac/ax), Cisco WLC, Access Points, SSID Configuration, Wireless Security (WPA2/WPA3), RF Optimization, Site Surveys
Load Balancing & Application Delivery	F5 BIG-IP (LTM, GTM), Citrix NetScaler (ADC), HAProxy, SSL Offloading, Traffic Management
Data Center & Virtualization	Cisco Nexus, ACI, VXLAN, VPC, Spine-Leaf Architecture, VMware ESXi, vCenter, NSX, Hyper-V
Cloud Networking	AWS (VPC, Route Tables, Security Groups, NACLs, Direct Connect, Transit Gateway), Azure (VNet, NSG, ExpressRoute), GCP (VPC, Cloud Router), Hybrid Cloud Connectivity
Network Monitoring & Troubleshooting	SolarWinds, PRTG, Nagios, Zabbix, Wireshark, NetFlow, SNMP Monitoring, Packet Capture, Performance Tuning, Root Cause Analysis
VoIP & Collaboration	Cisco Call Manager (CUCM), VoIP, SIP, RTP, QoS, Cisco Unity, Video Conferencing
Automation & Scripting	Python, Ansible, PowerShell, Bash, REST APIs, Cisco DNA Center, SD-WAN (Viptela), Network Automation, Infrastructure as Code
Operating Systems & Platforms	Cisco IOS, IOS-XE, NX-OS, JunOS, Windows Server, Linux (RedHat, CentOS, Ubuntu)
Hardware & Vendors	Cisco Routers & Switches, Juniper, Arista, HP/Aruba, Dell Networking, Palo Alto, Fortinet
High Availability & DR	Failover Configuration, Redundancy Design, Clustering, Disaster Recovery Planning, Backup & Restore Strategies

Compliance & ITSM	ITIL, Change Management, Incident Management, ServiceNow, SLA Management, Security Audits, Regulatory Compliance
Tools & Version Control	Git, GitHub, Bitbucket, JIRA, Confluence
Methodologies	Agile, Waterfall, SDLC, DevOps Practices

Work Experience:

AT&T, Dallas, Texas, United States | Senior Cloud Network Security Engineer; Oct 2023 - Present

- Leading enterprise and carrier-grade network infrastructure operations supporting large-scale telecom backbone and enterprise customer networks across multi-site environments. Designed and supported enterprise network security infrastructure for large-scale telecom environments.
- Implemented and managed Cisco ISE with 802.1X authentication for wired and wireless network access control. Integrated RADIUS/TACACS+ with Active Directory to enforce centralized authentication and authorization.
- Supported endpoint posture validation and NAC policies, improving security compliance across enterprise networks. Collaborated with security teams to enhance identity-based network access and Zero Trust initiatives.
- Administered VPNs, firewalls (Palo Alto), and segmentation policies to secure critical infrastructure. Performed network authentication troubleshooting, certificate validation, and access control optimization. Used Splunk and Wireshark for deep packet inspection and security event analysis.
- Designing, implementing, and optimizing Layer 2 and Layer 3 network architectures including VLANs, STP/RSTP, EtherChannel, HSRP/VRRP, BGP, OSPF, and EIGRP routing protocols.
- Managing MPLS core network environments, performing route redistribution, traffic engineering, and ensuring high availability and redundancy across WAN links. Deploying and supporting SD-WAN (Cisco Viptela) solutions for branch connectivity, centralized policy management, and application-aware routing.
- Configuring and maintaining Cisco Nexus and Catalyst switches, ISR/ASR routers, and Juniper MX/SRX devices for enterprise and service provider networks.
- Implementing advanced routing policies, prefix lists, route maps, and access control lists (ACLs) to enhance network performance and security. Implemented and managed cloud-native firewall and network security controls across AWS and Azure environments, including AWS Network Firewall, Azure Firewall, AWS Security Groups, NACLs, and Azure NSGs to enforce workload segmentation and secure inbound, outbound, and inter-application traffic.
- Designed and managed AWS VPC and Azure VNet architectures, including subnets, route tables, security boundaries, and scalable network connectivity for enterprise cloud environments. Configured and optimized AWS VPC routing, subnet segmentation, route tables, and network connectivity to support secure and highly available cloud workloads.
- Administered Azure Virtual Networks (VNETs), subnets, Network Security Groups (NSGs), and routing policies to enforce secure application-to-application communication. Implemented and supported AWS Direct Connect and Azure ExpressRoute connectivity, providing dedicated and reliable private connections between enterprise data centers and cloud environments.
- Administering and troubleshooting VPN solutions (IPSec and SSL VPN) for secure remote access and site-to-site connectivity. Managing next-generation firewall deployments using Palo Alto, including NAT policies, security zones, threat prevention, and content filtering.
- Configuring and optimizing F5 BIG-IP LTM/GTM load balancers for application high availability, SSL offloading, and traffic distribution. Supporting enterprise wireless networks using Cisco Meraki and Aruba, including controller-based deployments, SSID configuration, and security hardening (WPA3, 802.1X).
- Utilizing Cisco DNA Center for network automation, device provisioning, configuration compliance, and assurance monitoring. Performing network monitoring, performance tuning, and proactive issue resolution using SolarWinds, Splunk, and Wireshark packet analysis.
- Integrating network authentication and authorization services using TACACS+, RADIUS, Cisco ISE, and Active Directory for centralized access control. Supporting hybrid cloud connectivity solutions between on-prem infrastructure and AWS/Azure environments using VPN and Direct Connect/ExpressRoute.

- Managing virtualized network infrastructure in VMware and Linux environments, ensuring seamless connectivity between physical and virtual networks.
- Conducting root cause analysis (RCA) for critical network incidents, minimizing downtime and improving SLA compliance. Collaborating with cross-functional teams including security, cloud, and application teams for infrastructure upgrades, migrations, and new service deployments. Executing network upgrades, firmware updates, and hardware refresh initiatives with minimal business impact.
- Maintaining detailed network documentation including topology diagrams, IP addressing schemes, and change management records. Following ITIL processes for incident, problem, and change management using ServiceNow ticketing system. Providing 24/7 on-call support for critical production environments, ensuring network stability, scalability, and high availability.

Environment: Cisco (Nexus, Catalyst, ISR/ASR), Juniper (MX, SRX), Palo Alto Firewalls, F5 BIG-IP (LTM/GTM), BGP, OSPF, EIGRP, MPLS, VPN (IPSec/SSL), SD-WAN (Viptela), Meraki, Aruba Wireless, DNA Center, SolarWinds, Splunk, Wireshark, TACACS+, RADIUS, ISE, Active Directory, AWS, Azure, VMware, Linux, ITIL, ServiceNow

Texas Health and Human Services, Texas, USA | Infrastructure Cloud Network Engineer; Nov 2020 - Sep 2023

- Led enterprise network infrastructure operations and engineering support for Texas state healthcare systems, ensuring secure and high-availability connectivity across multiple data centers, regional offices, and remote health facilities. Led deployment of Cisco ISE with 802.1X for enterprise-wide NAC implementation.
- Designed and enforced role-based access policies using ISE policy sets and endpoint profiling. Supported secure authentication frameworks integrating AD, RADIUS, and certificate-based access. Worked closely with Windows teams on certificate-based authentication (PKI integration).
- Implemented network segmentation and compliance controls aligned with HIPAA standards. Managed firewalls, VPNs, and secure remote access solutions for healthcare environments. Performed audit support, compliance validation, and access control reviews.
- Designed, configured, and maintained core and distribution layer switching using Cisco Nexus (7K/9K) and Catalyst (9K/3850/2960) platforms, implementing VLAN segmentation, trunking (802.1Q), STP/RSTP/MST, EtherChannel, and HSRP for redundancy. Engineered and supported WAN connectivity using Cisco ASR/ISR routers across MPLS circuits, site-to-site IPsec VPNs, and DMVPN architectures, leveraging dynamic routing protocols including BGP, OSPF, and EIGRP.
- Implemented and optimized BGP peering with service providers to ensure resilient internet and inter-agency connectivity with proper route filtering, prefix-lists, and route-maps.
- Administered next-generation firewall solutions including Palo Alto and Cisco ASA, configuring security zones, NAT policies, IPsec tunnels, SSL VPN, threat prevention, and access control policies in compliance with state healthcare security standards. Designed and maintained site-to-site VPN and cloud VPN connectivity using IPsec tunnels to securely integrate on-premises networks with AWS and Azure environments.
- Configured AWS Security Groups, Network ACLs, and Azure NSGs to enforce least-privilege network access and protect cloud-hosted applications and infrastructure. Managed cloud network security policies across VPC/VNet environments, controlling inbound and outbound traffic based on application, subnet, workload, and security requirements.
- Supported cloud-native firewall implementations and security policies for controlling east-west and north-south traffic within enterprise cloud environments. Designed application traffic distribution solutions using cloud and enterprise Load Balancers to improve availability, scalability, performance, and fault tolerance.
- Deployed and managed F5 BIG-IP LTM/GTM load balancers to ensure high availability and optimized application delivery for public health portals, internal clinical applications, and reporting systems.
- Implemented network access control using Cisco ISE with 802.1X authentication, TACACS+, and RADIUS integration to enforce endpoint compliance and role-based access policies. Managed enterprise DNS, DHCP, and IP address management using Infoblox (DDI), ensuring IP space optimization and high availability configurations.
- Designed and managed AWS VPCs and Azure VNets, including public/private subnets, route tables, network segmentation, VPN connectivity, AWS Direct Connect, and Azure ExpressRoute to support secure hybrid-cloud connectivity. Implemented and managed cloud-native network security controls

- across AWS and Azure, including cloud-native firewalls, AWS Security Groups, Network ACLs (NACLs), and Azure Network Security Groups (NSGs), enforcing least-privilege access and controlling east-west and north-south traffic across VPC/VNet environments.
- Configured and supported Content Delivery Network (CDN) solutions for public-facing applications, including caching, origin connectivity, traffic routing, SSL/TLS delivery, and integration with Load Balancers to improve application performance, availability, and scalability.
 - Provided Azure and AWS cloud connectivity integration using Azure ExpressRoute, VPN Gateway, AWS VPC design, and Direct Connect to enable hybrid cloud architecture for healthcare data platforms. Supported VMware vSphere/ESXi environments, coordinating network configurations for virtual switches (vSwitch, vDS), VLAN tagging, and NIC teaming to ensure optimized virtualization performance.
 - Monitored network performance and availability using SolarWinds NPM/NCM, Cisco Prime, SNMP, and NetFlow analytics, proactively identifying latency, packet loss, and bandwidth congestion issues. Performed configuration backups, compliance audits, and firmware upgrades across routers, switches, firewalls, and load balancers to maintain secure and stable infrastructure.
 - Implemented QoS policies to prioritize critical healthcare application traffic including telehealth services, VoIP, and secure data replication between data centers. Collaborated with security, server, and application teams to support Windows Server 2016/2019 and RHEL-based systems, ensuring secure network segmentation and firewall policy alignment.
 - Followed ITIL-based change management processes using ServiceNow for incident, problem, and change requests, ensuring minimal downtime and compliance with state regulatory requirements. Conducted root cause analysis (RCA) for network outages, executed disaster recovery (DR) testing, and supported high availability failover mechanisms across primary and secondary data centers.
 - Ensured HIPAA-aligned network security standards, implementing encryption, secure remote access, and audit logging mechanisms across infrastructure components. Provided Tier 3 escalation support, mentoring junior engineers, documenting network diagrams, SOPs, and maintaining detailed architecture documentation for audit and compliance purposes.

Environment: Cisco Nexus 7K/9K, Cisco Catalyst 9K/3850/2960, Cisco ASR/ISR Routers, Palo Alto & Cisco ASA Firewalls, F5 BIG-IP LTM/GTM, Cisco ISE, Cisco Prime, SolarWinds NPM/NCM, Infoblox (DNS/DHCP/IPAM), BGP, OSPF, EIGRP, MPLS, IPsec VPN, DMVPN, VLANs, STP/RSTP/MST, HSRP/VRPP, QoS, SNMP, NetFlow.

JPMorgan Chase, New York City, USA | Network Security Engineer; Jul 2018 - Oct 2020

- Designed, implemented, and managed enterprise-wide network security architecture supporting critical banking applications, online trading platforms, payment gateways, and internal financial systems across multi-site data centers. Implemented secure network access controls and segmentation for financial systems.
- Supported authentication and authorization frameworks using RADIUS/TACACS+. Designed secure VPN architectures and Zero Trust-aligned access policies. Conducted security audits, firewall rule reviews, and compliance enforcement (PCI-DSS). Integrated network logs with SIEM tools (Splunk, QRadar) for threat detection.
- Administered and optimized Next-Generation Firewalls (NGFW) including Palo Alto, Cisco ASA, and Check Point to enforce advanced threat prevention, IPS/IDS, URL filtering, SSL decryption, and application-layer security policies. Engineered and maintained secure VPN solutions (IPSec, SSL VPN, Remote Access VPN, Site-to-Site VPN) to support secure connectivity between global branches, third-party financial partners, and remote users.
- Implemented and supported network segmentation and micro-segmentation strategies using VLANs, VRFs, and ACLs to ensure PCI-DSS compliance and protect sensitive financial data. Configured and managed Intrusion Detection and Prevention Systems (IDS/IPS), mitigating DDoS attacks, brute-force attempts, malware outbreaks, and zero-day vulnerabilities.
- Led firewall rule review, access control audits, and policy optimization, ensuring compliance with internal security standards, SOX, PCI-DSS, and regulatory requirements within the banking domain. Supported Content Delivery Network (CDN) solutions for distributing application content closer to end users, improving application performance and reducing latency.

- Configured CDN routing, caching, origin connectivity, and secure HTTPS/TLS delivery for globally distributed applications and web services. Integrated cloud Load Balancers with CDN services to provide scalable application delivery, traffic optimization, SSL/TLS termination, and high availability.
- Designed, configured, and supported Load Balancer and Content Delivery Network (CDN) solutions, including traffic distribution, caching, origin connectivity, SSL/TLS termination, health monitoring, and secure content delivery to improve application availability, scalability, and performance.
- Troubleshoot VPC/VNet connectivity issues involving routing tables, subnet configurations, security groups, NSGs, VPN tunnels, and hybrid cloud connectivity. Implemented cloud network segmentation and security controls across production, development, and shared-services environments to reduce attack surface and enforce isolation.
- Worked closely with SOC teams to monitor and analyze security events using SIEM tools such as Splunk and QRadar, performing log correlation, incident response, and root cause analysis.
- Conducted vulnerability assessments and remediation using tools like Nessus and Qualys, coordinating patch management across network devices, firewalls, routers, and servers.
- Managed secure routing and switching infrastructure including Cisco routers and switches (BGP, OSPF, EIGRP, STP, HSRP, VRRP) to ensure high availability and fault tolerance in mission-critical financial networks.
- Implemented Load Balancers (F5 LTM) for secure traffic distribution and SSL offloading across high-volume banking applications. Designed and maintained DMZ architectures, secure proxy solutions, and web application firewall (WAF) configurations to protect customer-facing financial portals.
- Supported cloud security initiatives in AWS and Azure environments by configuring security groups, NACLs, VPN gateways, and hybrid connectivity models.
- Performed change management activities following ITIL processes, including risk assessment, impact analysis, documentation, and CAB approvals.
- Conducted regular penetration testing coordination and security assessments, ensuring remediation of identified risks within SLA timelines. Automated routine network security tasks using scripting tools such as Python and Shell scripting for configuration backups, log analysis, and policy validation.
- Provided 24/7 on-call support for high-severity security incidents, ensuring minimal downtime and maintaining SLA compliance in a high-transaction banking environment.
- Collaborated with cross-functional teams including application teams, infrastructure teams, compliance, and audit departments to ensure secure deployment of new financial services. Maintained comprehensive documentation of network diagrams, security policies, firewall rule matrices, and disaster recovery procedures.

Environment: Palo Alto, Cisco ASA, Check Point Firewalls, Cisco Routers & Switches, F5 LTM, IDS/IPS, Splunk, IBM QRadar, Nessus, Qualys, AWS, BGP, OSPF, DDoS Protection, PCI-DSS, SOX Compliance, ITIL, Change Management, Python, Shell Scripting, Windows Server, Linux, Active Directory, Data Center & Hybrid Cloud Infrastructure.

General Motors, Michigan, United States | Senior Network Engineer; Mar 2016 - Jun 2018

- Led enterprise-level network infrastructure design, implementation, and support across multiple manufacturing plants, data centers, and corporate offices supporting production lines, robotics, and automotive supply chain systems. Implemented 802.1X authentication using Cisco ISE across manufacturing environments.
- Integrated network access control with Active Directory and endpoint security tools. Designed segmented network architecture for OT/IT environments.
- Secured plant networks using firewalls, NAC, and VLAN-based isolation. Designed and deployed highly available core and distribution layer architecture using Cisco Nexus 7K/9K with VPC, HSRP, and redundant uplinks to ensure zero production downtime in manufacturing environments.
- Configured and optimized routing protocols including BGP, OSPF, and EIGRP for WAN and MPLS connectivity between North America plants and global locations. Implemented MPLS circuits and collaborated with telecom providers to ensure low-latency, high-availability connectivity for manufacturing execution systems (MES) and ERP platforms.
- Managed VLAN segmentation and inter-VLAN routing to isolate production, corporate, and guest networks ensuring security compliance and optimized traffic flow.
- Deployed and maintained Cisco ASA and Palo Alto firewalls with advanced security policies, NAT, ACLs, and VPN configurations to secure plant-to-plant and remote vendor connectivity. Configured

IPsec Site-to-Site VPNs and SSL Remote Access VPNs for secure connectivity with suppliers and remote engineering teams.

- Implemented 802.1X authentication with Cisco ISE and TACACS+/RADIUS integration to enforce network access control and secure critical automotive manufacturing systems. Administered F5 BIG-IP (LTM/GTM) load balancers to distribute traffic across application servers supporting supply chain management and inventory systems.
- Monitored network performance using SolarWinds, Cisco Prime, SNMP, NetFlow, and IP SLA; proactively resolved latency, packet loss, and bandwidth congestion issues impacting production operations.
- Performed packet analysis using Wireshark and troubleshooting of Layer 2/Layer 3 issues including STP loops, VLAN mismatches, and routing adjacencies. Managed DNS, DHCP, and IPAM solutions using Infoblox for IP address planning across plant expansions and new automotive production facilities.
- Supported hybrid cloud integration by establishing AWS Direct Connect and secure VPC connectivity for analytics and IoT manufacturing data processing.
- Implemented QoS policies to prioritize real-time industrial control systems (ICS), VoIP, and critical production traffic across WAN links. Coordinated with VMware and server teams for network provisioning, vCenter integration, and virtual network configuration in data center environments. Integrated Active Directory with network authentication services to enforce centralized identity management.
- Worked closely with security teams to integrate logs with SIEM (Splunk) for threat detection, vulnerability remediation, and compliance reporting. Followed ITIL-based change, incident, and problem management processes using ServiceNow to ensure controlled deployment and minimal disruption to automotive production schedules.
- Conducted network capacity planning, high-availability design reviews, and disaster recovery testing to support 24/7 manufacturing operations.
- Provided L2/L3 escalation support, root cause analysis (RCA), and documentation for critical production outages, ensuring SLA adherence and operational excellence. Participated in plant network expansions, mergers, and infrastructure modernization initiatives aligned with automotive digital transformation goals.

Environment: Cisco Nexus 7K/9K, Catalyst 6500/4500/3850, ASR 1000, ISR Routers, Palo Alto & Cisco ASA Firewalls, F5 BIG-IP (LTM/GTM), Check Point, Juniper SRX, BGP, OSPF, EIGRP, MPLS, VLAN, VTP, STP/RSTP/MSTP, HSRP/VRRP/GLBP, QoS, IP SLA, SNMP, NetFlow, Active Directory, VMware ESXi, vCenter.

Wipro/ General Motors, India | Network Engineer; Aug 2012 - Dec 2015

- Worked as a Network Engineer Consultant supporting enterprise and telecom domain clients, delivering end-to-end network infrastructure design, implementation, monitoring, troubleshooting, and optimization services. Designed, configured, and deployed LAN/WAN infrastructure using Cisco routers and switches including ISR, ASR, Catalyst, and Nexus platforms to ensure high availability and scalability.
- Supported enterprise network infrastructure and security operations. Configured AAA services (RADIUS/TACACS+) and VPN security solutions. Assisted in network access control and authentication deployments.
- Implemented dynamic routing protocols such as BGP, OSPF, EIGRP, and RIP for enterprise WAN connectivity and MPLS-based environments, ensuring optimal path selection and redundancy. Configured and managed VLANs, VTP, Inter-VLAN routing, STP/RSTP/MSTP, EtherChannel, and trunking to maintain stable Layer 2 and Layer 3 network architecture.
- Deployed and maintained high-availability solutions using HSRP and VRRP to eliminate single points of failure across core and distribution layers. Configured and supported MPLS circuits and WAN links across multiple branch locations, ensuring secure and reliable connectivity between corporate data centers and remote offices.
- Implemented firewall solutions using Palo Alto, Fortinet, Cisco ASA 5500, Check Point, and Juniper SRX for perimeter security, access control policies, NAT, and VPN configurations.
- Designed and configured IPsec and SSL VPN (Site-to-Site and Remote Access) solutions for secure connectivity between client offices and remote users.

- Managed and optimized application delivery and load balancing using F5 BIG-IP (LTM/GTM) and Citrix NetScaler for mission-critical applications. Implemented QoS policies to prioritize voice, video, and critical business applications over WAN links, improving performance and reducing latency.
- Performed network monitoring and performance analysis using SolarWinds, PRTG, SNMP, and NetFlow to proactively detect bottlenecks and outages.
- Conducted deep packet inspection and traffic analysis using Wireshark to troubleshoot latency, packet drops, and network performance issues. Integrated network devices with AAA services using TACACS+ and RADIUS for centralized authentication and authorization, integrated with Active Directory.
- Configured and maintained core network services including DNS, DHCP, and IP address management to ensure seamless client connectivity.
- Supported VMware-based virtualized network environments and ensured proper integration of physical and virtual network components. Worked closely with Windows Server and Linux teams to ensure seamless network-to-server communication and infrastructure stability.
- Participated in data center migrations, hardware upgrades, IOS upgrades, patch management, and infrastructure refresh projects. Followed ITIL framework processes for Incident, Problem, and Change Management using ServiceNow and Remedy ticketing systems.
- Provided L2/L3 support in NOC operations, resolving critical incidents within SLA and ensuring 24/7 operational stability. Conducted root cause analysis (RCA) for recurring network issues and implemented permanent fixes to enhance reliability.
- Collaborated with cross-functional teams including security, server, application, and telecom teams to ensure integrated network service delivery.
- Prepared detailed network documentation including topology diagrams, IP addressing schemes, configuration backups, and SOPs. Ensured compliance with organizational security policies and best practices while maintaining high network uptime and performance standards.

Environment: Cisco Routers & Switches (ISR, ASR, Catalyst 2960/3560/3750/4500/6500), Nexus 5K/7K, Palo Alto & Fortinet Firewalls, Check Point, Citrix NetScaler, MPLS, BGP, OSPF, EIGRP, RIP, HSRP, VRRP, STP/RSTP/MSTP, VLAN, VTP, IPsec/SSL VPN, Site-to-Site VPN, GRE Tunnels, WAN Optimization, QoS, SNMP, NetFlow, SolarWinds.

Cloud Systems Management Engineer

Narendar Reddy Anugu

Summary:

- Experienced Cloud and DevOps Engineer bringing 11+ years across IT mainly 7+ years deep in cloud/DevOps engineering and an earlier 4+ years handling Linux sysadmin work with a core focus on enterprise Azure platform engineering, Kubernetes, automation, governance, and running live production ops.
- Well versed in architecting, rolling out, and maintaining rock-solid, secure cloud setups across Azure and AWS, along with solid exposure to multi-cloud networking, identity, governance policies, and DR strategies.
- Strong experience building end-to-end CI/CD pipelines across GitHub Actions, Azure DevOps, GitLab CI/CD, Jenkins, and AWS developer tools (Code Pipeline/ Code Build), covering reusable templates, automated security checks, and release governance.
- Mastery in Infrastructure-as-Code and configuration management tools regularly working with Terraform, Azure Bicep, Azure Verified Modules, CloudFormation, Ansible, plus scripting via Python, Bash, PowerShell, and native CLIs to keep environments repeatable and consistent.
- Hands on managing and tweaking container setups across AKS, Amazon EKS, vanilla Kubernetes, and OpenShift, with practical know-how in Docker, Helm, GitOps tools like ArgoCD, Rancher, Kustomize, pod autoscaling, ingress controllers, RBAC, and container hardening.
- Skilled in spinning up full-stack observability stacks, leveraging tools like Azure Monitor, CloudWatch, Prometheus, Grafana, Dynatrace, Datadog, App Insights, Log Analytics, OpenTelemetry, Loki, Fluent Bit, and Splunk using KQL.
- Familiar with day-to-day SRE operations, including 24/7 on-call rotations, leading major incident troubleshooting and RCAs, defining SLIs/SLOs, managing change controls, and pushing continuous reliability fixes across production workloads.
- Proficient in baking DevSecOps directly into delivery pipelines using Policy-as-Code, secrets detection, compliance checks, artifact signing, IAM, Microsoft Entra ID, Key Vault, and AWS Secrets Manager.
- Capable of supporting large-scale data and modern AI platforms, with practical exposure to Azure Data Factory, Databricks, Azure OpenAI, Azure AI Foundry, Anthropic Claude, Bedrock, and standing up cloud-native AI POC sandboxes.
- Able to interface smoothly across Dev, Security, Ops, and Architecture teams, coach newer engineers, write practical runbooks/ templates, and generally help teams move faster through automation and Agile practices.

Education & Certifications:

- Bachelor's in computer science from JNTUH in 2012.
- Microsoft Certified Azure Administrator
- Certified Kubernetes Administrator
- AWS Developer - Associate
- Terraform associated.

Work Experience:

Deloitte, USA | Sr Azure Cloud DevOps Engineer; Jan 2025 - Present

- Design and implement enterprise DevOps strategies within Azure environments, enabling secure collaboration, CI/CD automation, infrastructure provisioning, monitoring, and feedback loops across multiple engineering teams.
- Manage GitHub Enterprise CI/CD pipelines using GitHub Actions, Azure DevOps Pipelines, reusable workflows, composite actions, and Policy-as-Code to automate secure infrastructure and application deployments.
- Partner with Development, DevSecOps, and Cybersecurity teams to enforce Secure Systems Development Lifecycle (SSDLC) practices, including automated security validation, compliance checks, secure coding standards, secrets detection, and artifact validation.
- Develop reusable Infrastructure-as-Code using Bicep, Azure Verified Modules (AVM), Azure CLI, and PowerShell to standardize enterprise Azure deployments and automate infrastructure provisioning across multiple environments.

- Serve as the primary administrator for the enterprise Azure Monitor Alerts repository, developing reusable Bicep modules, GitHub Actions workflows, and standardized Azure Monitor alerting frameworks including Metric Alerts, Log Alerts, Activity Log Alerts, Scheduled Query Alerts, Prometheus Rule Groups, Action Groups, Alert Processing Rules, and Diagnostic Settings.
- Automate cloud patch management across virtual machines and containerized nodes to enforce enterprise security standards. Handle Entra/ Azure AD administration, covering App Registrations, Managed Identities, and RBAC assignments to support secure cloud authentication
- Configured Entra to enable seamless SSO authentication across deployed enterprise cloud applications and underlying infrastructure. Build and maintain secure Azure Landing Zones implementing enterprise networking, identity, governance, Management Groups, subscriptions, connectivity, and compliance controls to support scalable and resilient cloud environments.
- Drive enterprise Azure governance using Management Groups, Azure Policy, RBAC, Resource Locks, Subscription Governance, Resource Providers, and Tagging Standards while administering shared Azure subscriptions and resource groups. Administer and optimize Azure Kubernetes Service (AKS) clusters including node pools, Azure CNI, RBAC, Network Policies, Ingress Controllers, Workload Identity, Managed Identity, container security, autoscaling, and GitOps deployments using ArgoCD, Helm, Rancher, and Kustomize.
- Implement Azure Cost Management budgets, cost alerts, and governance policies while leveraging Cloud ability dashboards to optimize Azure resource utilization, cloud spend, and FinOps reporting.
- Build enterprise observability solutions using Azure Monitor, Prometheus, Grafana, Dynatrace, Datadog, Application Insights, Log Analytics, OpenTelemetry, and Kusto Query Language (KQL) for proactive monitoring, incident analysis, and performance optimization.
- Set up Loki-based centralized logging for AKS using Fluent Bit and Azure Storage, integrating Grafana dashboards for Kubernetes log analytics and cutting down Mean Time to Resolution (MTTR). Handle Microsoft Entra ID administration, covering App Registrations, Enterprise Applications, Service Principals (SPNs), Managed Identities, RBAC assignments, and federated identity configurations supporting secure authentication and Azure resource access.
- Provision and support Azure AI Foundry environments by deploying Azure OpenAI and Anthropic Claude models, configuring Azure AI Services (Cognitive Services), networking, Azure Key Vault integration, Managed Identities, and secure API access for enterprise AI workloads.
- Configure Azure Monitor Action Groups, Alert Processing Rules, Logic Apps, and ServiceNow integrations to automate alert routing, incident creation, escalation workflows, and operational notifications across Microsoft Teams, Outlook, PagerDuty, and Slack. Build custom workflows using Power Platform, Power Apps, Logic Apps, Power Automate, and Microsoft Teams Workflows to automate operational notifications and keep engineering collaboration smooth.
- Provision and support Azure Data Factory (ADF) and Azure Databricks (ADB) environments including Integration Runtimes, pipeline orchestration, cluster management, networking, monitoring, and operational support.
- Set up and maintain Azure networking components including Private Link, Private Endpoints, Private DNS Zones, Application Gateway, Azure Front Door, Load Balancers, Virtual Networks, NSGs, and Service Bus integrations for secure enterprise connectivity. Handle Business Continuity Planning (BCP) monitoring by configuring Azure Monitor alerts, Action Groups, failover and fallback validation, and operational readiness across production Azure environments.
- Provide 24x7 production support while leading the SRE on-call team, coordinating incident response, mentoring engineers, and driving Root Cause Analysis (RCA) to improve platform reliability.
- Develop reusable infrastructure templates, troubleshooting guides, architecture documentation, operational runbooks, and knowledge-sharing materials to standardize DevOps and Azure platform engineering practices. Act as a DevOps Champion, mentoring engineering teams, developing reusable infrastructure templates and documentation, and driving secure cloud adoption within Agile delivery environments.

CareFirst BCBS, MD, USA | Cloud/ Infrastructure Engineer; May 2023 - Dec 2024

- Managed operations across multi-cloud platforms, including Azure Cloud Platform and AWS. Developed Shared ARM templates V2, stored in storage accounts, to enable application teams to efficiently deploy security measures and custom domain extensions.

- Managed Windows and Linux servers, resolved IP issues, and supported multiple application teams. Provided 24*7 on-call support during weekends for migration cutovers.
- Installed agents like Microsoft Monitoring Agent MMA and OMS Linux agents using automation scripts. Deployed and managed digital applications on Azure cloud technologies, transforming .Net applications into Microsoft Azure Cloud Service Projects for seamless cloud deployment.
- Worked extensively with Azure App Services, taking care of configuration, log management, and day-to-day use of Kudu. Executed zero-downtime cloud patch management for scalable infrastructure across multiple environments to eliminate security vulnerabilities
- Configured Azure DNS and supported resilient Azure infrastructure using Availability Sets, Load Balancing, Application Gateway, Auto-Scaling, and Traffic Manager while implementing Azure Backup and Azure Site Recovery for backup and recovery operations
- Designed Karpenter provisioner policies with node affinity, taints, and tolerations to support workload-specific scaling requirements. Leveraged Azure DevOps for end-to-end application lifecycle management, including source code management, continuous integration (CI), continuous deployment (CD), and automated testing.
- Utilized various Azure cloud services such as Azure Virtual Machines, Azure App Service, Azure Functions, Azure Logic Apps, Azure Storage, and Azure SQL Database.
- Deployed .NET applications on various platforms and wired-up CI/CD pipelines using tools like Azure DevOps and GitHub Actions. Managed application lifecycle using Helm releases, including upgrades, rollbacks, and version control.
- Utilized Azure Kubernetes Services (AKS) and Docker to create a runtime environment for the Continuous Integration/ Continuous Deployment system to enable seamless build, test, and deployment processes, while also setting up Jenkins jobs to deploy workloads to Elastic Kubernetes Service (EKS).
- Executed Azure (IaaS) migrations, including creating Azure VMs, storage accounts, VHDs, and storage pools, and migrating on-premises servers to Azure, while implementing availability sets, VM hardening, and disk encryption using KEK keys in MS Azure.
- Executed CI/CD pipelines for AKS using Helm charts in Azure DevOps and GitHub Actions. Monitored and optimized Databricks cluster performance by analyzing CPU usage, memory pressure, and network traffic, fine-tuning configurations to handle workload demands.
- Handled day-to-day Windows Azure IaaS components such as Virtual Networks, Virtual Machines, Cloud Services, Resource Groups, Express Routes, VPN, Load Balancing, Application Gateways, Auto-Scaling, and Traffic Manager.
- Implemented CI/CD pipelines for automated testing and deployment of Order Management System (OMS) software releases, reducing manual effort and speeding up release cycles.
- Configured Azure web apps, Azure App Services, Azure Application Insights, Azure Application Gateway, Azure DNS, Azure Traffic Manager, and Azure Network Watcher, alongside implementing Azure Site Recovery, Azure Backup, and Azure Automation.
- Utilized Azure Kubernetes Service (AKS) to implement Jenkins pipelines, driving microservices builds and deployments to Kubernetes. Configured and managed secure data sharing in Snowflake, enabling seamless data collaboration across different business units and external partners.
- Integrated Azure Cosmos DB with surrounding Azure services and tools, such as Azure Functions, Logic Apps, and Power BI, to build out end-to-end data solutions. Maintained continuous integration and deployment (CI/CD) pipelines across multiple Databricks projects, keeping data processing workflows reliable and highly available.
- Implemented monitoring and alerting mechanisms for Databricks workloads and resources, including setting up monitoring tools, defining metrics and alerts, and integrating with Azure Monitor or other monitoring solutions. Configured monitoring and logging solutions using Azure Monitor, Application Insights, and Log Analytics to gain clear visibility into application performance and resource utilization.
- Provided 24/7 on-call support for migration, including the installation of monitoring agents like Microsoft Monitoring Agent (MMA) and OMS Linux agents using automation scripts.

Environment: Azure, Azure DevOps, Active directory users, and computers, Azure CLI, ACS, AKS, Datadog, Git, Maven, Splunk, Nagios, Java/J2EE, Linux, Cosmos DB, RedHat, Ubuntu, Microsoft SQL Server, Microsoft Visual Studio, Data Factory, Docker, Kubernetes, Function Apps, Web Apps, Automation Accounts, Logic Apps, IAM, Windows PowerShell, JSON, GitHub Actions, Ansible, YAML.

Zurich Insurance, Fresno, CA, USA | DevOps Engineer; Jul 2021 - Apr 2023

- Worked on Azure Cloud Platform following Kanban methodology. Maintained a read-only Azure portal environment by utilizing PIM to troubleshoot critical application issues, while routing all resource creation through Azure DevOps release pipelines using contributor SPN roles (IaC).
- Integrated GitOps pipelines with Terraform and Helm to manage infrastructure and application deployments through version-controlled repositories. Designed and configured Azure Virtual Networks (V-Nets), Subnets, Azure Network Security Groups, DNS Settings, Security policies, and Routing.
- Wrote runbooks in PowerShell and deployed them via Azure DevOps CI/CD to automate accounts, leveraging Azure AD service principals in service connections for authentication.
- Implemented custom application support RBAC roles and developed automation scripts to assign these roles across environments based on PROD and Non-PROD resource groups. Queried Log Analytics workspaces using Kusto Query Language (KQL) to triage issues and analyze telemetry.
- Built Continuous Delivery pipelines with GitHub, Jenkins, Docker, and Kubernetes, configuring automated triggers so new GitHub branches prompted Docker builds and deployments directly onto AKS.
- Managed Azure Kubernetes Services (AKS) policies, handled access provisioning across Azure resources, and improved the workflows governing access control.
- Developed and maintained Continuous Integration (CI) pipelines in Azure DevOps spanning multiple environments, enabling teams to deploy code safely to Azure Kubernetes Service (AKS) using YAML scripts and Helm charts.
- Managed Databricks workspace access and integrated Active Directory with SSO and RBAC for secure user authentication and authorization.
- Deployed centralized cloud monitoring and logging tools, including Splunk, to aggregate telemetry and accelerate incident resolution
- Integrated automated cloud patch management routines into deployment pipelines to maintain compliance and system health. Administered global traffic routing and secure domain resolutions by deploying and managing Azure DNS services
- Enforced infrastructure state compliance by automating application deployments with configuration management tools such as Ansible. Automated the provisioning and configuration of Snowflake environments using Infrastructure as Code (IaC) with Terraform.
- Configured database-level security settings, provisioned users and roles, and implemented access controls to restrict schema access to authorized users in Azure Cosmos DB.
- Created and configured monitoring alerts for Azure App Service resources and integrated them into Azure Application Insights. Established monitoring and alerting mechanisms for OMS platforms using Prometheus and Grafana to proactively catch and resolve performance bottlenecks.
- Wrote PowerShell automation scripts utilizing Azure DevOps APIs to identify inactive users over 90 days for cost optimization initiatives. Built cookie-cutter templates across multiple stacks (Python, Java, Golang, .NET, and Node.js) and wrote Bash scripts to generate standardized project structures. Installed Microsoft Monitoring Agent (MMA) and OMS agents using automation scripts.
- Implemented custom RBAC roles, assigned IAM controls for users and groups via automation, and maintained overall permission structures.
- Configured Cloud Network Architecture using Azure Virtual Networks, VPN, and ExpressRoute to establish hybrid connectivity between on-premises and cloud environments. Configured NetApp File Shares in Central US and allocated volumes across multiple applications.
- Developed PowerShell scripts and ARM templates to automate provisioning and deployment workflows, while handling escalated support tickets to closure across the MS Azure IaaS platform.

Environment: Microsoft Windows Azure, Windows Server 2008/2012R2/2016, RedHat, Ubuntu, Microsoft SQL Server, Microsoft Visual Studio, Data Factory, Jenkins, Docker, Kubernetes, Ansible, Terraform, Function Apps (.Net Core and C#), Web Apps, Automation Accounts, Logic Apps, IAM, Windows PowerShell, JSON, Shell.

JP Morgan Chase, Plano TX, USA | SRE/DevOps Engineer; May 2019 - Jun 2021

- Worked on Agile Methodology and tools area (Code Management and build and release automation and service and incident management). Developed Terraform modules to create a DynamoDB table and used Python code to insert the data into the DynamoDB table and used the AWS Lambda Function

to scan the registration table to determine the project that needs a Metrics collector and stores into AWS Elastic Search (Kibana).

- Implemented AWS Elastic Search Cluster using Terraform Module. Developed Python code by using Boto3 and NumPy Libraries to Onboard all the Team projects from the GitLab to check the metrics in the Kibana dashboard for log analytics and integrated with AWS lambda and Cloud Watch logs by setting up Cron jobs.
- Integrated AWS DynamoDB with Lambda to scan the Onboarding and Decommission Accounts, created Cron jobs for initiating our daily batch data pulls, executed our continuous integration tests done under Gitlab CICD & backed up the Dynamo DB streams.
- Integrated federated SSO using IAM access controls to enforce secure identity management across cloud infrastructure pipelines. Engineered scalable traffic routing and external domain resolutions by configuring DNS zone records via AWS Route53
- Worked on Black Duck to scan the Vulnerability for security risk, license risk, operational risk, etc, Integrated AWS Lambda with Amazon Kinesis. Worked on AWS Data Pipeline to configure data loads from S3 to Redshift. Developed data transition programs from DynamoDB to AWS Redshift (ETL Process) using AWS Lambda by creating functions in Python for certain events based on use cases. Worked on AWS SQS to consume the data from S3 buckets. Imported the data from different sources like AWS S3 and local file systems into Spark RDD.
- Deployed and optimized two-tier Java, Python web applications to AWS DevOps CI/CD to focus on development by using services such as Repos to commit codes, Test Plans to unit test, deploy App Service, AWS Application Insight collects health performance and usage data of the process, stored artifacts in blob storages.
- Created Python scripts to automate daily networking tasks (Ex. auto config generation, retrieving information from network devices, parsing data, etc.) - including a custom FortiGate firewall config generator (which included multi-threaded functionality to generate configs for multiple firewalls at once).
- Developed Terraform module to create a managed cluster on AWS EKS autoscaling group of worker nodes with associated VPC, Internet gateway, IAM Roles and Policies, Security Groups, and Subnets. Installed Kubectl, iam-authenticator, AWS-auth, and configured kube config to maintain master node on Clusters.
- Improved ROI by establishing a true DevSecOps culture, introducing automation, Jenkins pipeline development, Configuration Management (Chef), and streamlining technical and business processes across the organization. Created automated pipelines in AWS Code Pipeline to deploy docker containers in AWS ECS using services like Cloud Formation, Code Commit, Code Build, and Code Deploy.
- Implemented a Continuous Delivery Pipeline with Docker, Jenkins, and GitHub and Whenever new GitHub branches are created Jenkins automatically attempts to build a new Docker container from it.
- Worked on Open-source development tools like Docker Containers and Kubernetes. Deployed Kubernetes cluster in production using Terraform scripts and Troubleshooted networking-related issues. Supported provisioning by creating and configuring virtual development environments using HashiCorp.
- Created Docker images from scratch and customized them as per the requirement, working on Docker containers, and Snapshots, managing Docker volumes, and directory structure, and removing Docker images. Developed Networking policies for Docker Containers.
- Configured applications that run Multi-container Docker applications by utilizing the Docker-Compose tool which uses a file configured in YAML format. Used Kubernetes to manage containerized applications using its nodes, Config-Maps, selector, Services, and deployed application containers as Pods. Implemented Python code for creating an automated AWS Code Pipeline to build and deploy into ECR and Lambda by using a source S3, getting the Zip file from Gitlab CICD.
- Involved in creating cookie-cutter templates in several applications (Python, Java, Golang, .Net, and Node.js) and helped in bash Script for inflating the project structure. Created, deployed, and managed Linux and Windows VMs using Red Hat Enterprise Virtualization Manager, which includes moving and migrating VMs from one cluster to another cluster.

Environment: AWS (Lambda, DynamoDB, AWS Code Pipeline, Code Star, RedShift, CloudWatch, ELK, S3, CloudFormation), Terraform, Kubernetes, Docker, GitLab CICD, Java, .Net, Git, Python, YAML, Nagios, JIRA, Linux.

BTS Software Solutions, Fort Meade, MD | DevOps Engineer; Jun 2017 - Apr 2019

- Automated uploading of the worker images from the local machines to S3 buckets using terraform scripts analyzed the patterns of the images using AWS Recognition and stored the results inside high-priority S3 buckets.
- Built AWS Cloud Formation templates to create custom sized VPC, subnets, and NAT to ensure successful deployment of Web applications and database templates and orchestrated the setup of EC2 instances, skilfully configuring security groups to establish a secure and optimized environment for application deployment.
- Configured AWS databases utilizing S3 buckets for initial staging and established automated instance backup workflows directly to Amazon S3. Worked with Terraform templates for automating VPCs, ELBs, security groups, SQS queues, and S3 buckets, and continued to replace the rest of our infrastructure with YAML configuration language. Converted the existing AWS infrastructure to serverless architecture with AWS Lambda.
- Streamlined engineering tool access by implementing centralized SSO authentication across secure AWS cloud resource environments. Generated AWS Multi-Factor Authentication (MFA) for instance SSH login, worked with teams to lock down security groups, and created IAM roles so AWS resources can securely interact with other AWS.
- Created Python scripts to automate AWS Services which includes ELB, Cloud front, Lambda, database security, and application configuration also Developed them to take backup of EBS volumes using AWS Lambda, and CloudWatch.
- Implemented and maintained the monitoring and alerting of production and corporate servers/ storage using AWS Cloud Watch and maintained the logs using AWS CloudTrail. Refined automation components with scripting and configuration management using Ansible.
- Wrote Ansible playbooks from scratch in YAML. Installing, setting up, and troubleshooting Ansible, created and automated platform environment setup. Installed packages using YUM and Red Hat Package Manager (RPM) on various servers. Used Apache Tomcat for deploying the Java Web Applications
- Designed and implemented Ansible-based configuration management solutions, authoring YAML playbooks to automate platform setup and application deployments.
- Configured and administered Jenkins pipelines for automated builds and was responsible for installing Jenkins master and slave nodes. Designed and created multiple deployment strategies using CI/CD Pipelines using Jenkins. Installed multiple plugins to Jenkins and configured Proxy to get auto updates.

Comcast, Philadelphia, PA | Linux System Administrator; Dec 2014 - Jan 2017

- Installed, maintained, administered, and troubleshot Sun Solaris 8/9 and Red Hat 9/AS 3.0 servers on hardware platforms including Sun 4800, V480, 280R, 4500, 3500, and Dell 6400, 2400, 1800.
- Performed automated installations of operating systems using JumpStart for Solaris and Kickstart for Linux. Configured firewalls based on Red Hat Linux and FreeBSD 4.x equipped with three network interfaces.
- Configured and administered Linux application servers, X-terminals, and diskless workstations, handled day-to-day user administration like adding/deleting users and answering user queries, wrote shell scripts for routine maintenance tasks, and monitored system performance with tools like netstat and iostat. Maintained baseline Linux server states using configuration management tools such as Puppet for operational consistency

Cloud Center of Excellence (CCOE) Implementation Specialist

Khaqan Khan

Summary:

- Experience spanning 14+ years across impactful roles in Program/Project Management, Agile/Scrum delivery, manual testing, and functional consulting for PeopleSoft and Workday, with solid domain exposure across banking, retail, healthcare, and travel.
- Proficient PMP-certified project lead accustomed to driving tight project governance across large portfolios, quick to flag scope risks, adapt schedules, and balance resource bottlenecks before they blow up timelines.
- Well versed in standing up Scrum frameworks across the entire organization, breaking down communication silos between engineering, product, and business sides to get working features out the door much faster.
- Strong experience as a Technical Program Manager delivering heavy, multi-stakeholder initiatives in health, finance, and government sectors, with an emphasis on stakeholder buy-in, resource planning, and smoothing operational hitches. Hands on background guiding cross-functional crews through major Oracle Fusion rollouts covering core ERP, financials, HCM, CRM, and supply chain tracks.
- Experienced managing end-to-end delivery cycles for Oracle Fusion Applications, keeping disparate functional and technical teams aligned right from kickoff to post-launch support.
- Skilled in enterprise architecture and project management, particularly geared toward migrating legacy state department/public sector systems over to Oracle Cloud infrastructure.
- Expertise as a Delivery Lead and TPM combining a finance background with a decade of enterprise architecture work in Oracle ERP (Projects, Financials, HRM) and BI, consistently shipping complex builds on time and within budget boundaries. Mastery in blending technical strategy with practical business ops, handling AWS and Oracle Cloud migrations, MES integrations, and standardizing Agile upgrades alongside real-world Capex/Opex, budgeting, and billing realities.
- Able to stand up Agile governance frameworks from scratch while coaching teams on everyday Scrum values, unblocking delivery roadblocks, and getting engineering practices to actually stay consistent.
- Great track record of motivating cross-functional teams around a shared technical vision, mentoring junior-to-mid staff on execution, and keeping delivery grounded in bottom-line organizational targets.
- Familiar with configuring core Workday modules—Staffing, Benefits, Absence, and Compensation—along with generating straightforward to complex custom and matrix reports. Capable of spearheading full STLC quality assurance, spanning deep testing in PeopleSoft HRMS (Core HR, NA Payroll), KYC/FATCA validations, regression, and UAT using tools like Jira, HP ALM/QC, and TeamForge

Education & Certifications:

- MPA (Finance), School of Business from University of Baltimore, Baltimore - 2019
- BA (Policy), School of Public Policy from University of Maryland Baltimore County, Baltimore – 2013
- Project Management Professional (PMP)|| Certified Scrum Master (CSM)|

Work Experience:

Office of Personal Management, Washington DC, USA | Program Manager; Feb 2022 - Present

- Lead implementation projects for Oracle Fusion Applications, including Financials, HCM, SCM, and CRM modules. Migrate legacy on-premises systems to Oracle Fusion Cloud, driving improved efficiency, scalability, and data accuracy.
- Drive project management, enterprise architecture, and cloud migration projects across complex environments. Collaborate with business stakeholders to understand requirements and translate them into architectural designs and solutions.
- Manage a diverse team of data scientists, analysts, and business systems analysts (BSAs) to develop and implement migration strategies, ensuring the successful transition of data and applications to the cloud environment. Provide financial reports for employee retirement plans and prepare recommendations on maintaining data integrity during Dos Migration; share recommendations and hands-on guidance for system improvements.
- Communicate project milestones and risks to senior management, keep everything compliant with relevant laws and regulations, and ensure adherence to company policies and procedures. Upgrade and implement Oracle Primavera to manage and track critical projects and report on budgetary compliance.

- Establish and mature a Cloud Center of Excellence (CCOE) governance framework, defining enterprise cloud standards, implementation best practices, decision rights, architecture review practices, and adoption guidelines to support Oracle Fusion Cloud migration and enterprise modernization initiatives. Lead cloud organizational readiness and workforce enablement for enterprise cloud transformation initiatives, developing role-based training plans and knowledge-transfer materials for internal teams while coordinating stakeholder readiness and adoption activities across IT operations, security, and business functions.
- Perform studies on partnering with other nuclear laboratories to achieve synergies of joint systems implementation and resource management.
- Collaborate with technical teams to ensure system integrations and customizations meet business needs. Prepare project documentation, including status reports, issue logs, and change requests.
- Work closely with vendors and consultants to ensure project deliverables are met according to specifications. Define processes and tools best suited to each project.
- Move between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules, and work breakdown structures. Translate business objectives and processes into workable system and process requirements, managing ongoing projects to hit those targets.
- Manage and run the process of Statement of Work (SOW) and contract creation to lock in new and follow-on work. Coordinate product releases with change control and configuration management. Lead project risk planning, identification, analysis, mitigation, and control activities to minimize impacts on project delivery, schedule, budget, and business objectives.
- Run lessons learned sessions after the completion of each project. Act as a consultant providing objective guidance, advice, and specialized skill with the aim of improving client business performance.
- Deliver high-quality results by setting performance metrics and keeping track of progress against targets. Establish compatibility with third-party software products by developing programs for modification and integration.
- Leverage technology tools for enhanced project tracking, reporting, and smooth information sharing among team members. Hold direct accountability for consulting project delivery, managing cross-functional teams, project dependencies, implementations, upgrades, schedules, and budgets to achieve agreed delivery objectives.

Customs and Border Protection, Department of Homeland Security, Washington DC, USA | Senior Project Manager; Jul 2018 - Jan 2022

Program Size - \$300 Million (2 programs)

- Achieved high user adoption rates by providing comprehensive training and support to end-users during the transition to Oracle Fusion Cloud. Handled IT Integration and Modernization in Revenue Modernization Program, O-CFO. Developed Cloud Migration Strategy and Proof-of-Concept / Prototype.
- Upgraded and implemented key Revenue, ERP Financials, Projects and HR Software and IT infrastructure across 200+ Airports/Seaports across the US. Delivered upgrades/updates to key interfaces with existing systems at US airports/seaports. Reduced project implementation timelines by 20% through streamlined processes, automation, and effective resource management.
- Developed comprehensive project plans with clear timelines, milestones, and budget requirements, ensuring timely delivery of high-quality results. Negotiated contracts with vendors and suppliers, securing quality materials at competitive prices for efficient use of resources.
- Developed enterprise cloud governance and adoption strategy for the Revenue Modernization Program, including migration priorities and standards, architectural decision processes, stakeholder governance, implementation considerations, and transition planning for legacy applications.
- Led organizational change management and workforce enablement for the Oracle Fusion Cloud transition, conducting business-impact and readiness assessments and developing role-based training and knowledge-transfer materials for internal technical and business teams to support adoption of new cloud processes and capabilities.
- Received recognition for outstanding leadership and project management skills, contributing to the successful delivery of complex Oracle Fusion Cloud projects.
- Mentored junior team members in project management best practices to enhance their skills and contribute to better overall performance.

- Created accurate budgets based on resource requirements, allowing for optimal allocation of funds across all aspects of the projects. Enhanced overall project success by conducting thorough post-project evaluations and incorporating lessons learned into future efforts.
- Coordinated cross-functional teams, facilitated stakeholder communication, and resolved conflicts throughout the project lifecycle to maintain alignment and support successful project delivery. Met project deadlines without sacrificing build quality or workplace safety.
- Identified & communicated potential risks to the completion of the Sprints, including resources, costs, and external dependencies. Guided and coached the Scrum Team on how to use Agile principles.
- Presented Sprint & Release progress to Management and Product Owners and ensured adherence to the process of Agile & Scrum methodologies.

Thomson Reuters, Rockville, MD, USA | Project Manager; Feb 2016 - Jul 2018

Program Size - \$500 Million

- Collaborated with cross-functional teams, ensuring a cohesive approach to business analysis. Streamlined workflow for better productivity with the implementation of Oracle Fusion.
- Conducted gap analyses to identify discrepancies between current and desired states, leading to actionable recommendations. Managed the planning and development of design and procedures for metrics reports.
- Evaluated emerging technologies and trends to identify opportunities for innovation and improvement.
- Led the development and maintenance of the Enterprise Metadata Repository as the platform for centralized, cross-referenced data models, data dictionaries, data maps, NPI and other data artifacts across the organization.
- Developed new reports and delegated tasks to team members; ran market analysis to hit target objectives. Investigated forecasts, demand, and capital allocation across product lines, then presented data and key takeaways to the team to refine operations.
- Established governance and architecture review practices for enterprise modernization initiatives, helping define standards, decision criteria, and implementation controls across application, infrastructure, data, and business teams. Led organizational change and stakeholder-readiness activities for major technology implementations, coordinating executive communications, operating-process changes, training needs, and adoption planning across affected business units.
- Proposed solutions to improve system efficiencies and reduce total expenses. Partnered with cross-functional teams to elicit information to capture key business drivers for client implementation.
- Applied DAMA-DMBOK framework and data governance principles across initiatives. Provided subject matter expertise on SDLC and enterprise level system architecture. Produced Standard Operating Procedures for Trio Component implementation.
- Drafted C-Suite communications for distribution amongst the Department HQ, Trio Components, and Application and Infrastructure vendors. Supported acquisition efforts and drafted technical sections of Statement of Work documents.
- Managed stakeholder expectations through transparent communication and timely status updates, ensuring alignment between project deliverables and business objectives. Implemented Agile methodologies within project teams, increasing overall adaptability and responsiveness.
- Led process mapping initiatives, resulting in optimized workflows and reduced redundancies across departments. Cut corporate expenses by streamlining incentive and demand processes across regions.
- Recruited new members for the business analysis team to support division growth and create a strong and productive department, replacing underperforming staff. Analyzed performance metrics to identify opportunities to increase sales.

United Healthcare Group, Elkridge, Md, USA | Project Manager and Data Lead; Jan 2010 – Jan 2016

- Partnered with Chief Information Officers (CIO) and Chief Financial Officers (CFO) to provide oversight of IT solutions and co-develop strategic initiatives. Utilized Oracle Fusion for data analysis and reporting to support healthcare initiatives and improve patient care delivery.
- Developed and maintained dashboards and reports using Oracle Fusion Analytics to visualize key performance indicators (KPIs) and monitor healthcare metrics. Established cross-functional governance practices for enterprise technology modernization initiatives, aligning architecture, data controls, regulatory requirements, vendor delivery, and business priorities across complex healthcare programs.

- Led stakeholder alignment and knowledge-transfer activities across technology teams, business leadership, vendors, and operational users to support adoption of new platforms, processes, and enterprise data-management capabilities. Extracted, transformed, and loaded (ETL) data from disparate sources into Oracle Fusion to create comprehensive patient records accessible across the United Health Care network.
- Led the modernization initiative for patient record management across multiple doctor practices under UnitedHealthcare's umbrella.
- Managed the implementation of tools and applications for medical history tracking, ensuring alignment with regulatory requirements and industry standards.
- Oversaw data migration efforts to ensure accurate and seamless transition to the new patient record management system. Conducted data analysis to identify trends, insights, and opportunities for process optimization and improvement.
- Provided leadership and guidance to cross-functional project teams, fostering collaboration and accountability. Monitored project progress, identified risks and issues, and implemented mitigation strategies to ensure on-time and on-budget delivery.
- Facilitated communication and collaboration between internal teams, external vendors, and key stakeholders to drive project success. Articulated the project Data Movement Controls (DMC) and mapped them into the To-Be solution to verify controls were fully in place and met standards. Presented data models to business teams for review. Performed detailed data validation spanning across several different international projects.
- Performed in-depth data validation from various suppliers across client's vendor networks. Handled data mapping and data lineage activities from current state to the target United Healthcare architecture, working alongside data modelers on the logical and physical models for the Centralized Data Store (CDS).
- Provided onsite client-facing program-level leadership to multi-year, multi-million-dollar IT acquisition and rollout initiatives.
- Drove strategic direction across acquisition, implementation, delivery execution, and upkeep of organizational IT assets under tight cost and schedule SLAs. Served as Subject Matter Expert for Robotics Process Automation (RPA) implementations. Developed and maintained project management assets including Integrated Master Schedules, Risk logs, and Status Dashboards aligned with PMBOK guidelines.
- Delivered technical, domain, and functional business guidance to support continuous value-add initiatives and cost-effective solutions.
- Provided financial management oversight and end-to-end cost ownership for major IT programs, executing ongoing cost-reduction strategies. Managed multiple vendors, vendor performance, and contract deliverables.
- Interviewed, hired, and mentored senior staff, assigned key technical leads to mission-critical work, and built retention through direct task ownership and targeted training.
- Built strategic alliances and represented the organization to external stakeholders, fostering relationships across commercial clients, partner networks, and federal agencies. Represented the organization at high-visibility industry events including Oracle OpenWorld (OOW) to reinforce market presence and advance company tech strategy.

Mainframe Systems Programmer

Ramakrishna Darsi

Summary:

- Senior Mainframe Systems Programmer with 19+ years of IBM z/OS experience across financial services, healthcare, insurance, energy, transportation, and pharmaceutical manufacturing. Specializes in mainframe systems engineering, production operations support, and application development in COBOL/JCL/CICS, with 10+ years of hands-on RACF administration spanning user administration, access permissions configuration, and security logging review across regulated industries.
- Ensured adherence to SOX, HIPAA, NIST 800-53, ITIL v3, and pharmaceutical GxP security frameworks across multi-year engagements in healthcare, financial services, and pharmaceutical manufacturing. Experienced configuring and troubleshooting Mainframe AFP (Advanced Function Presentation) printing systems and print queues via PSF (Print Services Facility), including print queue definitions, output routing, and resolution of printer/job abends. Worked across ISV tool ecosystems including CA7, Control-M, Endeavor, ChangeMan, and ISPW. Applied SAS for mainframe data analysis and reporting. Holds AWS Solutions Architect Associate and PSM I certifications supporting hybrid cloud and modernization engagements.

Education & Certifications:

- Bachelor of Science, Osmania University, India.1996
- AWS Certified Solutions Architect Associate, Amazon Web Services
- Professional Scrum Master I (PSM I), Scrum.org
- ITIL v3 Foundation, IT Service Management
- AHM 250 Healthcare Domain Certification, Cognizant

Technical Skills

z/OS and Mainframe Systems Engineering	IBM z/OS (MVS), TSO/ISPF, LPAR configuration, z/OS system configuration, JES2/JES3, SMS-managed storage, GDG management, system tuning, and sysgen familiarity.
RACF Security Administration	RACF user administration (ADDUSER, ALTDATA, CONNECT, REMOVE), access permissions (PERMIT, SETROPTS, RDEFINE), security logging and auditing (RACAUDIT, LISTUSER, SEARCH, DSMON), dataset profile management, universal access maintenance, and RACF-secured environment operations across financial services, healthcare, and transportation.
Security Standards & Frameworks	SOX (Sarbanes-Oxley), HIPAA, NIST 800-53, ITIL v3, COBIT, pharmaceutical GxP controls, access certification, audit support, security logging review, and compliance documentation.
Mainframe Encryption	Mainframe Pervasive Encryption, including dataset-level and coupling facility encryption, encryption key management awareness, and EKM configuration familiarity.
AFP Print Systems	Advanced Function Presentation (AFP), Print Services Facility (PSF), AFP print queue configuration and troubleshooting, output routing, print abend resolution, AFP dependency analysis, PSF startup and customization, print queue definitions, FCB manipulation, and DFSORT/SYNCSORT report generation.
Programming Languages	COBOL, JCL, PL/I, CICS, SAS, PL/SQL, CLIST, SQL, and REXX.
Databases	IBM DB2, including application development, SQL tuning, explain/plan analysis, schema migrations, and index usage; IMS DB and VSAM.
ISV and Systems Tools	CA7, Control-M, Endeavor, ChangeMan, ISPW, File-AID, File Manager, Xpedit, SPUFI, QMF, Abend-AID, and HPSM.
Cloud and DevOps	AWS (Solutions Architect Associate certified), Jenkins, Git, SoapUI, and Maven.
Methodologies & Operations	SDLC, Agile/Scrum, ITIL v3, ITSM, SLA management, 24/7 production operations, incident and problem management, and change management.
Domain Expertise	Financial services, healthcare claims processing, insurance policy processing, railroad operations, energy utilities, and pharmaceutical

Work Experience:

Fiserv/ Infosys, Atlanta, GA | Senior Consultant; Apr 2025 - Present

Project: North Merchant Master Merchant Onboarding and Data Management Platform

- Deliver end-to-end mainframe enhancements for a hybrid Java/Mainframe merchant management platform, supporting new merchant onboarding through CICS online transactions and JCL batch flows.
- Modify COBOL programs to incorporate business requirement changes including field expansions, logic updates, and data transformations for merchant master table maintenance; inherited several legacy JCLs with undocumented conditional steps that required dependency tracing before changes could proceed safely.
- Write and maintain JCL to add new datasets, increase LRECL for expanded field definitions, and manage file dependencies across batch streams; coordinate with the scheduling team in CA7 for job chain adjustments including predecessor/successor configuration and calendar-based trigger alignment.
- Prepare DB2 SQL statements for new column additions and data migrations following DBA-driven ALTER operations; validate referential integrity and data consistency post-schema change using EXPLAIN and RUNSTATS to confirm optimal access paths.
- Conduct regression testing across COBOL programs, JCL batch jobs, DB2 tables, and VSAM files after each change cycle, covering input processing, transaction execution, and output file generation; document test outcomes in the project knowledge base for audit traceability.
- Support merchant data lifecycle operations including onboarding, updates, and deactivation/cancellation workflows; manage format exceptions from external client file feeds that fall outside defined SLAs by coordinating with client technical teams for corrected file retransmission.
- Follow ITSM change management protocols for all production deployments and ad-hoc job submissions; build ad-hoc JCLs using IBM utilities including SORT, IEBGENER, and IEBCOPY for one-time data operations such as file extracts, copies, and dataset reorganizations.
- Participate in on-call rotation for production batch monitoring; respond to CA7 job abend alerts, perform initial diagnosis using Abend-AID and system logs, and engage L2/L3 support teams when code-level fixes are required.
- Coordinate with the RACF security team to validate access permissions for new application user IDs and dataset profiles created during merchant onboarding; ensure all access grants align with approved change requests before production deployment.

Tools: COBOL, DB2, VSAM, CICS, JCL, SQL, MQ, File-AID, SPUFI, Endevor, CA7

Macy's/ Cognizant, Atlanta, GA | Senior Mainframe Developer; Dec 2024 - Apr 2025

Project: Mainframe Zero Discovery and Implementation

- Led impact assessment for a mainframe modernization initiative, cataloging all application dependencies including VSAM files, DB2 databases, external interfaces, job schedulers, GDGs, and AFP print/report outputs across more than 80 mainframe applications.
- Configured and validated AFP (Advanced Function Presentation) print queue definitions across impacted applications; documented PSF (Print Services Facility) output routing and resolved several AFP print queue configuration mismatches that would have caused output delivery failures post-modernization.
- Troubleshoot existing AFP print queue definitions to identify orphaned print outputs and incorrect FCB (Forms Control Buffer) setups; coordinated with operations to redirect print traffic to surviving queues during the phased migration to ensure continuous report delivery to business users.
- Reviewed PSF startup configuration and printer definitions to verify compatibility with target modern platform; flagged print queue definitions that referenced retired output classes and worked with operations to redefine them against the new print subsystem.
- Identified downstream and upstream dependencies across mainframe applications and integrated non-mainframe systems, flagging integration points where service and endpoint changes would break existing interfaces including file transfers, MQ queues, and FTP-based data exchanges.
- Documented environment setup requirements and code modification scope for dependent applications, including file format changes introduced by the modernization effort such as LRECL expansion, RECFM changes, and block size adjustments.
- Maintained comprehensive documentation in Confluence covering functional overviews, process flows, application dependency maps, and modification requirements for each impacted system; published weekly progress reports for stakeholder review.

- Worked directly with application teams to validate dependency documentation against actual runtime behavior; corrected several gaps found in the initial discovery that would have caused batch failures post-migration including missing GDG generation counts and undocumented job dependencies.
- Coordinated with the RACF security team to inventory existing dataset and resource permissions for modernized applications; produced access profile migration worksheets that the security team used to recreate equivalent permissions on the target platform.

Tools: COBOL, DB2, VSAM, CICS, JCL, SQL, MQ, File Manager, SPUFI, Abend-AID, ISPW, Jira

CSX Transportation/ TCS, Jacksonville, FL | Associate Consultant; Sep 2022 - Sep 2024

Project: RMS Railroad Management System

- Provided 24/7 production support for a critical railroad operations mainframe application, managing incident resolution within defined SLAs using ServiceNow for ticket tracking, escalation, and RCA documentation.
- Administered RACF user administration for new application user IDs using ADDUSER, ALTDATA, and CONNECT commands; managed dataset profile changes, temporary access grants, and access revocations during incident response windows; followed formal change management approval for all privilege escalations.
- Configured and maintained RACF access permissions via PERMIT and SETROPTS commands to enforce least-privilege access across production datasets, USS directories, and CICS transactions; conducted periodic access reviews with application owners to validate ongoing business need.
- Reviewed RACF security logging output RACAUDIT reports, LISTUSER listings, and SEARCH results to confirm access changes took effect as documented and to detect unauthorized access attempts during incident windows; flagged suspicious access patterns to the security operations team.
- Ensured adherence to railroad industry security standards and corporate IT security frameworks by participating in quarterly access certification reviews and providing RACF audit extracts to compliance teams during scheduled audits.
- Monitored and administered daily and weekly batch cycle execution; investigated job abends, resolved step failures, and coordinated reruns where restart points required manual intervention; documented recurring abend patterns and worked with development teams to implement permanent fixes.
- Gathered and translated business requirements into technical specifications, producing test plans and test strategies aligned with Business Requirements Documents; collaborated with QA teams to ensure adequate test coverage for new and modified functionality.
- Analyzed and modified PL/SQL scripts for Oracle-integrated components; wrote data modification scripts against Oracle tables for business-requested corrections; validated data integrity before and after each modification through row counts and key field reconciliation.
- Performed file handling and data extraction in Linux environments using grep, awk, sed, and cut; scheduled recurring data processing jobs via cron and participated in ETL script execution for flat file transformations between mainframe and distributed systems.
- Configured SSH key-based authentication between mainframe LPARs and external Linux servers, eliminating a recurring manual file-transfer bottleneck that had been handled ad-hoc by multiple team members; documented the SSH key exchange procedure for operations handover.
- Supported AFP print queue operations for railroad operations reports including train schedules, car tracking, and incident logs; troubleshoot print queue abends by reviewing PSF logs and redirecting output to alternate printers during scheduled maintenance windows.

Tools: COBOL, DB2, VSAM, CICS, JCL, SQL, PL/SQL, File Manager, Control-M, SPUFI, Abend-AID, SYNCSORT, ChangeMan, IMS DB, Jira

Morgan Stanley/ TCS, Alpharetta, GA | Mainframe Consultant; Jul 2022 - Sep 2022

Project: PNS Payment and Notification Services

- Managed work intake through Jira, translating client requirements into design documentation and test plans aligned with Business Requirements Documents; estimated effort and identified technical risks for each intake item.
- Administered job scheduler changes in the production scheduling tool including new job definitions, predecessor/successor chain modifications, calendar updates, and file dependency adjustments; validated changes in the test region before promoting to production.

- Submitted and monitored ad-hoc job runs, coordinating with operations during off-hours processing windows; supported root cause analysis on production incidents and documented findings in the team knowledge base.
- Coordinated with the RACF security team to validate access permissions on production payment datasets in alignment with SOX and financial control framework requirements; ensured all access grants were approved through formal change management before production deployment.
- Participated in code reviews for COBOL and JCL changes; verified that coding standards were followed and that all modifications were documented in technical specifications for audit traceability.

Tools: COBOL, DB2, VSAM, CICS, JCL, File Manager, SPUFI, Abend-AID, JHS, ChangeMan, Jira

Novartis/ Cognizant, India | Senior Technical Lead / Mainframe Developer; Aug 2020 - Jan 2022

Project: Enterprise Mesh Services Manufacturing Execution System (MES) Application Portfolio

- Managed an application portfolio within Novartis AMS TechOps and Quality IT, supporting MES software that enforced process step sequencing and automated go/no-go decisions on the pharmaceutical manufacturing shop floor across multiple production sites.
- Administered RACF user provisioning for new project staff using ADDUSER, CONNECT, and ALTDATA commands; managed application-to-application dataset access grants required during integration testing phases; documented all access changes in the change management system for GxP audit traceability.
- Ensured adherence to pharmaceutical GxP security standards and Novartis corporate security frameworks by participating in periodic access certification reviews and providing RACF audit evidence for quality inspections; coordinated with the quality assurance team during FDA and internal audits.
- Reviewed RACF security logging output LISTUSER, SEARCH, and RACAUDIT reports to validate that access grants aligned with approved change requests and to detect unauthorized access patterns during integration testing windows; escalated anomalies to the security operations team.
- Gathered requirements from client stakeholders, produced design documents, and coordinated end-to-end testing across integrated systems spanning mainframe and non-mainframe components; facilitated joint design sessions with business and IT stakeholders to align on solution approach.
- Reviewed daily ABEND reports to identify recurring failure patterns; distinguished issues requiring permanent code resolution from those handled by repeated manual reruns, reducing the rerun queue over successive months by 30% through targeted code fixes.
- Managed year-end calendar configuration across scheduling tools, coordinating across time zones to prevent production job failures at rollover; validated holiday calendar updates with operations teams in advance of each fiscal year-end cycle.
- Drove root cause analysis on production outages and coordinated with counterpart teams to implement fixes with minimal disruption to pharmaceutical manufacturing operations; participated in migration and upgrade projects from requirements through regression validation.
- Coordinated with the RACF security team on access revocation for project staff transitioning off the engagement; ensured all user IDs were deactivated within the SLA defined by Novartis offboarding policy to maintain GxP compliance.

Tools: COBOL, DB2, VSAM, CICS, JCL, ETL, File-AID, Xpeditor, SPUFI, Abend-AID, JHS, Endeavor, Jira

Duke Energy/ Cognizant, India | Technical Lead; Jan 2018 - Aug 2020

Project: Duke Energy Outage Management System

- Served as onsite/offshore technical lead for a utility outage management application, managing knowledge transfer, staffing deployment, and infrastructure coordination across geographies; led a distributed team of 12 engineers across two time zones.
- Acted as escalation point for all operational issues, driving resolution of critical incidents and coordinating with internal IT groups to implement permanent fixes; maintained a mean time to resolution (MTTR) within SLA for severity 1 incidents.
- Ensured adherence to NERC CIP (Critical Infrastructure Protection) and corporate security frameworks by supporting RACF profile reviews, access certification activities, and security logging analysis during audit preparation; coordinated with the utility's compliance team to produce evidence packages for quarterly NERC CIP self-assessments.
- Maintained 24/7 support coverage, published SLA and trend reports on agreed schedules, and conducted monthly governance calls with Duke Energy senior management; presented operational metrics, SLA performance, and improvement plans.

- Coordinated all scheduled maintenance activities (daily, weekly, monthly, quarterly) to ensure alignment with utility operational windows; validated that change windows did not conflict with critical utility operations such as storm response and outage restoration.
- Mentored offshore team members on Duke Energy application architecture, support procedures, and ITIL incident management processes; documented tribal knowledge in the team wiki to reduce single-points-of-failure in support coverage.

Tools: Jenkins, Maven, PL/SQL Developer, Toad, SoapUI, JavaScript, Git, Jira, AWS

Anthem/ Cognizant, India | Technical Lead; May 2016 - Apr 2017

Project: WGS-ISG Claims Processing System

- Led onsite/offshore development coordination for Anthem's mainframe claims processing system, managing the full project lifecycle from requirements through UAT and production deployment; delivered three major enhancement releases during the engagement.
- Ensured adherence to HIPAA security and privacy frameworks by validating that all production access requests, RACF profile changes, and dataset permission grants were approved through formal change management channels before implementation; coordinated with the Anthem security office for quarterly access certification reviews.
- Reviewed technical and global design documents, conducted feasibility analysis for client-requested enhancements, and managed release and deployment activities across acceptance and production environments; identified and remediated design gaps before development kickoff.
- Supported clients during SIT and UAT phases, handling defect triage, resolution tracking, and sign-off coordination; maintained a defect aging dashboard that provided visibility into open issues by severity and assignee.
- Coordinated with the RACF security team on access provisioning for new project staff and access revocation for staff transitioning off the engagement; ensured all access changes followed Anthem's HIPAA-compliant onboarding/offboarding procedures.
- Reviewed RACF security logging output during incident investigations to validate that no unauthorized access to protected health information (PHI) datasets occurred; produced audit extracts for the Anthem security office on request.

Tools: COBOL, JCL, VSAM, DB2, IMS DB, File-AID, Xpeditor, ChangeMan, Control-M

UnitedHealth Group (UHG)/ Cognizant, India | Mainframe Lead Developer; Mar 2009 - Apr 2016

Project: COSMOS Comprehensive Online Software for Management and Operational Support

- Provided 24/7 production support for UHG's COSMOS healthcare platform over a 7-year engagement, serving as offshore SME for claims, enrollment, billing, and finance modules; supported a platform that processed claims for over 5 million members.
- Administered RACF user administration across the 7-year engagement using ADDUSER, ALTDATA, CONNECT, and REMOVE commands managing user provisioning for onboarded staff, access revocation for project transitions, and dataset profile reviews required during compliance audit preparation.
- Configured and maintained RACF access permissions via PERMIT, SETROPTS, and RDEFINE commands to enforce least-privilege access across production claims, enrollment, billing, and finance datasets in alignment with HIPAA security and privacy requirements; conducted quarterly access reviews with application owners.
- Implemented and supported Mainframe Pervasive Encryption for sensitive healthcare datasets, coordinating RACF profiles, dataset-level encryption policies, key-management requirements, encryption-related configuration changes, and coupling facility encryption controls across production environments in alignment with HIPAA and SOX.
- Participated in z/OS maintenance and operating-system upgrade activities, performing application compatibility assessments, regression testing, batch-cycle verification, post-upgrade stabilization, system-level problem analysis, JES/batch monitoring, dataset management, storage troubleshooting, and infrastructure-change validation.
- Supported version upgrades and maintenance of mainframe ISV products, evaluating application dependencies and validating scheduler, change-management, and diagnostic-tool functionality while resolving compatibility issues involving JCL, CICS, DB2, VSAM, dataset processing, security access, and production batch workloads.

- Supported mainframe security controls aligned with NIST 800-53 and organizational requirements, covering access control, audit logging, privileged-access reviews, protected datasets, RACF/system-security evidence, remediation activities, security exceptions, and periodic compliance assessments.
- Supported DB2 subsystem maintenance and version-migration activities, including migration readiness, utility execution, application-package and SQL compatibility validation, RUNSTATS, access-path and index-utilization analysis, performance tuning, production workload testing, and post-maintenance verification.
- Reviewed RACF security logging output RACAUDIT reports, LISTUSER listings, SEARCH results, and DSMON extracts as part of periodic access certification activities; produced evidence packages for SOX and HIPAA compliance audits across multiple audit cycles during the 7-year engagement.
- Ensured adherence to HIPAA, SOX, and UHG corporate security frameworks by participating in quarterly access certification reviews and flagging unauthorized access patterns for remediation; coordinated with UHG's compliance office to remediate audit findings within agreed timelines.
- Resolved known and unknown production issues, managed incident and problem management queues, and maintained application availability in alignment with SLA requirements; reduced recurring incident volume by 25% over the engagement through root cause analysis and permanent fixes.
- Conducted requirement and gap analysis to address business process changes from healthcare mergers, translating new business rules into technical specifications; delivered multiple enhancement projects supporting post-merger integration of acquired health plan business.
- Analyzed SLA metrics, identified recurring failure patterns, and implemented process improvements that reduced repeat incidents over successive quarters; published quarterly trend reports to UHG senior management.
- Supported AFP print queue operations for Explanation of Benefits (EOB), member letters, and provider remittance advice output streams; troubleshoot print queue abends and coordinated with operations to ensure timely delivery of customer-facing correspondence.
- Mentored junior team members on COSMOS application architecture, RACF administration procedures, and ITIL incident management; developed training materials that were adopted across the offshore support team.

Tools: COBOL, XGEN, JCL, CICS, VSAM, DB2, File-AID, Xpeditor, Endeavor, HPSD, HPSM

JP Morgan Chase/ Cognizant, India | Developer; Oct 2007 - Mar 2009

Project: Chase Card Core Payment Processing System

- Developed and maintained JCL batch jobs for payroll and payment cycle automation, implementing error-checking steps and conditional restart logic to handle batch failures without full reruns; reduced average batch recovery time by 40% through restart-step optimization.
- Modified CICS online transactions for real-time payment authorization, posting, and account balance updates; coordinated with QA to ensure transaction changes passed regression testing before production deployment.
- Configured AFP print queue definitions for payment confirmation and statement output streams; troubleshoot print queue abends and PSF output routing issues to ensure timely delivery of customer-facing financial reports including monthly statements and payment confirmations.
- Participated in major enhancement projects covering analysis, design, coding, testing, and specification preparation; modified COBOL, DB2, and VSAM programs based on technical and impact documentation; produced unit test plans that were reviewed by the QA team.
- Coordinated with the RACF security team on access provisioning for new project staff and on dataset profile reviews required for SOX audit preparation; documented all access change requests for audit traceability.
- Supported production deployment activities including job scheduling updates, dataset allocations, and post-deployment verification; participated in post-implementation reviews to capture lessons learned for future releases.

Tools: COBOL, CICS, JCL, DB2, VSAM, IMS DB, File-AID, Xpeditor, Endeavor

Farmers Insurance/ Cognizant, India | Software Engineer; Mar 2007 - Jul 2007

Project: Fire Policy Processing System (FPPS)

- Developed COBOL programs for fire policy processing based on change requests; prepared technical specification documents, estimated effort, and obtained design approval from the lead architect before implementation.

- Configured AFP print queue definitions for policy document and declaration output streams; validated print queue definitions against PSF configuration to ensure correct output routing of policy documents to the print room.
- Executed unit testing, coordinated release implementation, and provided post-deployment support; documented test cases and outcomes in the project test management tool for audit traceability.
- Participated in code reviews with senior developers; incorporated feedback and refined coding practices to align with Farmers Insurance development standards.

Tools: COBOL, CICS, JCL, VSAM, DB2, CA7, File-AID, Xpeditor, Endeavor

British Telecom/ Tech Mahindra, India | Software Engineer; Jul 2006 - Mar 2007

Project: COSMOSS-MIS

- Monitored and resolved production job abends, developed new JCL jobs, and deployed changes through the production assurance process following unit testing; maintained a daily abend resolution rate within SLA targets.
- Prepared unit test documents, technical specification documents, and user manuals; provided release support and post-production maintenance including on-call rotation for batch monitoring.
- Coordinated with the RACF team to validate user access permissions on production datasets in alignment with corporate IT security framework requirements; documented all access requests through the formal change management process.
- Participated in knowledge transfer sessions with senior team members to build familiarity with the COSMOSS-MIS application architecture and British Telecom's operational procedures.

Tools: COBOL, JCL, VSAM, DB2, File-AID, Xpeditor, Endeavor

Nissan Motor/ Client Engagement, India | Software Engineer; Apr 2004 - Jun 2006

Project: Farnissan Motor Vehicle Systems

- Developed applications using PL/I, COBOL, SAS, and DB2 for a motor vehicle systems platform, covering specification authoring, impact analysis, and program modifications to COBOL, DB2, VSAM, and IMS DB components.
- Used SAS for data analysis and reporting against mainframe datasets, generating outputs consumed by business operations and management reporting functions; configured AFP print queue definitions to route SAS-generated reports to appropriate business printers via PSF.
- Monitored daily scheduled batch jobs, resolved abends within SLA, and participated in UAT support and production implementation; documented recurring abend patterns for the development team's permanent fix backlog.
- Coordinated with the RACF team on user provisioning for new project staff and dataset profile reviews during onboarding early hands-on exposure to RACF administration practices including user ID creation and dataset permission grants.
- Authored functional and technical specification documents for new application modules; estimated development effort and identified technical risks for review by the project manager.

Tools: COBOL, PL/I, SAS, JCL, VSAM, DB2, IMS DB, File-AID, Xpeditor, Endeavor, Control-M

4.2 Vendor's Responsibilities (CRFQ Section 4.2)

AASI will administer the WVOT contract through a compliance-focused staffing process that connects each Agency request to the applicable classification, approved hourly rate, candidate qualification requirements, and supporting documentation. For every staffing request, AASI will confirm the assignment parameters, qualify the proposed resource against the applicable Section 4.1 requirements, and provide the documentation necessary for WVOT to verify compliance.



4.2.1 Hourly Rates and Candidate Qualifications (CRFQ Section 4.2.1)

AASI will provide a complete hourly rate for each IT staffing classification it intends to support. When an Agency staffing need arises, AASI will confirm the requested classification and assignment requirements, identify qualified resources, and submit only candidates whose documented experience satisfies the applicable Section 4.1 requirements. WVOT requires vendors to provide rates for offered positions and qualifications for proposed candidates meeting the CRFQ requirements. Each candidate submission will include a requirement-to-evidence crosswalk identifying the relevant project/employer, assignment dates, technologies, experience, and resume location supporting each applicable qualification.

4.2.2 Staffing Fulfillment and Responsiveness (CRFQ Section 4.2.2)

AASI will use dedicated account management, request tracking, targeted sourcing, structured screening, backup-candidate coverage, and escalation for difficult-to-fill requirements to support consistent fulfillment of Agency staffing requests. Assignments may vary in duration and number of hours, and the solicitation states that repeated failure to fulfill staffing requests or consistent unresponsiveness may be grounds for contract cancellation. AASI's staffing infrastructure includes its established technical recruiting channels and documented talent network. Each request will be tracked from receipt through candidate identification, qualification, submission, selection, onboarding, and assignment support.

4.2.3 All-Inclusive Hourly Rates (CRFQ Section 4.2.3)

AASI's hourly rates on the completed Pricing Pages will be fully burdened and inclusive of all costs required by Section 4.2.3, including applicable federal, state, and local withholding taxes; Social Security and Medicare taxes; unemployment compensation; workers' compensation; required general and professional liability premiums; company overhead; candidate fringe costs; and travel. AASI will not assess separate travel charges, pass-through expenses, surcharges, or other additions outside the approved hourly rates.

4.2.4 Candidate Documentation and Qualification Evidence (CRFQ Section 4.2.4)

For each proposed staffing candidate, AASI will provide a complete, traceable qualification package containing the required candidate information/application, a current resume, completed qualification documentation, and degree verification where applicable. WVOT specifically requires resumes to identify how the candidate satisfies the applicable qualification requirements and requires degree copies for verification.

AASI's candidate package will therefore include:

- **Current Resume** - showing relevant employment, projects, technologies, responsibilities, and dates.
- **Section 4.1 Qualification Crosswalk** - mapping each applicable requirement directly to candidate evidence.
- **Required Candidate/Application Information** - completed in accordance with applicable State and federal requirements.
- **Degree Verification** - provided where the applicable classification contains an education requirement.

- **Supporting Qualification Evidence** – certifications or other verification documentation where relevant and available.

5. Contract Award

AASI understands that contract award is contingent upon meeting the solicitation's required specifications and providing the lowest overall total cost as reflected on the Pricing Pages. Accordingly, AASI's final submission will focus on complete mandatory compliance, accurate and fully inclusive pricing, and clear documentation supporting each offered IT staffing classification.

Contract Award

acknowledges that the State intends to establish a contract that enables participating Agencies to obtain Temporary Technical Staffing Services at the awarded hourly rates. AASI understands that award is made to the responsive and responsible Vendor whose offered Contract Items meet the solicitation specifications and provide the lowest overall total cost as evaluated by the State. AASI accepts this basis of award and commits to providing qualified technical resources that meet the applicable labor-classification requirements throughout the contract period..

Pricing Pages

AASI submits its proposed hourly rate for each position identified in the Pricing Page and ensures that all required pricing fields are completed. The proposed hourly rates represent AASI's pricing for delivery of the requested staffing services in accordance with the solicitation requirements. AASI understands that failure to complete the Pricing Page in its entirety may result in disqualification and therefore provides complete pricing information for the positions included in its offer. The solicitation covers an open-end technical staffing contract for WVOT and includes 13 technical classifications, with estimated hours used for evaluation purposes rather than guaranteed quantities..

6. Payment

AASI accepts payment in accordance with the established payment procedures of the State of West Virginia and will administer invoicing, payment processing, and related contract documentation in accordance with applicable State requirements. The solicitation expressly requires the Vendor to accept payment pursuant to the State's payment procedures.

AASI will maintain appropriate billing and supporting records for each applicable staffing assignment and will coordinate with the Agency regarding any required invoicing documentation or payment-processing requirements.

7. Delivery and Return

AASI acknowledges and accepts the applicable Delivery and Return provisions of the solicitation. Because certain provisions use physical-product terminology, AASI will comply with the State's requirements as applicable to this temporary technical staffing contract and proposes no conflicting delivery, return, F.O.B., or related contractual terms.

- **Shipment and Delivery**

AASI accepts Section 7.1 as written. The solicitation requires delivery of Contract Items following award and receipt of a purchase order or notice to proceed, with delivery within 180 working days to the specified Agency location. For temporary staffing operations, AASI will track each Agency delivery order from receipt through candidate qualification, submission, selection, and onboarding. Because Section 7.1 uses physical-delivery terminology, AASI will follow the State's direction regarding its application to staffing assignments and will not propose an alternative interpretation.

- **Late Delivery**

AASI acknowledges the requirement to notify the Agency in writing when delivery may be delayed. The solicitation also provides that a delay causing harm to an Agency may result in contract cancellation and/or acquisition of the Contract Items from another source, subject to Purchasing Division approval. For staffing delivery orders, if AASI identifies a potential delay in fulfilling an Agency request, the designated account-management team will document the issue, notify the Agency as appropriate, escalate internally, and continue targeted sourcing or backup-candidate actions to reduce disruption.

- **Delivery Payment / Risk of Loss**

AASI accepts Section 7.3 as written, including the requirement that Contract Items be delivered **F.O.B. destination to the Agency's location**.

AASI will follow Agency and Purchasing Division direction regarding the application of this provision to temporary technical staffing and proposes no alternative F.O.B. or delivery term.

- **Return of Unacceptable Items**

AASI accepts Section 7.4 as written. The provision requires unacceptable Contract Items to be returned at the Vendor's expense without a restocking charge, requires return arrangements within five days of notification or reimbursement of Agency-arranged delivery expenses, and permits replacement or a full credit/refund at the Agency's discretion.

For staffing operations, AASI will maintain a separate performance-remediation and candidate-replacement process to address any resource determined to be unsuitable for an assignment. This operational process will supplement, rather than modify, the State's contractual provision.

- **Return Due to Agency Error**

AASI accepts Section 7.5 as written. The solicitation permits items ordered in error to be returned for credit within 30 days and specifies the applicable F.O.B. and restocking-fee conditions. Because this provision is written in physical-product terms, AASI will follow Agency direction regarding any application to temporary staffing and proposes no alternative return, credit, or restocking provisions.

8. Vendor Default

Response to CRFQ Section 8.1

The solicitation identifies failure to provide Contract Items in accordance with the contract requirements and failure to comply with other specifications and requirements as conditions of Vendor Default.

Section	Default Condition	AASI Compliance Control
8.1.1	Failure to provide Contract Items in accordance with the requirements of the Contract.	AASI will maintain request, candidate, and delivery-order tracking so each staffing assignment can be traced to the Agency request, applicable Section 4.1 requirements, and associated documentation.
8.1.2	Failure to comply with other specifications and requirements contained in the Contract.	AASI will use contract-compliance tracking and periodic administrative review to verify continued adherence to solicitation, documentation, pricing, and performance obligations.
8.1.3	Failure to comply with applicable laws, rules, and ordinances governing the Contract Services.	AASI will maintain applicable employment, payroll, tax, insurance, background-screening, confidentiality, security, and other statutory/regulatory compliance associated with the services provided.
8.1.4	Failure to remedy deficient performance upon request.	AASI will use a documented issue-management process encompassing problem identification, escalation, corrective action, candidate remediation or replacement where appropriate, communication with the Agency, and follow-through to resolution.

Response to CRFQ Section 8.2

AASI acknowledges and accepts the remedies available to the Agency in the event of Vendor Default under CRFQ Section 8.2. AASI takes no exception to these provisions and will use proactive contract administration, performance monitoring, documented communication, escalation, and corrective action to reduce the risk of a default condition.

CRFQ Section	Agency Remedy	AASI Response
8.2.1	Immediate cancellation of the Contract.	AASI acknowledges the Agency's right to immediately cancel the Contract upon default and takes no exception to this provision.
8.2.2	Immediate cancellation of one or more release orders issued under the Contract.	AASI acknowledges the Agency's right to cancel individual release orders upon default and will maintain assignment-level oversight and corrective-action controls.
8.2.3	Any other remedies available in law or equity.	AASI acknowledges the Agency's rights and remedies available in law or equity and takes no exception.

General Terms and Conditions Compliance

AASI acknowledges, accepts, and agrees to comply with all applicable General Terms and Conditions identified in the solicitation, including Items 1 through 46. AASI will administer the resulting Contract in accordance with these provisions and will provide required supporting documentation, certifications, insurance evidence, disclosures, and other compliance materials when applicable.

Contract Provision		Revised AASI Response
1. Contractual Agreement		AASI accepts the Contractual Agreement provisions and agrees to perform all resulting obligations in accordance with the Contract and the State's award documentation.
2. Definitions		AASI will apply the definitions established by the Contract consistently throughout contract administration, communications, invoicing, staffing activities, and performance.
3. Contract Term; Renewal; Extension		AASI accepts the Contract term, renewal, and extension provisions and understands that the initial term is one year, with any renewal or extension subject to the procedures and approvals established by the State.
4. Authority to Proceed		AASI will not commence performance until the applicable State authorization has been received , including a purchase order, notice to proceed, or other State-approved direction.
5. Quantities		AASI understands that staffing quantities and anticipated usage are estimates and may vary based on Agency requirements. No minimum volume of staffing requests, hours, or expenditures is assumed or guaranteed.
6. Emergency Purchases		AASI recognizes the State's rights concerning emergency purchases and takes no exception to the State exercising those rights in accordance with the Contract.
7. Required Documents/ Licenses/ Certifications/ Permits		AASI will maintain and provide all documents, licenses, certifications, registrations, and permits required for Contract performance and will furnish applicable evidence when required by the solicitation, prior to award, or during performance.
8. Insurance		AASI will maintain the insurance coverage required by the Contract throughout the applicable period of performance and will provide acceptable evidence of coverage to the State, including required Commercial General Liability coverage
9. Workers' Compensation Insurance		AASI will maintain Workers' Compensation coverage in accordance with applicable West Virginia requirements and will furnish evidence of such coverage at the time required by the Contract or the Purchasing Division. AASI takes no exception to the Workers' Compensation requirement.
10. Venue		AASI accepts the Contract's venue requirements and agrees that disputes or claims will be handled in accordance with the applicable West Virginia requirements identified in the Contract.
11. Liquidated Damages		AASI takes no exception to the Liquidated Damages provision as presented . Based on the solicitation, liquidated damages are not included for this procurement.
12. Acceptance		AASI accepts the State's terms and conditions applicable to this solicitation . Submission and authorized execution of AASI's bid will constitute acceptance except for any exception expressly identified and accepted in accordance with the solicitation.
13. Pricing		AASI will honor its approved Contract pricing throughout the applicable Contract period . Any adjustment will occur only where expressly permitted by the Contract and properly approved by the State.
14. Payment Arrears	in	AASI accepts payment in arrears in accordance with the State's payment procedures and will submit accurate invoices and required supporting documentation following performance of the applicable services.

15. Payment Methods	AASI accepts the payment methods authorized by the State , including applicable electronic funds transfer and purchasing-card procedures where required.
16. Taxes	AASI will remain responsible for taxes applicable to its business and Contract performance and recognizes the State's exemption from applicable taxes. AASI will not improperly assess exempt taxes against the State.
17. Additional Fees	AASI will not impose additional fees, surcharges, assessments, travel charges, or other costs beyond approved Contract pricing unless expressly authorized by the Contract.
18. Funding	AASI understands that Contract performance and continuation are subject to the availability and appropriation of State funding and accepts the applicable funding and non-appropriation provisions without exception.
19. Cancellation	AASI recognizes the State's cancellation rights under the Contract and will maintain appropriate performance and compliance controls to reduce the risk of deficient or nonconforming performance.
20. Time	AASI recognizes that time is of the essence in performing Contract obligations and will manage staffing requests, required documentation, communications, and other contractual activities accordingly.
21. Applicable Law	AASI agrees that the Contract will be governed by applicable West Virginia law and will not introduce vendor terms that conflict with the State's applicable-law requirements.
22. Compliance with Laws	AASI will comply with all applicable federal, state, and local laws, regulations, and ordinances governing performance of the Contract and will maintain such compliance throughout the Contract term. If subcontractors are utilized, AASI will communicate applicable legal and contractual requirements prior to performance and will remain responsible for ensuring those requirements are appropriately conveyed.
23. Arbitration	AASI accepts the State's Arbitration provision and proposes no conflicting arbitration requirement . Any arbitration language inconsistent with State requirements will be treated in accordance with the Contract and applicable law.
24. Modifications	AASI will recognize Contract modifications only when made and approved through the State's authorized procedures and will not treat verbal direction or unauthorized changes as amendments to the Contract.
25. Waiver	AASI accepts the Contract's waiver provisions and understands that waiver of one requirement or event does not constitute a continuing waiver of other contractual rights or obligations.
26. Subsequent Forms	AASI will not use subsequent vendor forms, invoices, purchase-order language, or boilerplate terms to supersede or modify the State's Contract terms unless expressly accepted through an authorized written modification.
27. Assignment	AASI will comply with the Contract's assignment restrictions and will obtain required written State approval before any assignment, transfer, or delegation requiring State consent.
28. Warranty	AASI will perform the required services in conformity with the applicable specifications, Contract requirements, and professional standards established by the solicitation and resulting Contract.
29. State Employees	AASI will comply with restrictions concerning State employees and will not facilitate unauthorized use of the Contract by State employees for personal purposes.
30. Privacy, Security, and Confidentiality	AASI will protect confidential, sensitive, proprietary, and other protected information encountered during Contract performance . Access and use will be limited to authorized purposes, and assigned personnel and applicable subcontractors will be required to follow the State's privacy, security, and confidentiality requirements.
31. Your Submission Is a	AASI understands that its bid submission may become a public document under applicable State law and will handle any information claimed to be

Public Document	confidential or protected only through the procedures permitted by the solicitation and applicable law.
32. Licensing	AASI will maintain all licenses and registrations required to perform the Contract and will ensure that any subcontractors used also satisfy applicable licensing requirements.
33. Antitrust	AASI will comply with all applicable antitrust and competition requirements and will not participate in collusion, price fixing, bid rigging, or other prohibited conduct.
34. Vendor Non-Conflict	AASI will identify and disclose any actual or potential interest or relationship that could improperly influence or compromise Contract performance in accordance with the State's Vendor Non-Conflict requirements.
35. Vendor Relationship	AASI will perform as an independent contractor and not as an employee, agent, or representative of the State, except as expressly provided by the Contract. AASI will remain responsible for its personnel, including payroll, taxes, benefits, insurance, supervision, and other employment-related obligations.
36. Indemnification	AASI accepts the indemnification requirements stated in the Contract and proposes no alternative indemnification provision. AASI will comply with those requirements as applicable.
37. No Debt Certification	AASI will satisfy the State's No Debt Certification requirement and provide or maintain the certification required to establish Contract eligibility.
38. Conflict of Interest	AASI will comply with applicable conflict-of-interest requirements and will take reasonable measures to identify, prevent, and disclose actual or potential conflicts involving its officers, employees, representatives, or other Contract personnel.
39. Reports	AASI will provide all reports required by the Contract or properly requested under the applicable reporting provisions and will maintain supporting staffing, utilization, contract, and related records necessary for accurate and timely reporting.
40. Background Check	AASI will comply with the State's background-check requirements and conduct or facilitate applicable screening for assigned personnel. Only personnel meeting the State's applicable eligibility requirements will be presented or deployed.
41. Preference for Use of Domestic Steel Products	AASI will comply with the State's preference concerning domestic steel products to the extent applicable to this Contract. Because this procurement is for temporary technical staffing services, no additional product-related commitment is proposed beyond the applicability of the State's provision.
42. Preference for Use of Domestic Aluminum, Glass, and Steel	AASI will comply with the State's preference concerning domestic aluminum, glass, and steel where applicable and proposes no exception to the requirement.
43. Interested Party Supplemental Disclosure	AASI will comply with the Interested Party Supplemental Disclosure requirements when applicable.
44. Prohibition Against Used or Refurbished	AASI accepts the prohibition against used or refurbished products where applicable. Because this procurement involves temporary technical staffing services, AASI will comply with the provision to the extent relevant and proposes no conflicting term.
45. Void Contract Clauses	AASI accepts the State's Void Contract Clauses provision and will not attempt to impose vendor terms prohibited under applicable West Virginia law or otherwise conflicting with the State's statutory restrictions.
46. Israel Boycott	AASI will comply with the applicable Israel Boycott provision identified in the solicitation and with the contractual restrictions concerning prohibited boycott activity throughout the Contract term.

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:

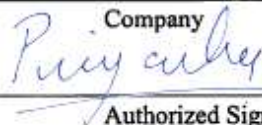
(Check the box next to each addendum received)

☒ 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.

Advanced Analytical Systems, Inc.

Company



Authorized Signature

Sep 23, 2026

Date

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