



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

Header 2

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 244612

Procurement Type: Central Master Agreement

Vendor ID: VS0000010082

Legal Name: MSys Inc

Alias/DBA:

Total Bid: \$1,966,000.00

Response Date: 12/08/2016

Response Time: 6:46

SO Doc Code: CRFQ

SO Dept: 0210

SO Doc ID: ISC1700000010

Published Date: 11/28/16

Close Date: 12/8/16

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum #2 Technical Staffing Services (OT1717)

Total of Header Attachments: 2

Total of All Attachments: 2



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

State of West Virginia
Solicitation Response

Proc Folder : 244612

Solicitation Description : Addendum #2 Technical Staffing Services (OT1717)

Proc Type : Central Master Agreement

| Date issued | Solicitation Closes | Solicitation Response | Version |
|-------------|------------------------|------------------------------|---------|
| | 2016-12-08 13:30:00 | SR 0210 ESR12081600000002625 | 1 |

VENDOR

VS0000010082

MSys Inc

Solicitation Number: CRFQ 0210 ISC1700000010

Total Bid : \$1,966,000.00

Response Date: 2016-12-08

Response Time: 06:46:27

Comments:

FOR INFORMATION CONTACT THE BUYER

Stephanie L Gale
(304) 558-8801
stephanie.l.gale@wv.gov

Signature on File

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 | IT Project Coordinator/Business Analyst | 2000.00000 | HOUR | \$85.000000 | \$170,000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80101604 | | | |

Extended Description : IT Project Coordinator/Business Analyst

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--------------------|------------|------------|--------------|-----------------------------|
| 2 | IT Project Manager | 2000.00000 | HOUR | \$115.000000 | \$230,000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80101600 | | | |

Extended Description : IT Project Manager

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|---------------------------|------------|------------|--------------|-----------------------------|
| 3 | Senior IT Project Manager | 2000.00000 | HOUR | \$135.000000 | \$270,000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80101600 | | | |

Extended Description : Senior IT Project Manager

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|-------------------------------------|------------|------------|-------------|-----------------------------|
| 4 | Microsoft Office Specialist Trainer | 2000.00000 | HOUR | \$80.000000 | \$160,000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80101507 | | | |

Extended Description : Microsoft Office Specialist Trainer

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|------------------------|------------|------------|--------------|-----------------------------|
| 5 | Cyber Security Auditor | 2000.00000 | HOUR | \$125.000000 | \$250,000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80101507 | | | |

| | |
|------------------------|------------------------|
| Extended Description : | Cyber Security Auditor |
|------------------------|------------------------|

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|------------------------|------------|------------|-------------|-----------------------------|
| 6 | Firewall Administrator | 2000.00000 | HOUR | \$98.000000 | \$196,000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80111609 | | | |

| | |
|------------------------|------------------------|
| Extended Description : | Firewall Administrator |
|------------------------|------------------------|

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|------------------|------------|------------|-------------|-----------------------------|
| 7 | Network Engineer | 2000.00000 | HOUR | \$95.000000 | \$190,000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80111610 | | | |

| | |
|------------------------|------------------|
| Extended Description : | Network Engineer |
|------------------------|------------------|

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|---------------|------------|------------|-------------|-----------------------------|
| 8 | VoIP Engineer | 2000.00000 | HOUR | \$75.000000 | \$150,000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80101507 | | | |

| | |
|------------------------|---------------|
| Extended Description : | VoIP Engineer |
|------------------------|---------------|

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|-------------------------------------|------------|------------|-------------|-----------------------------|
| 9 | Windows Server System Administrator | 2000.00000 | HOUR | \$85.000000 | \$170,000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80111609 | | | |

| | |
|------------------------|-------------------------------------|
| Extended Description : | Windows Server System Administrator |
|------------------------|-------------------------------------|

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--|------------|------------|-------------|-----------------------------|
| 10 | RedHat Linux Server System Administrator | 2000.00000 | HOUR | \$90.000000 | \$180,000.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80111609 | | | |

| | |
|------------------------|--|
| Extended Description : | RedHat Linux Server System Administrator |
|------------------------|--|



RFQ # ISC1700000010
Technical Staffing Services (OT1717)

SUBMITTED TO

Attention: Bid Clerk
Department of Administration
Purchasing Division
2019 Washington ST E
Charleston, WV 25305

SUBMITTED BY

Rajamani Thiyagarajan, President
MSys, Inc.
5540 Centerview Drive, Suite 200,
Raleigh, NC 27606
Phone: 919-234-7581
Fax: 510-280-7352
Email: bw@msysinc.com

Due Date: Dec 08, 2016
1:30 PM

Letter of Introduction

Dated: Dec 08, 2016

Attention: Bid Clerk
 Department of Administration

In reference to RFQ No. ISC1700000010 for Technical Staffing Services (OT1717), MSys, Inc. (hereafter referred as "MSys") is hereby submitting its technical proposal, demonstrating its capability of meeting requirements of this RFQ.

MSys's strategic IT services and solutions focus on enhancing business performance of its clients by streamlining processes, reducing organizational risk and leveraging the global sourcing/ outsourcing organizational model. We have worked with clients in a wide range of industries to help them leverage the strengths of IT to optimize their business performance and produce value driven results.

MSys's quality consulting services are designed to help organizations achieve operational excellence through process solutions. We provide consulting services across three core areas:

- | | | |
|-----------------|---------------------------------------|--------------|
| • IT governance | • Software Engineering Infrastructure | • Operations |
|-----------------|---------------------------------------|--------------|

Key Clients

| | |
|--|---|
| GSA Schedule 70 (132-51) | State of Kentucky |
| Department of Defense | State of Maine |
| Department of Education | State of Maryland |
| Department of Labor | State of Michigan |
| California Multiple Award Schedules (CMAS) | State of Arkansas |
| City of Phoenix, AZ | State of Oklahoma |
| County of Durham, NC | State of Oregon |
| Dallas Independent School District, TX | State of Pennsylvania |
| State of Arizona | State of South Carolina |
| State of Colorado | State of Minnesota |
| State of Delaware | State of North Carolina |
| State of Iowa | State of Utah |
| State of Virginia | State of Vermont |
| Sacramento Municipal Utility District, CA | Department of Labor, Licensing & Regulation, MD |
| Department of Justice | Administrative Office of the Courts, NC |
| State Court's Administrator Office, MN | California Public Employees' Retirement System |
| Washington Metropolitan Area Transit Authority, DC | Department of Public Safety, MN |

With this submission, MSys acknowledges acceptance to terms and conditions detailed in this RFQ.

Have any queries, feel free to reach me!

Sincerely



 Rajamani Thiyagarajan, President
 MSys, Inc.
 Phone: 919-234-7581 | Fax: 510-280-7352
 Email: bw@msysinc.com

Table of Contents

| | |
|---|---------------|
| Letter of Introduction | 1 |
| Solicitation Cover Page | 3 |
| 1. Company Profile and Experience | 4 |
| <i>Experience and Core Competencies</i> | <i>4</i> |
| <i>Staffing Capability</i> | <i>10</i> |
| 2. Designated Contact | 14 |
| 3. Price | 15 |
| 4. Purchasing Affidavit | 16 |
| 5. Vendor Preference Certificate | 17 |
| 6. Acknowledgement to Addendum | 18 |
| 7. Annexure I - Sample Resumes..... | 21 |
| <i>IT Project Coordinator/Business Analyst - 1</i> | <i>21</i> |
| <i>IT Project Coordinator/Business Analyst - 2</i> | <i>26</i> |
| <i>IT Project Manager - 1</i> | <i>32</i> |
| <i>IT Project Manager - 2</i> | <i>36</i> |
| <i>Senior IT Project Manager - 1</i> | <i>41</i> |
| <i>Senior IT Project Manager - 2</i> | <i>46</i> |
| <i>Microsoft Office Specialist Trainer - 1.....</i> | <i>- 51 -</i> |
| <i>Microsoft Office Specialist Trainer - 2.....</i> | <i>- 54 -</i> |
| <i>Cyber Security Auditor - 1</i> | <i>- 55 -</i> |
| <i>Cyber Security Auditor - 2</i> | <i>- 60 -</i> |
| <i>Next Generation Firewall (NGFW) Administrator - 1.....</i> | <i>- 64 -</i> |
| <i>Next Generation Firewall (NGFW) Administrator - 2.....</i> | <i>- 67 -</i> |
| <i>Network Engineer - 1</i> | <i>- 71 -</i> |
| <i>Network Engineer - 2.....</i> | <i>- 74 -</i> |
| <i>VoIP Engineer - 1</i> | <i>- 79 -</i> |
| <i>VoIP Engineer - 2</i> | <i>- 85 -</i> |
| <i>Windows Server System Administrator - 1</i> | <i>- 87 -</i> |
| <i>Windows Server System Administrator - 2.....</i> | <i>- 89 -</i> |
| <i>RedHat Linux Server System Administrator - 1</i> | <i>- 92 -</i> |
| <i>RedHat Linux Server System Administrator - 2</i> | <i>- 96 -</i> |

Solicitation Cover Page

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

State of West Virginia
 Request for Quotation
 34 — Service - Prof

Proc Folder: 244612

Doc Description: Technical Staffing Services (OT1717)

Proc Type: Central Master Agreement

| Date Issued | Solicitation Closes | Solicitation No | Version |
|-------------|------------------------|-------------------------|---------|
| 2016-11-07 | 2016-12-01 13:30:00 | CRFQ 0210 ISC1700000010 | 1 |

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

VENDOR

Vendor Name, Address and Telephone Number:

MSys, Inc.

5540 Centerview Drive, Suite 200,

Raleigh, NC 27606

Phone: 919-234-7581

Fax: 510-280-7352


Email: bw@msysinc.com

FOR INFORMATION CONTACT THE BUYER

Stephanie L. Gale

(304) 558-8801

stephanie.l.gale@wv.gov


 Signature X Rajamani Thiagarajan, President

FEIN # 561862003

DATE Nov 30, 2016

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

1. Company Profile and Experience

Experience and Core Competencies

MSys, Inc. (hereafter MSys) is an IT Services and Solutions firm providing a spectrum of services in Enterprise Applications and Integrated Business Solutions. MSys mission is to emerge as a global leader in its field, while adding value to its customers through high quality and cost effective services. Our Vision is that we envisage ourselves as a company with a strong customer base, best known for our reliability, trust and integrity in all our relationships across the globe, harnessing technology at each step to stay ahead of competition.

MSys Inc., established in 1994 provides, IT Consulting Services, Staffing, and Software Development for Government and Fortune 500 customers. We have proven expertise in software product development and IT services. It is headquartered in North Carolina, USA and with Offices in Bedford, United Kingdom, Leiden, Netherlands, and Hyderabad, India. We are solution providers in a wide spectrum of IT and other services, with a global presence of excellent professionals located across the world. Our main focus is to provide solutions for a dynamic environment where business and technology strategies converge. Our client relationships are among our greatest competitive assets. We deepen and enrich this relationship through disciplined growth, innovation, and seamless execution. We demonstrate our commitments to clients through the firm's emphasis on excellence, integrity and ethical behavior.

As a Minority Owned, Small Business (SDB), (MBE), MSys Inc. is a global service provider, delivering unmatched technology-driven business solutions that meet strategic objectives of our clients. Our solutions enable our clients to develop and execute enterprise wide deployments. MSys Inc., is certified by the NMSSDC (National Minority Supplier Development Council), SAP "Powered by Netweaver" for our SAP BW products, CPUC (for utility companies), and ISO-9001.

Our contractors have various levels of security clearance, have public sector experience and are qualified in technology areas such as Middleware, SharePoint, Linux, Oracle, SAP BW, PeopleSoft, JBOSS, and Data Warehousing to name a few. Today's business landscape demands responsive, flexible processes. Our consultants provide a full range of consulting services, leveraging our deep industry knowledge across industries and our technical expertise in 21st century solutions.

Strategic Capabilities

MSys works with leading global enterprises to achieve business transformation. Our consultants help clients reinvent their operating models and processes to enhance productivity, unlock innovation and drive corporate performance and value. We leverage domain knowledge across a range of vertical industries and offer cross-industry capabilities.

Industry Expertise

Forward-thinking organizations in all industries are turning to skilled partners to achieve a business without boundaries operating model. That's where MSys comes in. Our consultants leverage their deep industry knowledge across 12 vertical industries including financial services, consumer goods and healthcare. We also specialize in cross-industry capabilities such as strategic services, analytics and customer solutions.

MSys Inc., is currently a subcontractor providing our services to the Department of Defense (DOD). We implemented one of the biggest data warehousing projects using SAP for DLA through Accenture. With our approved GSA Schedule (736-5), and GSA Schedule 70 we have been able to support the Department of Justice (DOJ) by providing SharePoint services. For the Veterans Administration MSys Inc., provided Microsoft Data warehousing/ Data mining development. MSys Inc. is also supporting the Department of Interior (DOI), by providing Cloud Computing consulting.

Strategic Capabilities

- **Data & Analytics:** To make better business decisions, challenge your assumptions. Turn information into insight with our latest cloud, big data and predictive analytics solutions.
- **Organizational Change Management:** Successful organizational change is a top management mandate. Our Change Management practice works with executives on strategic and transformational challenges.
- **Business Process Services:** Rethink how you run your business with the help of our industry-savvy consultants. We improve performance, enhance productivity and drive growth initiatives.

- **Customer Relationship Management:** Building a strong relationship with your customers is as important to us as it is to you. Tap into expert solutions to connect with your customers.
- **Digital Transformation:** MSys enables organizations to create engaging and consistent digital experiences across every touchpoint, providing new opportunities for growth.
- **Supply Chain Optimization:** We can help you re-wire your supply chain to improve global trade, transportation, distribution, planning, collaboration and forecasting performance.
- **Business & IT Strategy:** Our consultants create business strategies that enable global companies to define new business and target operating models to maximize value and manage complex changes throughout their organizations.
- **Enterprise Architecture Services:** Maintaining business agility isn't easy when technologies and business requirements keep changing. Our approach to Enterprise Architecture ensures that businesses will stay current with emerging technology platforms and be able to harness new opportunities.
- **Enabling Infrastructure:** IT expectations are higher than ever. Our experts can help you build and manage an IT infrastructure that equals the demands of a changing business environment.
- **Program Management:** We help leading companies drive business transformation by providing industry-leading program management consulting services.
- **Quality Engineering and Assurance:** If you don't have the resources for testing, leave it to us. Our world-class QA team and rigorous testing processes provide the assurance your company deserves.

Our consultants are willing and able to exceed our client's expectations, possesses experiences and degrees in Economics, Architecture, Engineering, Public Administration, Financial Management, Accounting, Business Administration, Information Technology, Education, and Law. Building upon the work experiences and educational experiences, MSys is capable to provide the following consulting service:

- Business Strategic Management
- Information Technology Functional Project Management
- Business Project Management/Research and Development
- Business Process Re-engineering/Value Stream Process Mapping
- Policy Analysis/Program Evaluation
- General and Administrative Consulting Services Budget and Financial Management

MSys follows industry's best practices in performing its projects. It has established a Project Management Team for each of its contracts and tracks common business practices of its customers for successful project execution. Our approach to system implementation and support has been to apply best practices and run an effective change management program. We understand the need to have a stable team throughout the life of the project in order to ensure a high level of project performance. We accomplish this by assigning properly trained staff with the right experience and education and incentivizing them to stay through Project Completion and offering Project Retention Bonuses and Performance Awards. We also assign Shadow Resources (this is done in large projects by deploying 3-4% additional resources to cater to any unplanned attrition) that would be available to backfill vacancies on a temporary basis.

MSys, Inc. is a matured IT staffing and consulting company certified as ISO 9001:2008 with over 20 years of experience providing IT staffing and enterprise consulting services to Government agencies. MSys was incorporated in 1993 in NC as an S-Corporation. We are headquartered in Cary, NJ and has presence in 10 states across the nation. With a Dun and Bradstreet open rating score of 95, we successfully serve our customers with high levels of customer satisfaction.

MSys has successfully delivered \$10M+ of IT staffing services with more than 500K hours of contractual IT staffing. We have 20+ IT staffing contracts for providing similar IT staffing services to 10+ federal, state and local agencies. With an ISO 9001:2008 certified staffing process and 20+ IT consultants, MSys, Inc. is successfully serving various government agencies in the areas of Business Analysis, Project Management, Programming Analysis, Database Administration, Systems Administration/Analysis, Testing, IT Security, GIS Support, Technical Writing, Network Engineering, Data Center support, Change Communication, Application Development and Maintenance, etc. The majority of the candidates offered by us are certified professionals in their domain. Through more than decade of industry experience, we have in-depth understanding of IT staffing and implementation in Government sector. We have evolved in-house methodologies and processes to handle such Government sector projects.

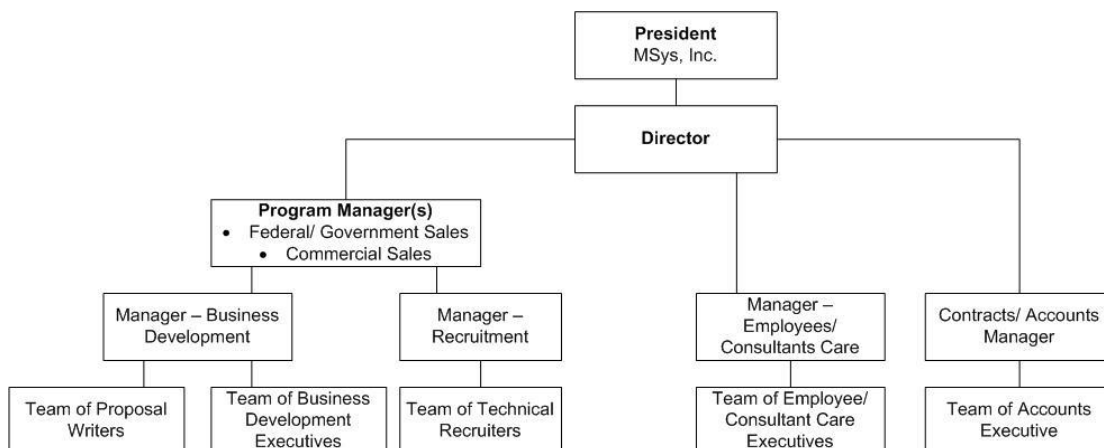
Technical Capability

MSys selects highly qualified personnel with minimum of 5 years of verifiable experience and possessing excellent understanding with the state/ federal rules. Our consultants possess hands on experience in various technologies and technically-qualified personnel with previous relevant experience in technologies and other technologies required by Walter Reed Institute of Research under this contract. MSys intends to minimize the learning curve, reduce government's risk and increase productivity on job from day one. We propose personnel will fit-in and augment the Walter Reed web development team by bringing relevant experience and skills as required by this project. MSys's personnel has proven ability to manage projects from analysis, design, develop, test, to execution in all the phases of application development and has experience in successful implementation of all phases of software development life cycle.

Our teams of managers are experienced in detecting the necessary talent that is needed for Technical positions. The recruiters that would be assigned to task have been trained in skills of recruiting candidates that have necessary skills for Technical positions. Our recruiters training involves understanding of the experience, education, communication skills and critical thinking that would be ideal for the requested positions. The supremacy of having a team that understands the necessary skills that a candidate must have for technical positions in an in-depth understanding, guarantees that more qualified candidates would be submitted for each job order. This elaborate training that we provide our team allows them to understand the request in further details. We believe that submitting a candidate is more than comparing job descriptions to resumes, but to also question the candidates on their ability to adequately perform the ideal order to its fullest and/or beyond their capabilities. At MSys, we believe in doing more than fulfilling a position, we believe in establishing a relationship with our clients and the nation's top talent. We find that adequate communication is key to discovering the needs of our clients and candidates to fulfill their needs.

We have successfully filled a variety of positions at MSys, although we have found that technical positions is a specialty that has been established since the inception of MSys. We have prepared our team extensively in fulfilling job orders for technical positions. It is an utmost importance for our staff to fully understand the aspect of the positions considering that it is a common request that we fulfill with our established clients. At MSys, our recruiters are trained in the art of locating the necessary talent for our clients. Each recruiter has been trained extensively on all skill sets, but they have gained additional training in the skill sets of the client's that they will be servicing. Our recruiters have been trained to fully and completely understand the requirements that are requested. By understanding the requirements (skills, education, and technical language) they can interview the candidate thoroughly to determine the candidate's capabilities to perform the tasks. Our recruiters do more than post jobs; they actively search for candidates by employee recommendations, online networks, career fairs, and minority business council referrals. Our recruiters will interview the candidate extensively on the phone to determine if the candidate is an ideal fit for the position. Our team will ask knock-out questions that will allow us to determine their experience, skills, education and their understanding of the job requirements. Once our recruiters discover the candidate that best matches the position, they will forward their information to MSys's Account Manager that will then further evaluate the candidate before submitting the information to our client.

Organization Chart



We will provide robust service delivery capabilities to manage the various system change request process. This team manages changes from request to implementation. Our internal integrated change control process aligns with the Clients' established Change control processes. Our service delivery consultants also perform our schedule for transition tasks, system enhancements, and production problem resolution. The team coordinates work and transition tasks, within, between, and across all phases of the system delivery lifecycle. Our greatest strengths are our technical expertise across a multitude of technologies. Our consultants also have the technical expertise to support transition to new architectures based on Service Oriented Architecture (SOA) and related technologies. Our strong technical architecture capabilities include J2EE, .Net, Databases, Web 2.0, Storage and Security Infrastructures as well as mid-range and mainframe technologies. The team's consultants are well versed in the industry-approved methodology known as Model Driven Architecture (MDA). MDA is about using modeling languages as programming languages. Modeling languages enable us to program systems at a higher level of "abstraction" than is possible by using conventional programming languages. Through the abstraction process, it is possible to hide all but the relevant data in the system's code — thereby reducing its complexity and increasing development productivity. Abstraction also increases the system's longevity because the system's specifications are less tied to the underlying computing environment, which is always in flux.

Similar Projects

| # | Agency Name | Services Provided |
|----|--|--|
| 1. | Administrative Office of the Courts, NC | Involved in analysis, design and Java/ MQ development of eCitation and NCAWARE code to handle creation of temporary processes based on an arrest by citation. |
| 2. | Oklahoma Department of Career and Technology Education | .Net consulting services and MS Business Intelligence project management/architect services |
| 3. | Sacramento Municipal Utility District, CA | System administration and migration of Windows XP machines to Windows 7 |
| 4. | Department of Justice | <ul style="list-style-type: none"> • Web design • SharePoint management • Customer support • IT Systems/ network administration • System security and internet operations • Litigation support services" |
| 5. | Department of Labor, Licensing and Regulation, MD | Project Management Services |
| 6. | State of South Carolina | The position is focused on planning, developing, documenting & exchanging knowledge with onsite team using Agile Principles and Practices. Typical work will include developing and promoting the Scrum process, working with Project Managers, Product Owners, Business Analysts, Spring team members, etc. to ensure the effective and efficient functioning of Sprint team. Work to promote and improve practice of Agile/ Scrum and provide status and risk information to Project Management and Stakeholders. |
| 7. | Department of Defense/ Accenture | Provide project management, development and sustainment support for SAP based data warehouse using SAP BW and Business Objects. Tasks involved gap analysis, system analysis, sizing, development of data warehouse objects, reports and dashboards, train power users and end users; production support for backend and front end systems. Support archiving consolidation tasks to streamline data migration activities <ul style="list-style-type: none"> • Support new archiving systems to include administration and server administration Support archiving administration tasks to include user management, troubleshooting, performance monitoring and ensure overall system health. Assist in developing archiving related process/ procedure |

| # | Agency Name | Services Provided |
|----|---------------|--|
| | | documentation, IA related documentation and customer level communications |
| 8. | State of Iowa | Mentor, counsel and direct vendors to enforce and document accountability to project deliverables. Assist in review of vendor proposals and project plans and identify alternatives when necessary. Manage vendor portfolio from strategic vendor relationship management prospective. |

Client References**Contract 1**

| | |
|--|---|
| Entity name or description | Department of Defense (Defense Logistics Agency) |
| Entity address | 2800 S 20th St, Philadelphia, PA 19145 |
| Original Term of the Contract | 1 year, extendable continuously |
| Duration of each contract/ purchase order (Time it actually took to complete the work) | 2010 – Present |
| Total dollar amount received | \$1,250,000.00 |
| The number of staff assigned | 8 |
| Type of tasks performed by assigned staff | <ul style="list-style-type: none"> • Provide project management, development and sustainment support for SAP based data warehouse using SAP BW and Business Objects. Tasks involved gap analysis, system analysis, sizing, development of data warehouse objects, reports and dashboards, train power users and end users; production support for backend and front end systems. • Support archiving consolidation tasks to streamline data migration activities. • Support new archiving systems to include administration and server administration • Support archiving administration tasks to include user management, troubleshooting, performance monitoring and ensure overall system health • Assist in developing archiving related process/procedure documentation, IA related documentation and customer level communications |

Contract 2

| | |
|---|---|
| Entity name or description | Department of Revenue |
| Entity address | 300A Outlet Pointe Boulevard Columbia, SC 29210 |
| Original Term of the Contract | Continuous project |
| Duration of each contract/purchase order (Time it actually took to complete the work) | 2013 – Present |
| Total dollar amount received | \$300,000.00 |
| The number of staff assigned | 2 |
| Type of tasks performed by assigned staff | <ul style="list-style-type: none"> • Provide Microsoft SQL Server Administration |

Contract 3

| | |
|-------------------------------|---|
| Entity name or description | Department of Labor, Licensing and Regulation |
| Entity address | 1100 N. Eutaw Street Baltimore, Maryland 21201 |
| Original Term of the Contract | 7 Months |

| | |
|---|---|
| Duration of each contract/purchase order (Time it actually took to complete the work) | 05/2014 - 12/2014 |
| Total dollar amount received | \$130,000.00 |
| The number of staff assigned | 1 |
| Type of tasks performed by assigned staff | <ul style="list-style-type: none"> Project Management Services |

Contract 4

| | |
|---|---|
| Entity name or description | Oklahoma Department of Career & Technology Education |
| Entity address | 810 Vermont Avenue, NW Washington DC 20420 |
| Entity's contact person name, telephone number and email | Name: Michael Nelson, Manager Phone: (405) 743-5108 Email: Michael.Nelson@careertech.ok.gov |
| Duration of each contract/purchase order (Time it actually took to complete the work) | 2014 – Present |
| Total dollar amount received | \$500,000.00 |
| The number of staff assigned | 2 |
| Type of tasks performed by assigned staff | <ul style="list-style-type: none"> Provide .Net consulting services and MS Business Intelligence project management/ architect services. |

Summary of the experience and qualifications of the Management Team is specified in the table below.

Role/ Expertise**Raj Mani - Contract/ Project Manager**

Over 15 years of experience Analyze business systems to ensure functionality and cost effectiveness. Analyze contract costs for preparation on future proposals & for reporting up to Executive Management. Upon receipt of technical evaluation, determined correct labor categories for each employee, verify travel cost for GSA compliance, double checked that all material pricing is accurate with vendor quotes and indirect rates are applied accurately. Assist Program Managers and Executive Management with contractor and subcontractor problem resolution. Reviewed & analyzed contract document to determine company's obligations & communicated contract requirements to Executive Management and technical teams while also providing guidance on contract interpretation and contractual issues. Ensure contracts are updated with required flow-down clauses of Defense or Federal Acquisition Regulations (DFAR/FAR) and Agency FAR supplements clause changes

Ankur - Accounts Manager

Accounting and finance background responsible for Business and requirements analysis, revenue, collections and maintenance of customers ensuring all aspects of business are meeting or exceeding company standards at all times. Manage City's account in an effort to maintain smooth execution. Identifying new sales opportunities and develop plans to secure businesses. Worked closely with client services to ensure needs are met; managed conflicts and promoted solutions. Developed business in new and existing accounts. Position diverse staffing background which ranges from administrative support, professional, engineering and industrial personnel. Work closely with clients to determine the most effective and cost efficient manner to deliver the highest caliber candidates. Liaising with Sales and accounting departments to ensure customer satisfaction and retention is maintained. Policies and Compliance of Financial Policies and Finance compliance.

Sughosh Reddy - Employee Manager

Conducted Employee Orientations: HR Corporate orientation, IMS HR orientation, B5 (Band) induction; and facilitated smooth On-boarding of new employees. As a part of Employee Engagement initiative, conducted Employee Pulse, which provides a platform for communication, and proactive resolution of employee concerns related to HR, Project, and Organizational initiatives. Created awareness about IMS KRAs during Pulse and facilitated discussions between managers and employees. Provided timely execution of HR Transactions: Employee Transfers, Intra-Company Transfers, Resignations, Absconding cases, Full-and-Final Settlements, Leave & Attendance, and Employment Confirmation

| Role/ Expertise |
|---|
| <p>letters. Conducted Exit interviews through discussions with the employees; addressing same to HR and business leaders, and taking appropriate steps for retention/ smooth exit of employees. Assessed Graduate Trainees through Interview evaluation, for assigning them to different projects for training. Coordination and Communication: Facilitate & communicate Project Interviews for all open vacancies in system, Allocations and Releases to all concerned people. Meeting with new hires and briefing of resource management team and process, Feedback Collection for-rejected cases, Performance of trainees, consultants and Interns. Provide info to facilitate regularization of temporary resources. Participated and stay abreast of employee communication activities. Developed training plans that support positive employee relations environment. Provided ongoing feedback to leadership regarding conflict resolution and process improvement. Facilitated training relative to employee relations, section procedures, Privacy Acts and new initiatives. Partnered with 10+ departments to ensure compliance with federal and local mandates. Initiate and track documentation regarding employee relation cases and ongoing disciplinary actions. Represented department as diversity council member and provide feedback to senior leadership regarding diversity issues. Served as Subject Matter Expert (SME) on compliance and leadership during global training sessions for 50+ participants per session.</p> |

Staffing Capability

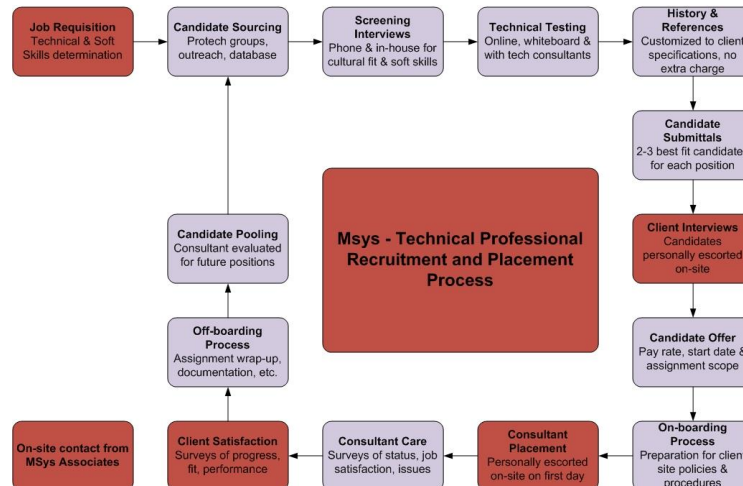
MSys possesses a state-of-the-art Talent Management capability that is a cornerstone to its ability to deliver the appropriate personnel with speed, agility and a high degree of efficiency. The core of this capability lies within our Talent Operations Center(s) (TOC). We have an aggressive recruiting capability, ensuring our ability to quickly meet any contingencies and/ or surge requirements. Our internal candidate database houses more than 200,000 pre-screened candidate resumes and profiles. Additionally, we have access to thousands of additional candidates through subscriptions to all major internet resume databases. We actively explore other candidate resources, including print ads in newspapers and trade journals, job fairs, trade fairs, college fairs, college placement offices, alumni associations, website banner ads, professional user groups, trade associations and outplacement centers. We also have an extremely effective employee referral program. Due to success of these programs, we are able to secure most highly qualified candidates for customer's positions by tapping into the passive job seeker market.

MSys's recruitment methods are used on a continual basis to identify the best candidates with skills that are in demand or hard to find. Our efforts to identify the best candidates do not stop with the initial requirements; we maintain a "virtual bench" of candidates for each active contract we manage. This virtual bench is a used to refresh and provide surge for our contracts. Our goal is to insure we have a reserve of qualified candidates to fill any vacancy that occurs. MSys will bring right tools and personnel at the right time to ensure County contract is successful. We offer our combined experience, innovation and professional support.










MSys, Inc. has excellent experience of working with its clients to augment existing IT Staff & resources. We will work with County to retain existing staff and work under MSys umbrella. We have well documented and tested retention program which allows us to maintain continuity of services. As a part of our contingency plan, MSys has identified, screened and selected backup resources – with comparable qualifications and experience as the primary project team personnel – for each position. This will ensure that in the unlikely event of our task order team personnel not being available for extended periods of more than one week, MSys can and will rapidly deploy replacement backup personnel for that position, with the approval of the agency. This will mitigate the risk of disruptions and ensure smooth continuity of operations at the agency. In case there is no availability of the resources at the time of need, Msys immediately get in touch with the independent consultants and subcontractors to fulfill the requirement of the client. Please note that we keep a very low margin to make our consultants happy to reduce attrition. While we try our best to keep ALL our consultants during the entire duration of the project, sometimes due to situation beyond our control this might happen. So here is our standard procedure.

- We usually have a 30-day notice period. So we usually get one-month notice so that we can plan accordingly
- We immediately tell the customer about the situation and help with customer team for a smooth transition. Most of our customers ask us to replace with another consultant which we do.
- We make sure that the knowledge transfer is done before the consultant leaves and he/she is available by email/phone just in case.

MSys clients are benefited from a regimented, high-touch, recruiting process that utilizes a high-quality, disciplined and personal approach to sourcing, validating and matching candidates to the requirements of our Clients. Our recruiting model ensures our technical recruiters have developed the interview and assessment skills needed to become experts in both the technical skills needed to be successful in a particular job, and the intangible skills also critical to the success of a candidate.



Each and every time we engage with a candidate, MSys utilizes 9-step sourcing, interviewing and submission process where the candidate's technical skills and customer service skills are thoroughly examined.

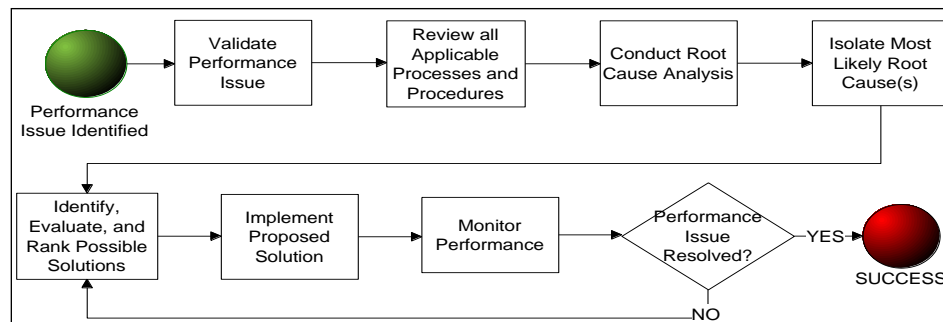
| | |
|---|---|
|  | Step 1: Building the Bench: There is a fine line between “speed” and “quality”, therefore we proactively apply our recruiting process to IT talent in a number of job categories in order to build a bench of prequalified candidates. By continuously establishing relationships in various skill categories, we are able to deliver the best candidates in the market, not just those that are currently looking for work. |
|  | Step 2: Sourcing: In conjunction with all of the industry standard technologies and tools, MSys utilizes variety of other techniques to source the best candidates for our Clients. We also utilize a comprehensive applicant tracking system to measure and monitor all of our activities while building a database of prequalified candidates. |
|  | Step 3: Screening: MSys's technical recruiters complete a phone interview with all prospective candidates to assess phone presentation skills, confidence and overall verbal communications ability. |
|  | Step 4: Face-to-Face Interview: As required by the Client, we will conduct a face-to-face interview to further explore candidate's personal presentation, background, experience, technical knowledge, expectations and career goals, while also allowing us to share the benefits that are available to them as MSys employee. |
|  | Step 5: Checking References: Once the face-to-face interview is completed, MSys completes two technical references for each candidate. References may only be former managers and/or team leaders. |
|  | Step 6: Assessing Skills: As required based on the job requisition and at the request of the Client, MSys will administer an on-line technical skills assessment test and provide the results of that assessment to the Client |
|  | Step 7: Client Submittal: Once MSys has determined the candidate is a match with the job requirements and all other quality controls have been met to our satisfaction, the candidate will be presented to the Client. Our submission highlights a part of our process that is unique in our industry. Because of our attention to detail, we highlight valuable facts and findings which are typically not available in the resume of a candidate. |
|  | Step 8: Background Check & Drug Screen: Once a candidate has been confirmed to start with our Client, MSys completes a thorough background check and drug screen as required by the Client. |
|  | Step 9: Candidate Care: At MSys, the recruiting process is never over. Even though the candidate and Client are successfully working together, MSys maintains accountability to the Client and to the consultant. There are numerous opportunities in the IT market and at MSys; we work hard to show our staff and consultants that we care about the longevity of each and every relationship. |

Creating incremental differentiation in the sourcing and recruiting process is very difficult, however MSys believes that a high-quality, disciplined and personal approach will yield the best combination of speed and

quality, while ensuring that our Clients receive the best IT talent in the market. MSys is proud of our recruiting process and our continued success in working with the highest quality candidates. This process combined with our ongoing Candidate Care initiative has helped to keep MSys consultant turnover rates well below the industry average. MSys, Inc. is providing sample profiles for the categories identified in this RFQ, as per Annexure I.

Prevention and Correction

MSys's commitment to quality exists throughout our organization and is highly evident among our employees. We are committed to continuously monitoring the output and using surveillance results to modify the input to create a critical feedback loop.



As problems occur, we aggressively apply corrective measures until we have corrected any problems. Should a problem with quality ever develop, we will develop a Quality Improvement Plan upon identification of the deficiency. Upon receipt of a customer complaint, the Contract Manager immediately determines what actions can be taken to resolve the issue/ discrepancy. The Quality Manager oversees the Corrective Action process to expedite resolution of the customer complaint. We apply an established Corrective Action process to quickly address performance issues and document the results to prevent recurrence.

Focus on Success: MSys uses a simple model that ensures we satisfy all requirements, both routine and critical, with the highest probability of successful completion and infusion of quality. As illustrated in the figure, we apply three fundamental QC approaches. First, we ensure our QC emphasizes the key performance elements of the contract and is continually updated as new and changed requirements occur. Second, we have a clearly defined focal point to implement the quality control program. Third, we recognize improved performance is the result of continuous surveillance that is a major element of our daily management activity. Our Corporate Quality Manager also conducts spot audits throughout the year to ensure adherence to our overall Corporate Quality Management System (QMS). All audits results are reported to MSys's Senior Management and any nonconformance is resolved in accordance with our Corrective Action Process. We work to hire only the most qualified employees available, train our resources on the latest technology, and stress the importance of forging long-lasting, personal connections with our clients. Weekly meetings with the sales force detail upcoming customer initiatives and provide guidance for the creation of the profiles recruiters use to evaluate available talent pools. A typical consultant has over 7 years of experience when hired. The average length of employment is more than 5 years. MSys's employee turnover rate for reasons of quality is less than 1%. For other reasons, this rate is from 1% to 3%.

Effectiveness and Reliability of Proposer's Key Management Personnel

Raj Mani, MSys's Director of company, has consistently built a solid reputation among multiple State and local government, Utility Industry, and private sector clientele because of her commitment to providing customer service excellence. His attention to detail, follow-up and ethical standards have resulted in successful relationships with MSys clients.

Communication with Clients

Maintaining client contact and actively drawing feedback on candidate performance allows our sales force to fine-tune a position's hard and soft skill set requirements

Ability to Provide Reasonable Continuous Services

Over our decade of experience, MSys has developed and continually fine-tunes our processes and procedures according to changes in the dynamic market we serve. Our Standard Operating Procedures focus on providing our clients with a satisfactory experience, from methodologies that demonstrate best practices in our delivery process, to customer service points such as our single point of contact and

defined escalation procedures. MSys's financial stability and our long history of successful service provides a comfort level that we will continue to be there for our clients over the "long-haul."

Communication/ Contract Management/ Issue Resolution

- ✦ **Contract Management:** Rajamani, President of the company, will be single focal point for the contract management. Raj is ultimately responsible for the delivery of quality services to State of WV, and will directly manage our overall performance to agreed-upon targets, quality benchmarks, and metrics. He is also responsible for responding to and managing the coverage of requested changes in project time frames, and for communicating with applicable State of WV management personnel at all stages in any engagement, from initial requirements release through completion of any resulting work order. Raj's contact information is listed at the front of this proposal.
- ✦ **Managing of Consultants:** MSys believes in the active, ongoing management of our technical personnel, and we keep in continual contact with our consultants in field. Our local technical recruiters and managers perform engagement, career status, and development counseling with our deployed personnel, and act in both "support" and "performance monitoring" roles for our staff. On average, consultant status meetings/ phone conversations occur twice per month. MSys's formal performance evaluation policies and procedures for deployed technical personnel include, but are not limited to:
 - Formal annual reviews
 - Formal "end-of-engagement" reviews
 - Client Manager "engagement-in-progress" reviews
 - Technical and non-technical performance scorecards
 - Established communication and escalation procedures by account
 - Established supplemental training procedures.
- ✦ **Tracking of Consultant Hours:** MSys personnel enter time and expenses on a weekly basis through our Web-based Time Reporting System, which provides for itemized hour entry by client work
- ✦ **Communication with the State:** On average, Client manager satisfaction contact occurring monthly. Contact is traditionally in-person or via phone at the beginning of an engagement cycle, transitioning to e-mail for transmitting engagement status reports over time.
- ✦ **Change Management Methodology:** MSys has standardized operating procedures for the management of deployed technical personnel. On occasion, personal circumstances for one of our consultants may necessitate resignation or request for personal leave, which we do not unreasonably deny (although we lack control in instances of resignation, death, illness, disability, or other like circumstances). When this occurs, MSys uses industry standard knowledge transfer methods to facilitate a smooth transition to a newly deployed MSys consultant. The exact application of these techniques will vary depending on the unique circumstances of the transition. New contractor orientation might include some or all of the following: review of MSys's project documentation, job descriptions, notes from customer relationship management system, department, manager and project profiles, and "download" session from exiting contractor (if appropriate). All procedures for dealing with consultants when issues arise have been formalized, and MSys is discrete and sensitive to client issues/ environment when taking corrective actions or removing consultants from client facilities.
- ✦ **Invoicing Methodology:** Hours entered by the field staff into our Web-based Time Reporting System are associated with hourly billing rates, and invoices are generated. Our system handles hourly increments down to 1/10th of an hour and is capable of generating a single detailed invoice per customer including line item expenses broken down by billable consultant. Local management then reconciles hours invoiced versus hours authorized for State of WV work order, and informs applicable State of WV management personnel when the level of authorized work orders falls to a level that endangers the continuation of service.
- ✦ **Issue Response Methodology:** Customer service is taken very seriously at MSys. MSys works with our client companies to define and document mutually acceptable performance issue escalation policies and procedures for non-performing IT contractors, and customizes processes and procedures to incorporate client practices. If company or consultant service levels are not meeting the expectations or needs of the State of WV, and Rajamani is unable to address the issue to the State of WV satisfaction, we recommend immediate escalation, first to the Regional Sales Manager, and then to our National Staffing Lead.

2. Designated Contact

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.

Rajamani Thiyagarajan, President

(Name, Title)

Rajamani Thiyagarajan, President

(Printed Name and Title)

5540 Centerview Drive, Suite 200, Raleigh, NC 27606

(Address)

Phone: 919-234-7581/ Fax: 510-280-7352

(Phone Number) / (Fax Number)

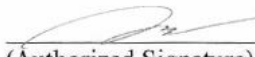
bw@msysinc.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation 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 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 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.

MSys, Inc.

(Company)

 Rajamani Thiyagarajan, President
(Authorized Signature) (Representative Name, Title)

Rajamani Thiyagarajan, President

(Printed Name and Title of Authorized Representative)

Nov 30, 2016

(Date)

Phone: 919-234-7581/ Fax: 510-280-7352

(Phone Number) (Fax Number)

3. Price

| Technical Staffing Service Title | Quantity/Estimated Hours | Unit of Measure | Unit Price/Hourly Rate | | | |
|---|--------------------------|-----------------|------------------------|--|--|--|
| IT Project Coordinator/Business Analyst | 2000 | Hour | \$ 85.00 | | | |
| IT Project Manager | 2000 | Hour | \$ 115.00 | | | |
| Senior IT Project Manager | 2000 | Hour | \$ 135.00 | | | |
| Microsoft Office Specialist Trainer | 2000 | Hour | \$ 80.00 | | | |
| Cyber Security Auditor | 2000 | Hour | \$ 125.00 | | | |
| Firewall Administrator | 2000 | Hour | \$ 98.00 | | | |
| Network Engineer | 2000 | Hour | \$ 95.00 | | | |
| VoIP Engineer | 2000 | Hour | \$ 75.00 | | | |
| Windows Server System Administrator | 2000 | Hour | \$ 85.00 | | | |
| RedHat Linux Server System Administrator | 2000 | Hour | \$ 90.00 | | | |
| | | | | | | |
| *** All quantities/estimated hours are estimates and do not obligate the State of West Virginia or WVOT to this amount. Per 5.2 of the Specifications, vendors should clearly note "no bid" or "N/A" on their bid for any items for which they will not be bidding. | | | | | | |
| | | | | | | |

4. Purchasing Affidavit

RFQ No. ISC1700000010
 STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

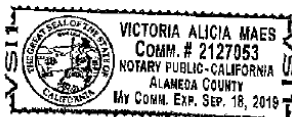
Vendor's Name: MSys, Inc.Authorized Signature: _____ Date: 11/30/16State of CaliforniaCounty of Alameda, to-wit:Taken, subscribed, and sworn to before me this 30th day of November, 2016My Commission expires Sept 18, 2019.

AFFIX SEAL HERE

NOTARY PUBLIC

Victoria Alicia Maes

Purchasing Affidavit (Revised 07/01/2012)



5. Vendor Preference Certificate

Rev. 04/14

State of West Virginia VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**
☐ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,
☐ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,
☐ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or**,
2. **Application is made for 2.5% vendor preference for the reason checked:**
☐ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
3. ☒ **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
4. **Application is made for 5% vendor preference for the reason checked:**
☐ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or**,
5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
☐ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or**,
6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
☐ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code §5A-3-59 and West Virginia Code of State Rules.**
☐ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: MSys, Inc.

Signed: _____

Date: Nov 30, 2016Title: President

6. Acknowledgement to Addendum

ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: ISC1700000010

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)

| | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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.

MSys, Inc.

 Company



 Authorized Signature

Dec 08, 2016

 Date

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



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

State of West Virginia
 Request for Quotation
 34 — Service - Prof

Proc Folder: 244612

Doc Description: Addendum #1 Technical Staffing Services (OT1717)

Proc Type: Central Master Agreement

| Date Issued | Solicitation Closes | Solicitation No | Version |
|-------------|------------------------|-------------------------|---------|
| 2016-11-10 | 2016-12-01 13:30:00 | CRFQ 0210 ISC1700000010 | 2 |

BID RECEIVING LOCATION

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

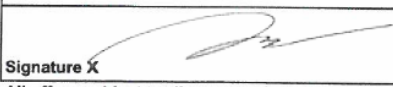
VENDOR

Vendor Name, Address and Telephone Number:

MSys, Inc.
 5540 Centerview Drive, Suite 200,
 Raleigh, NC 27606
 Phone: 919-234-7581

FOR INFORMATION CONTACT THE BUYER

Stephanie L. Gale
 (304) 558-8801
 stephanie.l.gale@wv.gov

Signature  56-1862003
 FEIN # DATE Dec 08, 2016

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



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

State of West Virginia
 Request for Quotation
 34 — Service - Prof

Proc Folder: 244612

Doc Description: Addendum #2 Technical Staffing Services (OT1717)

Proc Type: Central Master Agreement

| Date Issued | Solicitation Closes | Solicitation No | Version |
|-------------|------------------------|-------------------------|---------|
| 2016-11-28 | 2016-12-08 13:30:00 | CRFQ 0210 ISC1700000010 | 3 |

BID RECEIVING LOCATION

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

VENDOR

Vendor Name, Address and Telephone Number:

MSys, Inc.
 5540 Centerview Drive, Suite 200,
 Raleigh, NC 27606
 Phone: 919-234-7581

FOR INFORMATION CONTACT THE BUYER

Stephanie L Gale
 (304) 558-8801
 stephanie.l.gale@wv.gov

Signature X

56-1862003

FEIN #

DATE

Dec 08, 2016

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

7. Annexure I - Sample Resumes

IT Project Coordinator/Business Analyst - 1

Professional Summary

- 7+ years of experience as a Business Systems Analyst with excellent knowledge of the full Software Development Life Cycle (SDLC) methodologies such as Waterfall, Agile, Hybrid Waterfall-Scrum frameworks and processes.
- Good domain knowledge and work experience in Merchandising, Supply chain, Ecommerce, Finance and Health Care.
- Excellent analytical skills to understand the business process, functionality, cross functional requirements across various business units and departments, and translating them into Requirement Specifications in order to provide comprehensive solutions.
- Worked extensively on Business Process Modeling, Gap analysis, Risk analysis, SWOT analysis, Cause and effect analysis, Cost Benefit analysis, Feasibility analysis and estimation of ROI.
- Highly skilled in various Business Requirements elicitation techniques such as client interviewing, Focused Groups, requirements workshops, survey/questionnaire, and Joint Application Development (JAD).
- Interacted with various stakeholders, subject matter experts, project manager, developers and users to understand business processes, various stakeholder needs, and translating them into requirements.
- Extensive experience in creating various artifacts including Business Requirement Document (BRD), Software Requirements Specification (SRS), Functional Requirements Document (FRD), Test Plan, Test Scenarios, and Test Cases as well as documenting project processes and procedures.
- Extensive experience in Process Modeling and Created UML Diagrams like Activity Diagrams, Sequence Diagrams, and Use case Diagrams, Data Flow Diagrams with MS Visio.
- Experienced in working with HP Application Lifecycle Management (HPALM) and HP Quality Center (HPQC) in managing requirements and tracking defects, and well versed in conducting various types of testing including Regression Testing and User Acceptance Testing (UAT).
- Experience with various tools for planning, tracking and managing projects such as Atlas Sian JIRA, Team Foundation Server (TFS), HP Agile Manager, and MS Project Professional.
- Extensive experience in creating Data Models, such as Conceptual model and Logical model in the form of entities and relationships to capture the user requirements properly in the underlying database.
- Extensive knowledge of Data Warehousing architecture, implementation approaches, schemas, dimensional modeling and translating the business requirements into various types of dimensions.
- Extensive experience in working with different web services such as WSDL, SOAP, UDDI, REST under various architectures such as Three-Tier Architecture and Service Oriented Architecture (SOA).
- High expertise in tracing requirements throughout the development process and verifying adherence to Requirements Traceability Matrix (RTM).
- 8 Years of experience with database queries on various RDBMS like Oracle, SQL Server, My SQL, MS Access, stored procedure writing, Online Analytical Processing (OLAP) and data cube technology.
- Experience in designing the dimensional modeling, Star and Snow Flake Schemas, Fact and dimension tables, Physical and logical data modeling using Erwin Modeling Tool.
- As a certified Scrum Master, facilitated scrum teams working in the agile software development.
- Proficient in writing user stories (INVEST format) and handling the requirement churn. Efficient at facilitating estimation techniques such as Planning Poker, T-shirt sizing and Prioritization techniques such as Moscow, Kano techniques.
- Knowledge of SharePoint and experienced of using it for content management for maintaining documents.
- Team lead skills encompassing user interviews, coordination with Tech Lead, DBA's, Developers, QA Analysts, Business Analysts during the design phase.
- Expertise in broad range of technologies, including business process tools such as MS Project, MS Excel, MS Access, MS PowerPoint, MS SharePoint, MS Visio and Rational Suite
- Good understanding of Project Process and ability to analyze business problems and identify solutions.
- Assisted QA team in developing Test scenarios, Test Cases for the User Acceptance testing.
- Strong Analytical and Problem Solving skills, Multi-Tasking abilities, with proven experience in utilizing people and process knowledge to assist enterprises in making critical decisions.



- Team player and self-starter with excellent communication, coordination, documentation, project planning and interpersonal skills.

Certifications & Education

- Certified Scrum Master from Scrum Alliance.
- Scrum Master Accredited Certification (SMAC) from Scrum Alliance
- Bachelors of Technology, Information Technology

Technical Skills

| | |
|------------------------------------|--|
| Operating Systems | Windows 7,8,10,XP/ Vista/ Mac OS X |
| Modeling Tools | Rational Rose, MS Visio, Mockup Screen, Wireframes |
| SDLC Methodologies | Waterfall, Agile-Scrum, Waterfall-Scrum |
| Business Skills | Change Management, and JAD sessions, Project Planning, Project Scheduling and Project Budgeting. |
| Analysis Skills & Tools | Impact Analysis, GAP Analysis, Cost-benefit Analysis, SWOT Analysis |
| Requirement Management | MS Office, JIRA, HP ALM, VersionOne |
| Project Management Tools | MS Project, MS SharePoint Server 2013, SmartSheet, JIRA |
| Testing Tools | HP QC v10.0, HP ALM v11.5 |
| MS Office Tools | MS Word, MS PowerPoint, MS Outlook, MS Excel |
| Reporting Tools | MS Excel, SAP Business Objects |
| Languages | HTML, XML, SQL, JAVA |
| Databases | SQL Server 2012, Oracle, MySQL, MS Access |

Professional Experience

Staples

May 2015 - Present

Business Systems Analyst/ Scrum Master

- Worked on Waterfall – Scrum hybrid methodology. Involved in change management, communications, release activities Performed Gap analysis, As-is and To-be processes
- Involved in requirements documentation, sequence diagrams and use cases
- Worked with project managers on risk plans and mitigation. Developed RACI charts and project charts
- Used IBM Ration, MS Office (Excel, Word, PowerPoint, Visio). Analyzed the Business Process along with the prior project documentation for complete understanding of the project. Also, interviewed SME's in order to better understand the business process.
- Captained GAP Analysis by understanding the AS-IS business process and TO-BE business process.
- Conducted various Elicitation Techniques Meetings, JAD sessions, Focused Groups and interviews with key stakeholders, Business Users and SME's for requirements gathering.
- Assisted project manager in project budgeting and resource scheduling, in order to optimize utilization of the project resources using MS Outlook and creating Work Breakdown structure for Requirement gathering.
- Prepared Business Requirement Document (BRD) and Functional Requirement Document (FRD).
- Facilitated prioritization and estimation of user stories by using MOSCOW and Planning Poker techniques. Involved in creating of Mockup Screens, Wireframes for customized forms in the system.
- Lead a story writing session with an aim of decomposing the scope into epics and user stories with product owners. Also, worked on the acceptance criteria for the above developed user stories.
- As a Scrum Master, facilitated and conducted the sprint planning and the daily scrum standup meeting.
- Developed and analyzed the Sprint/Product Burn down Chart in order to calculate the team's velocity and track sprint progress. This was then utilized for planning of the upcoming sprints.
- Resolved impediments faced by the scrum team at the team and the organizational level.
- Developed Activity Diagrams, Sequence Diagrams and USE Case Diagrams with MS Visio.
- Act as liaison between SME's and Development team and involved in assisting Developers with clarifying doubts.
- As a SCRUM Master, facilitated and time-boxed the Agile Scrum Ceremonies such as Sprint Planning Meeting, Daily Standups, Sprint Review Meeting, Sprint Retrospective Meeting and Backlog Grooming Sessions. Active part of Smoke testing, Black Box testing, Regression Testing and System Testing.

- Performed Impact Analysis, Feasibility Study, Cost-Benefit Analysis and Return on Investment (ROI) in order to mitigate certain risks associated with the project and project output.
- As a scrum Master, assisted the Product Owner in prioritizing the Product Backlog items using the Kano technique and facilitated the estimation of efforts required along with Scrum team using T-shirt sizing technique. Used JIRA for drafting the User Stories and managing the requirements.
- Protected team from Impediments as well as from over and under commitment issues. Created and managed the sprint burn down charts and tracked the velocity for better estimation of the progress.
- Led the User Acceptance Testing (UAT) efforts, and opened/ closed defects on TFS.
- Worked with the Product Owner during the Sprint Review Meeting for the Potential Shippable Product Increments (PSPIs) and helped decide which features are DONE as per the acceptance criteria.
- Performed User Acceptance Testing (UAT) in conjugation with the QA team. Also, created an error repository and managed the testing process with the QA team.
- Involved in analyzing, verifying test scripts and performed Regression testing, UAT Testing.
- Created Requirement Traceability Matrix (RTM) in order to track test cases and test plans.
- Logged and tracked the defects using HP Quality Center. Portrayed as a Proxy Product Owner, to facilitate the Product Backlog Grooming meeting to reprioritize the PBI's as per the business value.
- As Scrum Master, facilitated Sprint Review and Sprint Retrospective Meeting at end of each sprint.

Environment: Scrum-Waterfall Hybrid Methodology, JIRA 6.0, SQL Server (2014), MS-Visio, JAVA, JavaScript, SAP, SDLC, UML, MS Visio, MS Project, MS SharePoint 2013, MS Office, MS Excel, Agile, TFS.

IDAHO Department of Health and Welfare

March 2014 - April 2015

Business Systems Analyst/ Scrum Master

- Involved in change management, communications, release activities, performed Gap analysis, As-is and To-be processes. Used IBM Ration, MS Office (Excel, Word, PowerPoint, Visio)
- Involved in requirements documentation, sequence diagrams and use cases, worked with project managers on risk plans and mitigation. Developed RACI charts and project charts
- Involved throughout the System Development Life Cycle (SDLC)-Waterfall.
- Gathered project requirements, using techniques such as: JAD, document analysis, interface analysis, Surveys/ Questionnaires, requirements workshops, and interviews with Subject Matter Experts (SME) and stakeholders.
- Performed Impact Analysis, Feasibility Study, Cost-Benefit Analysis and Return on Investment (ROI) along with PM in order to mitigate certain risks associated with the achieving the project objectives.
- Performed GAP Analysis and documented the gap between the existing system and desired system.
- Developed a high-level Business Requirements Document (BRD) and Functional Specification Document (FSD) and had them base-lined from the business owner.
- Performed Change Management by handling change requests by performing change impact analysis on business and technical impacts, and getting the approval from the Change Control Board (CCB), to make changes.
- Worked with GUI development, requirements creation/ design to create initial UI wireframes, and mockups. Developed Mockup screens and prototypes using MS Visio, Online Tools.
- Well acquainted with workflows and Unified Modeling Language (UML) diagrams including, Activity Charts, Process flow diagrams to elaborate the new processes using MS-Visio
- Created Use Case document by specifying actors, normal flow, alternative flows for all use cases.
- Use web services to communicate with external interface and have an understanding of UI framework.
- Created activity diagrams to represent the current state business process, context flow diagrams to identify interfaces and data flow of system, and sequence diagrams to specify order of interactions.
- Constructed Requirements traceability matrix to determine the source of the requirement, to ensure all requirements are met and to locate affected system components when there is a requirements change. Designed and Implemented basic SQL queries for QA Testing and data validation.
- Used MS Project Professional to manage schedules, deadlines, resources and the project tasks.
- Involved in writing the test cases and test scripts along with QA Team for User Acceptance Testing.

Environment: Waterfall-Scrum, MS Project Professional, Oracle, SAP, PL/SQL, MS Word, MS Excel, MS PowerPoint, MS Visio, GAP Analysis, UML, Java Script, Java, ZJIRA, Selenium.

Sterling Jewelers, Fairlawn, OH**Dec 2012 - February 2014****Business Systems Analyst/ Scrum Master**

- Worked on Waterfall – Scrum hybrid methodology. Analyzed Business Process along with the prior project documentation for complete understanding of the project. Also, interviewed SME's in order to better understand the business process.
- Conducted various Elicitation Techniques Meetings, JAD sessions, Focused Groups and interviews with key stakeholders, Business Users and SME's for requirements gathering.
- Assisted the project manager in project budgeting and resource scheduling, in order to optimize the utilization of the project resources using MS Outlook and creating Work Breakdown structure for Requirement gathering.
- Prepared Business Requirement Document (BRD) and Functional Requirement Document (FRD).
- Involved in creating of Mockup Screens, Wireframes for customized forms in the system.
- Lead a story writing session with an aim of decomposing the scope into epics and user stories with product owners. Also, worked on the acceptance criteria for the above developed user stories.
- Facilitated prioritization and estimation of the user stories by using MOSCOW and Planning Poker techniques. As Scrum Master, facilitated and conducted the sprint planning and the daily scrum standup meeting.
- Developed and analyzed the Sprint/Product Burn down Chart in order to calculate the team's velocity and track sprint progress. This was then utilized for planning of the upcoming sprints.
- As a Scrum Master, assisted the Product Owner in prioritizing the Product Backlog items using the Kano technique and facilitated the estimation of efforts required along with Scrum team using T-shirt sizing technique. Used JIRA for drafting the User Stories and managing the requirements.
- As a SCRUM Master, facilitated and time-boxed the Agile Scrum Ceremonies such as Sprint Planning Meeting, Daily Standups, Sprint Review Meeting, Sprint Retrospective Meeting and Backlog Grooming Sessions. Protected team from Impediments as well as from over and under commitment issues.
- Created and managed Sprint burn down charts and tracked the velocity for better estimation of the progress. Active part of Smoke testing, Black Box testing, Regression Testing and System Testing.
- Created Use Case diagrams like Activity diagrams, sequence diagrams and Data Flow Diagrams.
- Led the User Acceptance Testing (UAT) efforts, and opened/closed defects on HP-Quality Center.
- Worked with the Product Owner during the Sprint Review Meeting for the Potential Shippable Product Increments (PSPIs) and helped decide which features are DONE as per the acceptance criteria.
- Designed and Implemented basic SQL queries on RDBMS for QA Testing and data validation.
- Performed User Acceptance Testing (UAT) in conjugation with the QA team. Also, created an error repository and managed the testing process with the **QA team**.

Environment: Scrum- Waterfall, Mock-up screens, Wireframes, JAVA, SQL Server 2014, MS Visio, GAP Analysis, SAP Business Objects 4.0, JIRA 6.0, SQL Server Analysis Services, MS SharePoint 2013, MS Office (MS Word, MS Excel, MS Power Point), MS Project.

HDFC Bank, India**May 2011 - October 2012****Business Systems Analyst/ Scrum Master**

- Involved in high-level requirement meetings with business users and SME's to understand requirement. Involved in change management, communications, release activities
- Involved in requirements documentation, sequence diagrams and use cases
- Worked with project managers on risk plans and mitigation
- Performed Gap analysis, As-is and To-be processes. Developed RACI charts and project charts.
- Used IBM Ration, MS Office (Excel, Word, PowerPoint, and Visio). Responsible for requirement gathering, analysis, detailed process flow design for the enhanced modules.
- Created High Level Requirement Document/ Low Level Requirement Documents for the project.
- Co-ordinated and facilitated weekly Project status meetings record and distribute minutes.
- Executed SQL queries in order to retrieve information to meet the business requirements.
- Wrote user stories INVEST format and assigned them using T- Shirt Sizing Estimation and MOSCOW Prioritization Techniques into Sprint Backlog.
- Utilized Agile Scrum practices to help the team increase team velocity during the Sprints. Removed

- team Impediments on a daily basis to allow the team to deliver the Sprint goals and deliverables.
- Conducted various Scrum sessions like Sprint Planning Meeting, Daily Scrum Meeting, Sprint Review Meeting, Sprint Retrospective Meetings and Backlog Grooming Meeting.
- Involved in creating test cases and performed various functional testing along with Testing Team.
- Experience in Coaching/ monitoring cross functional team to deliver quality output. Attended weekly change request meetings to document changes and implement procedures to test plans.
- Collaborate with external teams and stakeholders to make sure the team is in the right direction and provide necessary inputs and make sure it is on track with triple constraints.
- Performed data integration testing by executing SQL statements and manually verifying the contents.
- Worked with UI team to make sure all the functionalities have been implemented as documented.
- Made sure that data was inserted, updated and deleted accordingly using various **SQL queries**.

Environment: Waterfall - Scrum Methodology, JIRA, JAVA, Sybase, SQL Server 2010, MS Excel, MS Word, MS PowerPoint, SQL Server 2012, MS Project, MS Vision, HP QC, MS SharePoint 2010, API's/ Web Services.

State Bank of Hyderabad, Hyderabad, India.

June 2010 – Apr 2011

Developer

- Worked on the standard documentation to clearly state the project scope details with the team.
- Involved in Development of master screens like Service Requests, Change Requests Screens.
- Developed interfaces using HTML, JSP pages and Struts -Presentation View. Developed Struts Framework and configuring web.xml and struts-config.xml according to the struts framework.
- Developed and implemented Servlets running under JBoss and developed Java UI using swing.
- Used J2EE design patterns and Data Access Object (DAO) for the business tier and integration Tier layer. Taken care of complete Java multi-threading part in back end components.
- Used Java Message Service (JMS) for reliable and asynchronous exchange of important information between the clients and the customer. Design architecture following J2EE MVC framework.
- Designed and developed Message driven beans that consumed the messages from the Java message queue. Development of database interaction code to JDBC API making extensive use of SQL Query Statements and advanced prepared statement.
- Inspection/ Review of quality deliverables such as Design Documents.
- Wrote SQL Scripts, Stored procedures and SQL Loader to load reference data.
- Used Web Services for interacting with a remote client to access data.
- Used JUnit for testing Java classes and fixed the bugs identified in test phase.
- Performed Unit Testing and Regression testing.

Environment: Waterfall- Scrum methodology, Java, J2EE (Java Servlets, JSP, Struts), MVC Framework, Apache Tomcat, Oracle8i, JMS, SQL, HTML, JDBC, EJB, ANT, JUnit.

Amazon, Hyderabad, India.

Jan 2009 – May 2010

Jr. Developer

- Use Agile (SCRUM) methodologies for Software Development. Used Microsoft Visio for developing Use case diagrams, Activity flow diagrams, Class diagrams and Object diagrams in design phase.
- Developed Business components using Java Objects, Core Java and spring. Implemented the application using Struts Framework, which is based on Model View Controller design pattern.
- Primarily focused on the spring components such as Dispatcher Servlets, Controllers, Model and View Objects. Used Hibernate in data access layer to access and update information in database.
- Designed UI screens using JSP, Ajax and HTML and Used JavaScript for client side validation.
- Involved in analysis, design, and development and testing phases of Software Development Life Cycle. Developed Custom Tags to simplify the JSP code.
- Generated the Hibernate mapping files and developed the underlying domain objects.
- Used Apache CXF for creating the Web Services to interact with other modules.
- Developed WSDL in eclipse. Extensively involved in developing Restful web services.

Environment: Java/ J2EE, JDK 1.6, Struts, Servlet, Hibernate, JavaScript, Web Logic, Restful web services, Log4J, JUnit, MS SQL, Eclipse, SVN, Agile.

IT Project Coordinator/Business Analyst - 2
Professional Summary

- Business System Analyst/ Scrum Master with over 8 years of experience and strong understanding of Business Requirement, Business Process Flows, Business Process Modelling, Project Deliverables and Case Tools.
- Experience in Supply Chain Management as well as Solution Designing in several other domains.
- Professional certifications – Six Sigma Black Belt, ISO/ TS 16949, OSHA, HIPAA, Scrum Master, Google Analytics.
- Functional experience with concentration on Use Case modeling using UML, Data Modeling, Change Management, Technical Training, Software Development methodologies, Waterfall, Scrum, Kanban, RUP also Spiral and V model.
- Extensive experience in managing project requirements, which includes requirement gathering, requirement rating, gap analysis, SWOT Analysis, Cost Benefit Analysis, RFP, requirement priority and validation of requirements meetings
- Produced project status reports, liaison with onshore - off shore teams and resolved day-to-day issues with emphasis on change management & Change Requests. Also, working to get approval from the Change Approval Board (CAB).
- Arranged walkthroughs sessions with the user group to confirm that all the requirements have been captured and obtained sign off on the requirements document. Hence making the delivery without any lack of Quality.
- Worked with the QA teams to design test plan, test cases, test scripts. Experienced conducting JAD sessions and as a project liaison negotiating and resolving conflicts during requirements gathering among team members QA testing, and Systems Testing of client server and web-based systems using HP ALM. Working towards improving ROI continuously.
- Able to interact professionally with a diverse group, executives, managers, and subject matter experts
- Strong leadership skills. Expert skills in MS Office (Word, Excel, Outlook and Visio)
- Hard-core experience involving Business Process Re-Engineering, Software Re-Engineering using RUP methodology and ERP Systems Implementation and Continuous Improvement techniques. Proven expertise in creating flowcharts, screen mockups and systems requirements specifications. Creating detailed diagrams like Use Case, Data flow diagram.
- Experienced working as a scrum master and facilitating the various SCRUM Ceremonies like product backlog refinement, sprint planning, daily scrum, sprint review and the sprint retrospective meetings and solving impediments.
- Used JIRA to create the product and sprint backlogs. Experienced with various scrum estimation and prioritization techniques. Continuous Integration using Jenkins and Experience in UAT while creating defect logs and follow up.
- Very Strong Excel Skills (Advanced-Expert skills a plus) – Solved Linear Programming Problems and Optimization modelling. Experience in building models using macros, tables, pivot tables, v lookups, sum ifs, if/then statements. Involved in developing re-usable Web Services to support application development that involved XML using SOAP
- Coordinated with Business Object Team to build reports like Cross Tab, Master Detail and various charts for analysis. Have good knowledge on SOAP, REST such as GET and POST methods and JSON. Checking the good formedness. Various tools to mock, simulate and inspect the interaction with the web services also SQL Server Cluster.
- Created SSRS reports and OLAP cubes using SSAS and designed complex queries using MYSQL and error handling. Extensively worked on all the phases of this data warehousing project like Data mining (based on the business requirements), Data Cleansing, Data modeling for Data Staging & DataMart, Data updating plan, Data presentation to business users, Auditing, Backup and recovery. Experienced in Training the Users, Peers and Building Consensus.
- Knowledge in the ETL (Extract, Transform and Load) of data into a data ware house/data mart and Business Intelligence (BI) tools like Power BI, JMP tool, Tableau, Business Objects Modules, Rational Rose and Rational Requisite Pro
- Assessed Business implications for each project phase and monitored progress to meet the deadlines and standards. Ability to adapt to new technology and learn quickly to deliver quality product on time



and self-motivated. Actively involved in daily defect triage meeting and kept track of all priority defects using Selenium IDE.

- Experienced in Scaled Agile Framework (SAFe). Participated in Scrum of Scrums. Collaborated with domestic and foreign cross-functional team. This included both on shore and off shore teams working in different time zones. Proficient at workflows using out of the box or custom designed using Share Point Designer.

Availability:

- Immediate

Technical Skills:

| | |
|--------------------------------|--|
| SDLC Methodologies | Agile methodology (Scrum, XP, AUP), Waterfall methodology, RUP, CMMI |
| Operating Systems | Windows (Server 2003 R2, XP, Vista, 7, 10), Linux, OSX |
| Version Control Systems | Rational ClearCase |
| Reporting | Power BI, JMP, Tableau, MS Project, MS Visio |
| Data Warehousing | Informatica Power Center, Oracle Data Warehouse Builder |
| Project Management | Jira, Rally, Version One, Microsoft Project, Microsoft Office |
| Programming Language | jQuery, JavaScript, HTML5, CSS3, XML, JSON, PL/SQL |
| Testing Tools | HP ALM, HPQC, Selenium IDE, Rational Enterprise Suite |
| Quality Management: | ISO/TS 16949, Lean Six Sigma, HIPAA, OSHA |
| Other Tools | DOORS, MS Office (Word, Excel, Access, PowerPoint). |

Education:

- Bachelors of Computer Engineering

Certifications:

- Scrum Master, Lean Six Sigma Black Belt, Google Analytics, ISO/ TS 16949, OSHA, HIPAA.

Professional Experience:

Amway, Ada Mi.

Sr. Business System Analyst/ Scrum Master (Inventory Optimization)

Jan 2016 - Present

- Worked closely with SME's of different divisions to gain strong understanding of the lean principles of the inventory management of their current SKUs available in the system. Conducted interviews, JAD sessions to collect requirements.
- Involved in use cases, test plans and test cases; worked closely with QA team. Acted as an interface between IT Technical team and end users
- Documented policies and procedures, end user guides, training materials. Involved in process modeling and simulation
- Identified inefficiencies in business processes and improved performance. Developed monthly executive report for management which included overview of project, recommendations for process improvements.
- Provided requirements and aided business intelligence team while preparing reports using JMP Tool. The reports were accurate demand forecast for more than six weeks which was higher than their legacy tool. Made sure the forecast for the inventory was calculated to maintain the effective Safety stock.
- The Production Planning was given inputs in the form of Product Mix based on the forecast from the system. Also, the Economic Order Quantity was calculated by the system based on Vendor Agreements. Extensively used INVEST model to break down epics to user stories. Vertical slicing of the epics into smaller user stories during backlog grooming meeting. Also, interfaced with development team to clarify requirements. Made sure the stories were groom ready and iteration ready.
- Created the matrix parameters using Cycle Service Level and Fill rate which adheres to the Business Policy. Facilitated in estimated story points for the user stories in sprint planning meeting using estimation techniques like planning poker. Created documentation in relation to user stories, implementation plans and tracking overall status of the backlog using Jira

- Created rules for Search Request trigger, which activates the UDDI lookup service for locating the Echelon. Created data mapping document that helped developers in retrieving data from repositories effectively and assisted the data architect during the data profiling stage of ETL process
- Performed detailed data analysis of the existing system to document the appropriate native file requirements. Worked proactively with the technical leads of other teams that have common functional dependencies to identify common needs and facilitate in identifying additional user stories
- Developed strong understanding of Continuous Integration (CI) tools like Jenkins by assisting developers in continuous integration process during several sprints. Facilitated the data analyst in identifying the source and target to extract, transform and load the data using Informatica Power Center.
- Provided end-to-end analysis to support the business activities for project related initiatives with respect to workflow context and design, data requirements, data flows, data modeling, and user interface designs. Managed technical appropriateness and feasibility of requirements and designs
- Prepared Use Case diagrams, Activity Diagrams, and Sequence Diagrams in MS Visio
- Analyzed and assisted the product owner in prioritizing user stories using techniques like MoSCoW, Kano.
- Facilitated daily scrum (stand-up) meetings and monitored the team's performance using Sprint Burndown Charts. Used JIRA to track issues, calculate team's velocity and in planned the future sprints effectively. Made sure the planned velocity and current velocity are near.
- Tailored Retrospective meetings and activities to reflect events of the sprint to make sure team's integrity. Executed the test scripts that were written for functional testing in three different environments and logged and tracked the defects that were identified

Environment: Scrum, Rally, Spring, Enterprise Architect, HTML5, CSS3, MS Visio Jenkins, Oracle 11i, Bootstrap, Jira, Informatica Power Center, MS Office Suite 2010, JMP Tool, SOA, Toad, XML, SOAP.

Metal Forms, Beaumont, Tx

Sr. Business System Analyst/ Scrum Master (Shipping and Warehouse Data)

Oct 2014 - Nov 2015

- Coordinated project activities between Metal Forms manufacturers and distributors Dev team in India. Scrum Framework was used in developing the system since they had a volatile request.
- Conducted interviews, JAD sessions to collect requirements.
- Involved in use cases, test plans and test cases; worked closely with QA team and acted as an interface between IT Technical team and end users
- Documented policies and procedures, end user guides, training materials, process modeling and simulation. Identified inefficiencies in business processes and improved performance and reported the findings to management. Experience in using MS SharePoint Scorecards to monitor project progress and resource performance by monitoring Key performance indicators (KPIs)
- Used the idea of KANBAN to make sure there were no stock outs. By this method the re ordering need not have to schedule for every line item. The Kanban levels also eliminated the count method.
- Created rules for Inventory optimization system that weighs on fixed ordering cost, unit cost, holding cost and the potential penalty costs of not having enough stock for each line item in the inventory.
- Facilitated in estimated story points for the user stories in backlog grooming meeting and sprint planning meeting using several estimating techniques like T-shirt sizing and Planning poker.
- Extensively involved in thin vertical slicing of the Epics into smaller user stories during backlog grooming meetings and Sprint Planning meetings with cross-functional development team.
- Communicated strategies, and capacity planning and velocity planning to upper management.
- Made sure the user stories were broken down into Tasks by using the SMART technique. Analyzed the Iteration Burn down Charts and solved impediments for the scrum team and reviewed defects.
- Provided weekly status reports to project managers and ensured achieving deadlines
- Documented changes in project plans as part of an Agile work philosophy and diligently followed up to ensure changes were implemented without delays.
- Actively involved with the dev team to write the rules for Priority Scheduling algorithm using C#
- Prepared Business Process Models (BPM) that includes modeling of all the activities of the business from the conceptual to procedural level. Improved efficiency in Business reporting with respect to users. Effective use of Power BI to create dashboards and reports for ad hoc queries.

- Interfaced primarily with Functional Users, Cognos Development team, and Data Warehouse team to gather information using a variety of business analysis techniques.
- Approved the test case using HP ALM and performed various testing like Black box testing, Regression Testing, smoke testing and UAT. Arranged walkthroughs sessions with the user group for all UAT. Involved in defect triages in Root Cause Analysis for the defects raised during the testing.
- Created improved processes to eliminate manual intervention and avoid errors and future unproductive data cleanup activities.

Environment: COGNOS, MS SharePoint 2010, HP Quality Center, Toad, SQL developer.

Department Of Motor Vehicles, San Bruno, Ca.

Sr. Business System Analyst

Aug 2013 – Sep 2014

Description: The Department of Motor Vehicles for the State of California, planned to replace the current Customer Flow Management System (CFMS) to web-enabled technology to track and manage DMV Field Office (FO) customer traffic and wait times. The scope was to provide enhanced report capabilities that will help the DMV manage and reduce customer wait times.

- Worked on a multi-system integration project for Department of Motor Vehicles for the State of California that involved a major data migration from existing sources to the central data warehouse.
- Created use cases to depict the interaction between the various actors and the system.
- Created data mapping by performing data analysis using SQL server and created Data Models, and traceability mapping. Conducted interviews, JAD sessions to collect requirements.
- Involved in use cases, test plans and test cases; worked closely with QA team
- Acted as an interface between IT Technical team and end users. Documented policies and procedures, end user guides, training materials. Involved in process modeling and simulation
- Identified inefficiencies in business processes and improved performance
- Provided weekly report to management. Advised on capturing the additional data requests from the ODS and performed business process mapping for new requirements and assisted the data architects in preparing plans for all ETL procedures. Assisted in developing the test cases using HP-ALM and performed different testing such as Black Box Testing, Regression Testing and Smoke Testing.
- Monitored the continuous integration process while the running the project tests. Coordinated with source system owners during ETL progress monitoring and maintenance of daily Informatica batch schedule run on a nightly basis. Actively managed Stakeholders of all levels by leading discussions of project scope and approach, and presenting business analysis findings and proposed solutions.
- Developed a new process flow diagram by interacting with functional and technical team which helped in identifying key process changes and documenting them as GAP analysis.
- Worked closely with project managers and SME's to perform impact analysis on change request and documented them in share point for CAB's (Change Approval Board) approval.
- Worked with testing team to prepare test cases for data integration and got approval from business and functional managers. Used MS Visio for process modelling, process mapping and business process flow diagrams.
- Organized knowledge transfer sessions about software development methodologies and quality assurance techniques for the new project teammates. Participated in daily defect triage meeting and kept track of all priority defects in HP ALM tool. Gathered project business requirements to create functional specifications, design and create user guides, and write and perform test UAT cases.

Environment: HP ALM, Microsoft SQL Server, SSIS, SSRS, ODBC, C#, .NET, TFS, Jenkins, NetBeans, MS Project, MS excel, MS Word, MS Visio, MS PowerPoint, Balsamiq, My SQL workbench, Rally, Waterfall Methodology.

Walmart, San Bruno, Ca.

Sr. Business System Analyst/ Scrum Master

Jan 2013 – Aug 2013

Supply chain automation:

- Analyzed key business processes and recommend improvements with respect to the supply chain and inventory control. Performed thorough analysis on the existing ABC segmentation process and documented AS-IS report.
- Emphasized the importance of the Scrum framework by conducting highly interactive Scrum Workshop for the new cross functional team members. Clearly demonstrated the scrum framework and ceremonies.
- Widely employed Data visualization techniques to illustrate sales and volume numbers to management. Facilitated daily scrum (stand-up) meetings and monitored the team's performance using Sprint Burndown Charts. Used JIRA to track issues, calculate team's velocity and in planned the future sprints effectively
- Conducted customer feedback meetings to document prospective enhancements and modifications of systems and design. Communicated with supply partners about corresponding modification in design and strategize changes in the supply management.
- Extensively utilized Excel Vlookups, Pivot tables, Macros, Graphs and advanced formulae. Partnered with clients/ peers/ technical groups to perform quality reviews on business requirements to determine if the requirements fulfill the demands of the end users.
- Introduced standards and processes to control inventory and improve re order timings to ensure uninterrupted production. Discussed with business team about future orders to help prepare forecasts for raw materials.
- Introduced standards for preparation of purchase orders based on shortage reports and demand forecast graphs. Eliminated manual labor for inventory management thereby improving speed of operations.
- Increased efficiency and accuracy of inventory information while automating re ordering. Streamlined the supply management process using ERP software for appropriate alerting to prevent stock out situations and production stoppage.
- Coached teams across broad technical and business disciplines based on Lean Inventory Management. Focused teams on business objectives and tracked progress to ensure the PSPI are delivered on time and with desired results.

Environment: Scrum Methodology, HP ALM, Microsoft SQL Server, SSIS, SSRS, ODBC, C#, .NET, TFS, Jenkins, NetBeans, MS Project, MS excel, MS Word, MS Visio, MS PowerPoint, Balsamiq, My SQL workbench, Rally.

Avalon Technologies Pvt Ltd, Chennai, India

Business Analyst

Apr 2010 - Dec 2012

- Projects in Programs: IT Infrastructure, Application development, Process changes, Change management at CRM (clarify resource manager). The employee details were captured as per the standards of ISO/ TS 16949 and make sure no NCs raised.
- Creating a business case for compliance of Data which was Normally Distributed over the Global Address. The estimates for the project was done based on budget, schedule, efforts, manpower, vendors.
- Finalize compliance auditors, interact with them to understand gaps for compliance. Conduct brainstorming session for finding solution to close gaps in the areas of Technology, Process, Infrastructure, and People. Training was considered as the key factor when it came to Employee Details.
- The level of training was classified into On the Job Training (OJT) and class room training. The skill level was based on the number of training hours for each employee and were categorized by their

expertise. The OJT was directly documented into the system where in any updates can be viewed in real time.

- Drive execution through project managers for on time, within budget deliverables. Daily project health status check & taking action against variances, problems solved at the right time. Manage stakeholder expectations, made sure communication was not a hindrance.

Xencia Technology Solutions Pvt. Ltd

SQL Developer

Feb 2009 – Mar 2010

- Performed intermediate queries using SQL, including Inner/ Outer/ Left Joins and Union/ Intersect.
- Calculate fields as part of queries and turn queries into stored procedures.
- Pulled data from existing customer databases using views built in SQL Server, Excel and csv flat files. Used complex expressions to group data, filter and parameterize reports.
- Created linked reports and managed snapshots using SSRS. Performed various calculations using complex expressions in the reports and created report models. Created many complex ad hoc reports like parameter report, drill through, and drill down reports in SSRS.
- Designed reports subscription schedule for managers. Wrote stored procedures, triggers, and constraints to ensure data integrity, data consistency and to meet the business rules.
- Converted various T-SQL statements into stored procedures thereby reducing the number of database accesses. Created T-SQL triggers, tables, views and SQL joins and queries for the application.
- Wrote various Stored Procedures for application development. Designed and implemented data access stored procedures and Triggers for automating tasks. Tuned SQL statements and Stored Procedures. Monitored performance and optimize SQL queries for maximum efficiency. Developed SQL Server Stored procedures and SSIS packages to extract data from database.
- Created joins and sub-queries for complex queries involving multiple tables. Proper use of Indexes to enhance the performance of individual queries and enhance the Stored Procedures.
- Dropped and recreated the Indexes on tables for performance improvements. Created SSIS packages for transferring the data from different systems. Design and developing SSIS packages to import data from various large volume encrypted files into SQL database for data warehouse.
- Transformed data from various data sources using OLEDB connection by creating various DTS packages.

Environment: Microsoft SQL SERVER 2012, Windows Server 2008, SSIS, BIDS, Visual Studio, T SQL, PL/ SQL

Xencia Technology Solutions Pvt. Ltd

Jr. SQL Developer

May 2008 – Feb 2009

- Performing data integrity testing by executing SQL and PL/ SQL statements and manually verifying the contents. Created Business Requirement Documentation using functional requirements identifying business rules/logic. One of two members of new UI web development team.
- Coordinating with the Onsite team of SMEs and Testers to regulate, manage and successfully conduct the test effort. Redesigned new user interface and complete facelift on dynamically driven web site.
- Use of SSI s and Perl scripts along with the insertion of JSP and Html compiled together to drive dynamically driven web content on the fly. Careful use of CVS code version control to keep site updated with current content while insuring reliability of code and function.

Environment: Microsoft SQL Server 2012, Windows Server 2008, SSIS, BIDS, Visual Studio, T SQL, PL/ SQL

IT Project Manager - 1**Professional Summary**

- Provide technical strategy and leadership, with extensive experience, skills, and intuition that align with clients' business vision, strategies, and success.
- Technologically adept, systematically advanced, and multifaceted IT professional, demonstrating expertise and broad ranging experience in Application Management Services (AMS).
- Track record of performance on several multi-million dollar outsourced contracts, executing and delivering mission critical projects within time and budget.
- PMO Lead implementing project methodology, critical business processes/ operational controls, and performing contract management, financial management, achieving high productivity gains through capacity planning and execution.
- Persuasive leader known for transforming individual high-potential technical professionals into outstanding team and demonstrating creativity to achieve repeated success on all facets of Application Management Services.

Key Strength and Expertise

| | | |
|--|--|---|
| Large/ Complex Project/ Program Management | Customer Relationship Management & Value addition to clients | Vendor Management |
| Software Development Life Cycle (SDLC) | Data Management (Oracle, SQL Server) | SLAs & Metrics Management |
| Project Management Methodology | Troubled Project Recovery | Delivery & Release Management |
| IT Infrastructure Life Cycle | Domain Expertise in Banking and Financials | Project Risk Management |
| Cross-Functional Teams Management | Enterprise Financial Systems Implementations (SAP) | Team Building, Leadership & Collaboration |
| Global IT teams Management | Change Management | Systems Integration |

Education

- PG Dip. Applied Computer Science (PGDACS), CMC, Secunderabad, India
- Bachelor of Science (BS), Mathematics • S.V University, Kurnool, India

Certifications

- Project Management Professional (PMP) Certification, PMI, USA
- Certified Scrum Master (CSM) Certification, Scrum Alliance, USA
- Sap R/ 3 Fi/ Co Certification From Sap Ag, Walldorf, Germany
- IBM's Dpe Training, San Francisco, CA

Technical Skills

| | |
|-------------------------------|---|
| Languages | COBOL, C, 4GLs, PL/ SQL, SQL, ESQCLC etc |
| Databases | Oracle, SQL Server, Sybase |
| Operating Systems/ ERP | HP-UX, Solaris, UNIX SVR4, Windows Servers, SAP R/3 FI/CO (Ver 4.1) |
| Systems | CODA Financials (currently known as Unit4 Financials), Quantum Treasury System, CINCOM's Control: Manufacturing |
| Miscellaneous | Knowledge of Agile-Scrum Methodology, Public Key Infrastructure, Visio, MS-Project, MS-Office etc. |

Professional experience

IBM Global Services (Application Management Services) - Dec 2004 - Current

Express Scripts Account, Franklin Lakes, NJ

Senior Project Manager

Jun 2013 - Current

- Led and developed top performing teams across multiple vendor organizations (6) at various locations (4) around globe, resulting in successful implementation of 2 to 3 medium size (500K – 1M) projects managing simultaneously for three times and one large (6M), complex and critical project once.
- Developed technical specifications documents
- Managed third party vendors to implement the project.
- Involved in build vs buy decision making and advised the customer on available options.
- The projects were highly complex with strict completion dates, and challenges increased with introduction of Affordable Care Act implementation schedule. Project also needed lot of cross-functional team management and collaboration with functional managers of the client.
- Accomplished and exceeded set objectives on every project managed by leading the teams and overseeing entire project lifecycle and SDLC with Waterfall and Agile-Scrum Methodologies.
- Ensured projects under the program are completed on schedule, within budget and meets requirements of the assignment.
- Accomplished tasks also include organized and facilitated Agile and Scrum meetings, which included Sprint Planning, Daily Scrums, Sprint Check-In, Sprint Review and Retrospective meetings
- Coordinated with various business capabilities, technical resources, testers and ensured delivery of projects on time
- Helped and assisted the product owners to come up with set of stories for better understanding for estimate and development. Worked with Product Owner On Artifacts Such as Product Backlog, Spring Backlog, Sprint Burndown charts, and Release Burnup charts.
- Worked with stakeholder's / product owners to prioritize the requirements for sprints. Provided visibility to technical team and stakeholders about impediments/ risks and helped to eliminate them
- Reported progress to all stakeholders through Sprint Burn-Down Reports, Iteration Burn-Down Reports, and velocity target updates. Coordinated and managed code releases

Ace Insurance Account, Wilmington, De

Project Manager/ PMO Lead

Feb 2012 – Jun 2013

- Led \$500K migration project on ACE Insurance account contract. Moved IBM-managed mainframe business applications to language environment (LE) as prelude to upgrade DB2, IMS, and MVS on mainframe.
- Performed financial management of contract, SLA and metrics management, release management and implemented data security and privacy (DS&P) practices. Supported project management review (PMR) and DS&P audits, leading account successfully through process.

Citi Group Account, Tampa, FL

PMO Lead

Jan 2011 – Jan 2012

- Directly responsible for financial management, invoicing, revenues and cost management, and implementation of financial and billing processes. Successfully improved profitability by recovering more than \$100K through identification of billing and claim errors.
- Responsible for staffing, resource procurement, financials management, business process implementation, SLA and metrics management Citi Group account. Performed tracking actuals to the price/ cost cases and helped to enhance contract revenue and reduced costs.
- Worked as a team member to write responses to RFPs of large deals in the financial sector and strategized with PE/ Sr.DPE to plan and prepare for Account Launch and transition.

Lincoln Financial Group (LFG) Account, Fort Wayne, IA

Senior Project Manager

Mar 2010 – Jan 2011

- Managed RFPs, product selection and implementation of industry standard software product for Lincoln's post-trade compliance business operations.
- Spearheaded business critical software development project of LFG on the IBM "Steady State" side of Lincoln's account. Directed and supervised on-site and offshore teams and implemented the product of the project successfully.

AstraZeneca Account, Wilmington, DE

Senior Project Manager**Jul 2007 – Mar 2010**

- Instrumental as a Sr. Project Manager for AstraZeneca Global “NGT” Program (package development and deployment of a Microsoft Vista computers within AstraZeneca; ~66,000 AstraZeneca users globally and ~10000 AstraZeneca users in North America) responsible for North America AstraZeneca locations.
- Led IBM-US Infrastructure teams to procure, install, build and test the backbone servers, SAN to deploy and support the Windows Vista clients as per the Global Reference Architectures.
- Developed technical specifications documents. Managed third party vendors to implement the project.
- Involved in build vs buy decision; analyzed all options and recommended choices to the customer
- Planned and pushed the windows image (made differently for different group of users) in waves.
- Managed transformation project with IBM partner companies including AT&T and Symantec to demonstrate capability of allowing ‘only’ authorized computers & devices on to AstraZeneca's Network.
- Led a global team of enterprise architects on a transformation project and developed Global Reference Architectures and Cookbooks for several infrastructure components (SAN, Storage, Network, Extranet, Wintel/ VMWare, WAFS, NET/ IIS Backup & Restore, AIX, Oracle, SQL Server, Weblogic, Documentum platform etc.).

Marsh Insurance Account, Hoboken, NJ (Worked Remotely)**Delivery Project Executive****Nov 2008 – Oct 2009**

- Managed and controlled project costs, financial outlook and Gross Profit. Achieved 50% Gross Profit.
- Performed contract management and delivered contract deliverables for getting into “Steady State”.
- Put the release management practices in place and delivered quarterly software enhancement releases
- Managed and controlled project costs, financial outlook and Gross Profit. Managed Project Change Requests (PCR) and Contract Change Requests (CCR).

ACE Insurance Account, Cherry Hill, NJ**Senior Project Manager****Nov 2006 - Jun 2007**

- Provided production support, maintenance and enhancements on ACE Insurance Account's Workers' Compensation System, leading Global teams.
- Led the onshore and offshore IBM teams to develop and test the OCIP Web application for ACE OCIP (Owner-Controlled Insurance Program) Centre.
- Put a pragmatic and effective project plans in to effect by taking the IBM project team into confidence for delivering the project deliverables as per the requirements, within budget and on schedule. Monitored and mitigated risks.
- Significantly reduced major issues between IBM and ACE client through managing business critical development projects and leading onshore and off-shore teams.

Fireman's Fund Insurance Account, Novato, CA (Worked Remotely in 2007)**PMO Manager****Feb 2006 - Apr 2007**

- Increased revenue by more than \$1.2M and turned the account into profit by managing resource procurement, deployment (Business Analysts) for the projects.
- Performed financial management, invoicing, managed revenues and costs of the account, and coordinated with IBM's industry project office for financials outlook and measurements.

Empire Blue Cross & Blue Shield Account, Brooklyn, NY**Business Operations Manager (BOM)/ PMO Lead****Feb 2005 - Feb 2006**

- Led PMO with team of 6 US professionals and supported Delivery Project executive. Managed \$250M Application Management Services contract with 390 resources of which 320 were offshore resources from IGS - India. Prepared budgets and managed revenue and costs, coordinating with IBM's healthcare industry project office for finance and contract management.
- Enhanced \$250K unbilled or under billed revenue by reviewing YTD invoices and billing process.
- Recovered >\$1M to contract by managing inter-company agreements (ICAs) and reconciling IBM-India internet labor claiming (ILC) customer labor claim system and IBM US ILC.

- Interacted with IGS-India Account Executive and Delivery managers for metrics, resource, and financial management.

America Systems LLC – Morristown, NJ
PMO Manager
Jun 2004 – Nov 2004

- Prepared a roadmap to obtain CMMI-SE/ SW certification by performing gap analysis between Americas Systems' TARGET Method TM (Software Development Management processes) and CMMI practice areas.
- Designed project management processes, trained project managers and implemented the processes.

Sony Corporation of America New York City And NJ
Manager Of Technology
Jan 2001 – May 2004

- Directed and managed large-scale projects, project teams, vendors and strategized with senior management of Sony. Developed strategy, requirements, project feasibility, application architecture and high-level design from the "Concept" of Sony to introduce a secured consumer credit card product by using PKI technology.
- Led, managed, collaborated with vendors and guided a pilot system development project. Developed GAP analysis and changes needed to the existing platforms like credit card processing systems, merchant systems etc. Implemented treasury system (Quantum) for Sony treasury operations.

4c Solutions, Inc., Moline, Illinois
Project Manager/ Maintenance Manager
Mar 1999 – Dec 2000

- Managed and led software teams on wide range of software development projects, provided consulting/ tech serviced and implemented Enterprise Financials Application package.
- Managed maintenance, production support and minor enhancements of 45 application systems for John Deere by leading a team of 30 IT professionals. Achieved \$250,000 per month savings in labor costs to 4C Solutions by deploying Release Management procedures/ Change Control System etc.

Cincom Systems Pte. Ltd., Singapore
Functional And Technical Consultant
July 1996 – Feb 1999

- Managed projects, led tech teams and implemented Enterprise Financial systems for Texmaco Group at various locations of Indonesia.
- Oversaw ongoing functional and technical consultation, software development/ customization, troubleshooting and performance tuning. Implemented CODA-Financials, SAP FI/ CO and CINCOM's Control: Manufacturing product for several clients in Singapore, Malaysia, Indonesia

Asm Ltd., Bangalore, India
Project Manager
Jun 1995 – Jul 1996

- Authored and implemented Standard Software Process (SSP) based on Capability Maturity Model (CMM) and Project Management Methodologies. Led 35-member team to develop a (Sales, Purchases, Inventory and Financial Accounting) system for small and mid-size enterprises.

CMC Ltd., Bangalore, India
Senior Systems Engineer/ Project Lead
Jun 1988 – May 1995

- Provided subject matter expertise on large and complex software development projects for commercial banking systems.
- Designed, developed, tested and implemented commercial banking systems for major commercial banks for the first time in India under Central Bank of India direction. Responded to RFPs from various banks and developed proposals.

IT Project Manager - 2**Professional Summary**

- A Senior Certified Program/ Project Manager & Certified Scrum Master with 15+ years of industry experience, specializing in complex projects both from start to implementation in addition to insertion into projects already in process; Multiple years as a leader working with onshore and offshore teams through Agile/ Scrum and Waterfall processes within multiple project implementation, strategic facilitation and successfully leading teams through regional, national and international pilot programs.
- Practiced in SDLC, SCM, ERP, and Business, IT, Change Management applications, CRM, Integrated Business Planning, Release Management and new product introductions, resulting in enhanced operational effectiveness, customer satisfaction and increased ROI. Highly adaptive to frequent change and removal of obstacles.
- Extended experience in multiple industries; Digital, Finance, Strategic and Business Services eCommerce, Manufacturing, Retail, Health, domestic and international marketing. Specializing in iterative process, data analysis, problem-solving, motivating/ mentoring the team resources.

Demonstrated Skills & Accountabilities

- A broadly experienced business advisor experienced in the creation of complex business requirements, strategic alignment to corporate initiatives, enterprise systems integration, information delivery, and process/workflow development.
- A Project & Scrum leader, capable of working/communicating easily with executive, vendor and resource teams to understand and deliver strategy into requirements and into a launch.
- Expertise in project-management, project plans, analysis, scope management, estimating & costing, scheduling, risk management, contract negotiations, planning and tracking, quality, and change management.
- Proven ability to deliver multiple projects simultaneously within a complex matrix organization across multiple business teams and external software vendors

Experience Highlights

- Created an Enterprise-wide Decision-making Models system that was capable of integrating in all project evaluations for alignment, value targeting with validation and verification templates.
- Strategic facilitation of European company Board of Directors for North American expansion/ product introduction and produced their 5 year business and marketing plans
- Strategic business analysis of 160 project PMO, evaluating full cross departmental and vendor values with priority/ criteria; transfer of goals into manageable requirements and delivery/ management of PM staff to implement - resulting in a 75% increase in effective project planning and 50% faster launch to market projects.
- Directed Microsoft eHUP O14 – Office 2013 & Office 2010 - global launch and complete store redesign over 9 months resulting in – 221 countries, 41 languages and 37 payment methods, utilizing Agile/ Iterative stage methodology.

Project Roles

- Program/ Project Manager
- Senior Business Consultant
- Business Analyst
- Strategic Facilitation
- Director of Marketing
- Business Owner

Technical Skills

- Agile, Iterative Agile/ Waterfall
- Waterfall, SDLC
- Lean Six Sigma
- MS Office Suite - Project, PPT, Visio, Excel

Industry Experience

- Manufacturing/ Global

- e-commerce
- Information Technology
- e-business (B2B)
- Retail
- Marketing
- Government
- Business Services
- Health Services
- Finance/ Investments

Education

- Metropolitan State Univ., MBA
- MA - Business/ Marketing
- BS-Marketing/ Intl Bus., University of St.Thomas
- Masters-eCommerce

Certification(s)

- PMP Certification
- Scrum Master
- Lean Six Sigma
- Brand Identity Standards
- Leadership/ Management

Professional Experience

Ameriprise, Inc.

Senior Program Manager/ SPOC, Consultant

Jun 2016 – Jul 2016

- Program Budget - 12M
- Program Management of Asset Management implementation of global integration transferring transactional functionality from JP Morgan to internal, Ameriprise control.
- Responsible to manage PM team, resources allocation, executive reports and program key deliverables

Cargill, Inc.

Senior Program Manager, Consultant

May 2016 – Jun 2016

- Program Budget - \$6M
- Program Management of 7 Projects - Global IT - NA PMO - Infrastructure Core WAN Upgrades, Global Regional Implementation: NA, EMEA, LATAM & APAC, Site to Site VPN, Branch Office Internet Offload (BIO)
- Responsible to construct primary documentation to stand-up program - create financial, executive reports, program timeline, program plan and program key deliverables templates.

Valspar, Inc.

Senior Program/ Project Manager, Consultant

Jun 2015 – May 2016

- 3 Project Budgets - \$8M - \$3M - \$20m
- \$8M - Program Management of Integrated Business Planning (IBP) implementation through 5 commercial divisions beginning with NA and extending globally – Outcome is standardized reporting and metric analysis between all divisions yielding upwards of 15-20% efficiency – Multiple ERP systems required to integrate through IT Oracle 11i system and MDM.
- \$3M - Project management of Packaging Forecast Tool – Consolidation of different NA and EMEA systems into a single reporting tool to provide joined forecast reports – Potential for delivery efficiency upwards of 20% - Requirements gathering from Market, Demand and Financial Managers and coordination with IT development.
- \$20M - Project Management of New Supply Chain Management – Review multiple vendor tools, requirements analysis, project planning for RFP process leading to implementation beginning following

financial approval – Cross-functional within all divisions globally, yielding the first opportunity to develop a portfolio management structure.

Minnesota Judicial Branch, St. Paul, MN

Senior Project Manager, Consultant

Mar 2015 – Jun 2015

- Project Budget - \$3M
- Project management of OFP Project through pilot and into state-wide roll-out; coordinating efforts, integration from MN Judicial Branch with courts, BCA and other law enforcement.
- Project goal to improve quality and accessibility of OFP information available to law enforcement, resulting in increased safety for victims and improved OFP enforcement.
- Data Migration from legacy system of all OFP cases to new database within MNCIS
- Infrastructure Projects specific to Citrix Upgrade, Lync Upgrades, Isilon Replacement and Data Capacity

US Bank, Minneapolis, MN

Senior Project Manager/ Release Manager, Consultant

May 2014 – Jan 2015

- Project Budget - \$9M
- Project management of Phase 2 (Migration – Post Implementation) and Phase 3 (Global Lending) for the US Business Asset Management division of US Bank.
- Overseeing a team of 3 Business Analysts and coordinating project planning, implementation, release management and issues resolution through the Front Office, Production Support, Global Services, US Bank.
- Construct all project strategy and documentation from Project Plan, timelines, resource estimation, defect tracking and release reconciliation log to support the Phase 2 (Software Migration – Post Implementation)
- Prepare executive summaries, recommendations and mediate consensus with the multiple teams specific to strategy, project approach, planning, and resource planning construction and testing.

Best Buy Inc., Minneapolis, MN

Program Manager, Consultant

Apr 2014 – May 2014

- Project Budget - \$2.5M
- Review and analyze multi-channel flexible Ship from Store (SFS) fulfillment program, the outcome of which was to produce a comprehensive and full Program Plan documentation set (a Map of World)
- Consolidated multiple team documentations, both current state and future states, into a single document package providing visibility, tracking, metrics & measurement options to all completed, in process and future opportunity work paths.
- Prepared full Program Plan through FY 2016, aligning multi-teams engagements, release schedules and strategy/ goals with objectives/ tasks – content designed to simplify import to PPT or other executive presentation materials/ scripts.

Target Corporation, Minneapolis, MN

Program Manager/ Project Manager/ Scrum Master, Consultant

May 2013 – Apr 2014

- Project Budget - \$41.5M
- Program Management overseeing a team of 14 Project managers and their respective teams, exceeding 200 to produce and implement a full 1800 store launch of the Flexible Fulfillment Initiative which provides for consumers to purchase online and pick up the products directly in the stores.
- Responsible for program mitigation / decisions engaging the multi-channel teams, both on shore and off shore to deliver hundreds of requirements through both Agile/Scrum and Waterfall processes.
- Delivered the largest initiative in Target to date; with hundreds of integration requirements in a program that was accelerated from an initial Feb. 2014 Launch to a Sept. 2013 launch - on time and relatively issue free. It has sustained approximately 24% of the total .COM sales to date, significantly increasing the companies' revenue and competitive advantage in the eCommerce marketplace.
- Management of a multi-million budget in excess of \$20 million and came in under budget estimates.

Foot Locker**Senior Project Manager****Oct 2012 - Apr 2013**

- Project Budget - \$12.5M
- Management of 24 week Discovery Phase of the Software Development Life Cycle (SDLC), infrastructure design and ERP implantation for Foot Locker NA, Inc., Foot Locker Europe, Inc., and Champs, Inc. meet the 2 billion dollar growth objective.
- Management of primary project team resources consisting of Business, Technical, Science and Change Management employees and consultants
- Preparation of SDLC Statements of Work (SOW) for Define, Deploy and Deliver for the 2.5 year Foot Locker implementation project consisting of Allocation, Replenishment, Forecasting, and Order Planning functionalities
- Full financial analysis, requirements estimation, requirements prioritization process to support the Foot Locker Statements of Work (SOW)
- Coordinate all components of the project requirements, estimates and timelines with secondary resources consisting of Scientist, Business, Technical, Engineering, Quality Assurance and Release.

Ecommerce Delivery - Digital River, Inc.**Senior Project Manager/ Scrum Master****Dec 2007 - Sep 2012**

- Project Budgets – Ongoing - \$3-8M
- Utilizing a mix of Waterfall, Agile/Scrum processes
- Clients: Microsoft, Avast, Autodesk – (+74 additional estore launches)
- Senior PM managing e-Commerce operations for 19 Microsoft eHUP Global stores and O15 launch
- Directed Microsoft eHUP O14 – Office 2013& Office 2010 - global launch and complete store redesign over 9 months resulting in – 221 countries, 41 languages, 37 payment methods
- Directed the Avast Full Platform Migration and complete store redesign resulting in launch to 202 countries, 37 languages and 41 payment methods
- Managing 34 resources over 13 months and onsite with client in Europe for last 3 months pre-launch
- Directed 3 year implementations of multiple Autodesk Global launches, eDisti programs and Affiliate reporting utilizing both Waterfall and Agile project methodologies
- Managed the Digital River resources during the Autodesk Global project, increasing agile velocity and agile point's capacity 55% during the 18 sprints over course of the project – delivering maximum SLA and on time.
- Consistently managed 3-7 client full store launch projects simultaneously while maintaining a 96.5%+ on time delivery.
- Manage all stages of Client's e-Commerce new store construction and implementation
- Multi-Platform integrations utilizing Express w/ HGOP2, gC w/OFI, FCN and Channel Partner

United Health Group, Minnetonka, MN**Business Analyst, Consultant****Jul 2007 - Dec 2007**

- Project Budget – \$1.2M
- Evaluated alternate communication methods for president to mass communicate with various employee groups - Prepared Executive Communication Touch Point Analysis consisted of methods, definitions, market trends and business impact, value-targeting profiling and recommendations
- Components of analysis were utilized enterprise-wide for better communication method understanding for employees - Value-targeting profiling improved decision making processes for UHG

Dalton Sherman/ Children's HeartLink, Uponor, Thrivent Financial for Lutherans**Interactive Strategy Program Manager & Strategic Facilitation, Consultant****Dec 2006 – Jun 2007**

- Responsible for Interactive Web Programs Design and Implementation - Analyzed and produce a Web strategy governance structure to provide guidelines for Project Development with Web capability requirements.
- Developed and constructed an Interactive Web Strategy Operating manual to maximize utilization of designed principles - Developed four Web strategies that aligned with the strategic imperatives and

multiple internal and external audiences and stakeholders. Collaborated with all eleven internal departments.

- Created an Enterprise-wide Decision-making Models system that was capable of integrating in all project evaluation for alignment, value targeting with validation and verification templates. - Collaborated and interacted with all eleven internal departments from Sales to Finance; interviewing frequently for input to the development of the program components

Best Buy, Minneapolis, MN

Senior Project Manager, Consultant

Jun 2005 - Dec 2006

- Project Budget – \$3.3M
- Supervised pilot designed to utilize in-store computers as initial self-service devices and followed-up with personal retail enhancement.
- Managed 42 member primary team, 12 member secondary team – meetings, reports, follow-thru
- Collaborated with vendors to evolve initial design for more effective performance based upon issues, test results and feedback trials.
- Supervised retail pilot, creating issues logs, retail and consumer feedback analysis and evaluated IT solutions for scalability to 800 stores.
- Prepared business plan, developed Test requirements, produced Market Analysis to increase business revenue \$60M over the next two years.
- Initiated and developed requirements for cooperative selling between departments, result provided a template for the Retail stores to maximize resources with no additional investment in employment.
- Senior Project Manager for Best Buy Value Defense customer segment. The cumulative financial benefit of the launched projects resulted in an annual contribution of over \$22M dollars.

Allina, Minneapolis, MN

Business Analyst, Consultant

Apr 2005 - June 2005

- Project Budget – \$0.6M
- Evaluated alternate communication methods for president to mass communicate with various employee groups - Prepared Communication Touch Point Analysis
- Analysis consisted of methods, definitions, market trends and business impact, value-targeting profiling and recommendations - Components of the analysis were utilized enterprise-wide for better communication method understanding for the employees

Harrison Hydra-Gen, Houston, TX – Manufacturer

Director of Marketing, North America

Apr 2004 - Apr 2005

- Project Budget – \$2.1M
- Wrote Strategic Marketing plan for entrance into four new markets and three new product white papers with sales increase potential of \$3.7 million dollars; reduced Marketing budget by 24%.
- Evaluated and prepared new tactical sales material, reducing costs 64% by creating standardized formats, and images and producing CDs as the primary sales tool, minimizing paper use and costs.

Cummins Power Generation, Fridley, MN

Senior Marketing Manager

Jun 1999 – Mar 2004

- Project Budget – Ongoing - \$12M
- Initiated, developed, and strategically planned Commercial Mobile Web site; led creation of Web site template for multiple use throughout organization in support of branding value.
- Created, tracked, and evaluated Sales database reports designed to generate qualified leads for distributors. Database and reports also reduced management review time internal metrics and management reporting to identify marketing performance and effectiveness of programs, offers, channels, markets, and product mix.
- Identified Marketing initiatives through customer research; developed targeting and segmentation plans.

Senior IT Project Manager - 1

Summary:

- Possess **16 years of rich IT experience**. Past roles include **IT Manager, Senior Program/ Project Manager, Incident, Change and Knowledge Manager, IT Security Architect, Business Continuity and Disaster Recovery Architect, Networking Architect/ Consultant, DBA and Systems Administration**. Experience also includes design, implementation, management and maintenance of Enterprise Datacenter Infrastructure.
- Expertise includes **Project Lifecycle Management and Software Development Lifecycle management, Data Center DR and Business Continuity, ITIL based IT Service Management, IT Governance and SOX compliancy management using ITIL V2, V3 and COBIT frameworks**. Facilitated team meetings and communications for successful Project Management in a highly matrix environment. Have excellent interpersonal and communication skills. **Interests** are in the areas of **Enterprise Architecture, IT Governance, Risk Management and IT Security Management and Cyber Security, IT Service Management and Cloud Computing**.
- **Current goals** are, to **contribute my Knowledge, Experience and Skills** acquired, and **add significant value** to the organization that I'm engaged with, on a **Leadership and Senior Management role, with oversight on Strategic and Tactical functions, Processes and critical Resources**.
- Hold a **MBA with Distinction in MIS** and an **Engineering degree in Electronics and Communications engineering**. Currently **PMP, ITIL v2 & v3 Foundations, CISA, CGEIT and CSSLP** certified. Past Certifications includes **CCNA, Data Warehousing, Oracle DBA and Lucent's Design and Engineering**.

Government Experience

- Department of Treasury
- Department of Homeland Security
- Federal Aviation Administration - Air Traffic Organization

Core Competencies:

- **16 years of IT experience**, on **Project Management, IT Architecture, Governance, Service Delivery Management, Service Support Management, IT Policy, Federal compliance, Information Security and Infrastructure Operations Management for Government and Private Sector**.
- Extensive experience in implementing **ITIL** best practices for **Incident, Change, Release, Configuration, Knowledge, Security and Business Continuity and DR Management** in enterprise IT operations environment.
- Strong knowledge in the implementation of **ITSM** Tools such as **BMC Remedy and Microsoft Business Solutions**
- Expertise in implementing **COBIT** based controls, **IT Governance** and best practices for **SOX** Compliancy requirement
- Expertise in **Enterprise Data governance**, including **Data Architectures, Data Warehouse systems, OLAP and OLTP Systems, traditional Decision Support Systems, Business Intelligence, Analytics and Reporting environments**.
- **Extensive experience in interacting with Data Center, Network Managed services, Storage, Database, Security, UNIX, Wintel and Application support on globally distributed business units on 24/7 basis**.
- Technical and Business Expertise in presenting organizational strategy to senior level executives and expert in optimizing the use of technology and service frameworks investments.

Education:

- **MBA, MIS** with Distinction, **University of Madras, India**,
- **BE**, Electronics and Communications Engineering, **University of Madras, India**

Certifications:

- Information Technology Infrastructure Library (ITIL) v2 Foundation
- Information Technology Infrastructure Library (ITIL) v3 Foundation,

- Project Management Professional (PMP), 04/07 – Project Management Institute
- Certified Information Systems Auditor (CISA) 09/06 – ISACA
- Certified Cisco Networking Associate (CCNA) 04/03 – 04/06 – Cisco Systems
- Certified Secure Software Lifecycle Professional (CSSLP) 04/09 – (ISC)²
- Certified in the Governance of Enterprise IT® (CGEIT) 08/09 – ISACA

Technical Expertise:

| Hardware | Software | Development Platform |
|---|--|---|
| Servers – Dell, HP, IBM, Sun, Compaq, Acer, Robotic Tape Backup Systems, Clustered Servers (RAC), Load Balancers F5, AS/400 | Servers – Windows, Unix, Solaris, Linux, Novell, BMC Remedy ITSM, Microsoft Business Solutions, SOA | MS Visual Studio, Borland Developer tools, .Net Platform, Android OS |
| Desktops/ PCs/ Notebooks – Dell, IBM, HP, Acer, Toshiba, Sony, Gateway | Desktop – Windows, Unix, Linux, Java OS, | C, C++, C#, VB.Net, VB, SQL, Borland Delphi, VB Script, Fortran, Pascal, Java, HTML, Etc. Install Shield |
| Networking: Switches, Routers, Bridges, Hubs, Gateways Firewalls, IPS, IDS, Wi-Fi Access Points, Bridges, Sniffers, F5 Load Balancers, GTMs, | Databases – MYSQL, MS SQL Server, Oracle, Dbase, Flat files, MS Access, OLTP, OLAP, Data Warehouse, Data Marts, | Application – MS Office suite, MS Project, MS Visio, Lotus Notes, BMC ITSM Suite 7.X, Microsoft Dynamics, CRM and ERP applications |
| Printers, MFP, FAX, ACD, IVR, Phone systems (EAPBX, PBX), Power systems, Security Systems (Access Control), Call Center Infrastructure | Networking – Cisco IOS, Firewalls, Packet capture, Load Balancing, Sniffers, Adaptive Security Appliance | |

Professional Experience:

Senior Consultant/Senior Project Manager, Syapps, Stennis Space Center, MS, (1/2012 – 04/2012)

Engagement, with the Department of Homeland Security, on the DC1 project with multiple component streams, as a contractor Senior Project Management resource under the PMO.

Responsibilities:

- Was responsible for multiple Data Center and Infrastructure services related projects based on ITIL based best practices
- Strict adherence to Change Management was practiced to effect changes in the data center environment
- Managed deployments of Virtual Machine instances to the Cloud Computing environment
- Managed and reviewed ongoing internal Security audit and assessment activities resulting from independent third party annual audits conducted to maintain ATO (Authority to Operate), at the DC1 premises.
- Was responsible for Security Risk Remediation and Infrastructure Resource Optimization efforts, as the Senior Project Manager.
- Reviewed POAMs for High and Mod risks and managed timely implementation of the respective controls and remediation activities
- Managed resources in a highly matrix environment
- Employed CATALYST framework for Project Management
- Was responsible for the submission, validation and acceptance of the respective artifacts, in support of the closure of the respective Risk remediation efforts.

- Worked with Service Transition and Quality Control and Continual Service Improvement Management to ensure that the respective processes and deliverables are met
- Act in the role of a Senior Project Manager, manage assigned projects towards completion and closure

Project Manager/ITIL SME, Intelli-Soft Technologies, Washington, DC (7/2011 – 01/2012)

Worked on a consulting engagement with the Internal Revenue Service's agency under the Department of Treasury, as an ITIL SME for PPI Governance division of the Cyber Security Group, on the Modernization of IT Services business line. Job responsibilities included design, review, and recommendation of ITIL based Service Management Processes, such as Change, Service Portfolio, Service Catalog, Information Security, Availability and IT Service Continuity Management processes.

Responsibilities:

- Act in the role of a Subject Matter Expert to review, assess current maturity levels on existing processes
- Co-Ordinate in the design and deployment of standardized Change Management process for the entire IT organization at the MITS level
- Worked with the functional management teams
- Performing the role of consultant on the design and roll out of Service Strategy and Service Design Processes at the Cyber Security division level and at the MITS level
- Responsible for review of existing security controls and provide recommendations on IRS future state for compliance with ISO 27001 based Risk remediation and Security controls
- Also responsibility includes co-ordination and management of activities and Tasks around these efforts

Project Manager, L-3 STRATIS, Oklahoma City, OK (12/2006 – 05/2011)

As a Project Manager, representing the federal IT Management, worked on the FAA ATO National Service Center program. The scope of the employment included managing multiple projects for ATO NSC team. Have strong background in IT Project Management covering all facets of IT (infrastructure, development, implementation and maintenance). Ensured that proper planning and resource prioritization is conducted to maximize effectiveness, delivery quality, and project performance.

Responsibilities:

- Managed the federal contract with IT Management, for FAA ATO IT resulting on 400% ROI (per Federal agency report the success of this project saved \$40 million dollars, over the first two year period of the project).
- Was the key personnel on follow up contract bid proposal and was instrumental in winning the \$ 180 Million contract for Actionet - L3 STRATIS Team
- Lead multiple project teams in the product development lifecycle, project planning documentation, set up and conducting team status meetings, coordination and maintenance of project schedules, analysis of schedule including gaps/conflicts and facilitating resolution, issue tracking, and change control facilitation.
- Ensured that IT Service Management processes were deployed and managed in compliance with the ITIL framework
- Influenced, advised on Strategic Planning and managed Implementation of DR and Business Continuity Systems, Processes and Procedures for the ATO IT NSC Datacenter infrastructure
- Established and monitored compliance with project management standards, IT regulations, and internal policies and procedures.
- Was responsible for the local change board as the Change Manager for NSC, with additional responsibility with as the member of the overarching National Change Board for FAA ATO wide Change process
- Designed, implemented and managed enterprise analytics tools and reporting systems for the ITSM suite
- Architected and managed data integration between ITSM suite and Messaging and Collaboration infrastructures for effective and efficient delivery of services leveraging existing business data from disparate and legacy infrastructure
- Interfaced with various cross functional groups across the customer organization for clarification of functional requirements and coordinating the modifications to system design and documentation efforts

- Analyzed new system requirements against existing applications and the operational computer environment, and makes sound recommendations for the planning, design and implementation of applications, processes, as well as for changes to any existing environment components
- Actively promoted ITSM best practices across the domains of Service Management
- Consistently provided recommendations to customer, based on sound IT principles, after looking at existing hardware and software, review of applicable policies, review of new or proven technologies, as well as cost benefit analyses
- Documented Security Certification and Accreditation Package and IT Systems Change management for NSC, in coordination with the ATO IT Change Control Board or Change Advisory Board
- Coordinated with multiple IT groups across FAA-ATO to define and/or modify Service Level Targets for IT service management, specifically Incident Management, between IT management and their customer
- Ensured Data Governance and Security of Personally Identifiable Information and Privacy information on transactional data, by conformance to respective federal mandates
- Provided visibility into the project by presenting project status at project reviews and generation and maintenance of the Project Status Reports

Manager - IT, Governair Corporation, Oklahoma City, OK (07/2003 – 12/2006)

Worked as the IT Manager, for a technically advanced Custom Air Handling Unit manufacturer

Responsibilities:

- Saved \$1.2 million dollars over a period of 3 years, by strategic elimination of wasteful vendor contracting practices and processes, resulting in capital expenditure approval for development of key engineering application for the entire corporate by our independent subsidiary
- Improved service delivery efficiency, by implementing predictable and process based approach to IT support services
- Responsibilities included software development project management, infrastructure project management, internal audits, ensuring SOX compliance based on COBIT, creating and administering the budget for the IT organization and managing IT resources
- Ensured that Ernst and Young's Independent Audit findings and recommendations for SOX general controls were managed effectively by planning, designing, implementing and monitoring them internally
- Implemented several cost saving and revenue generating IT strategies for the organization. One of them was the development and implementation of a web based SOA based front end using Web Services to deploy, administer and maintain a state of the art engineering design and quote system for 1600 Architect Contractor representative organizations
- Ensured that internal controls were in compliance with respect to user provisioning and role based access controls were strictly enforced right from the directory services, network access, file and folder shares, and application and database services
- Was responsible for setting up and synching local data center infrastructure in line with corporate DR environment
- Developed and maintained documentation of the application data, data structures and databases as part of SOX compliancy requirements
- Architected and implemented integrated sourcing systems for Purchasing departments corporate wide, so volume purchases can be made from vendors at deep discounted prices against prior practice of each of the independent subsidiaries buying raw materials at higher costs from same vendors
- Was instrumental in conducting cost benefit analysis for optimization and elimination of wasteful IT processes, applications and vendor contracts
- Undertaken and successfully executed several strategic initiatives for the organization including Security of Wireless infrastructure
- Had provided cost benefits and risk analysis to the senior management and executive sponsors to obtain buy-in for strategic and cost saving projects
- Ensured Security of Personally Identifiable Information and Privacy information on transacted data, by respective classification and governance of data
- Established key project deliverables for assigned projects and governed results

Coordinator Technology Services, Xyant Technology Inc., Norman, OK (06/1999 – 03/2003)
Served as the Coordinator of Technology services

Responsibilities:

- Was responsible for making the organization a Microsoft Certified Solutions Provider and a SBA 8a status business in order to compete in the public sector markets
- One of the key personnel in driving the organization's revenue by over 200% percent year to over year, from 1999 to 2002
- Had successfully managed several IT consulting projects for the organization, including IT infrastructure, and software development projects
- Participated in State and Federal IT contract work (RFPs, RFQs, solution design for Contract bidding, Document review etc.)
- Responsibilities included analyzing requirements, possible solutions, costs and risks and develop recommendations for implementation, including business case analysis
- Architected and Implemented Security and DR infrastructures for Private and public sector organizations
- Interfaced with customers for clarification of functional requirements and managed changes to system design documents
- Provided expertise on Systems Development Life Cycle Management on computer software applications
- Developed, managed and maintained project plans, schedules and tasks, and resources, skilled and professional cross functional teams, through the project progress, from initiation to closure

Senior Networking Consultant, KCA Info Comn. Pvt. Ltd., Chennai, India (09/1996 – 06/1999)
As the Senior Networking Consultant, for a major Systems Integration Solutions provider

Responsibilities:

- Achieved and exceeded first year's goal equivalent of \$1 million while building a potential client base of over \$ 5 million
- Responsible for developing the Systems Integration division from scratch to becoming the most profitable and highest revenue earner within a 2 and a half year period
- Responsibilities included Project Management of several complex IT systems Integration projects for State and Central Public Sector and Private Sector organizations
- Managed Software Development projects and interacted with Software development teams to provide network security consulting on software design and development
- Directly interacted with customers to gather business requirements and provide right sized solutions based on cost benefit analysis
- Was a Lucent Certified and authorized consultant for Fiber and Copper Physical Layer Solutions. Authorization included Site Certification responsibilities for Lucent's structured cabling solutions

Management Trainee, Pentafour Software. Pvt. Ltd., Chennai, India (01/1996 – 04/1996)
As a management trainee, apprenticed for a large enterprise software solutions provider.

Responsibilities:

- Conducted research, as part of the MBA program, conducted research study to identify Enterprise IT Systems requirements, from Manufacturing Organizations. The scope of study was medium to large scale businesses utilizing or planning to implement, MRP I, MRP II and ERP Applications
- Studied IT infrastructure maturity levels for adoption of complex software systems
- Interfaced with all levels of IT management, to gather insights into the requirements, design, development, implementation and maintenance of enterprise software applications and systems.

Senior IT Project Manager - 2

Professional Summary

- Management consulting professional with over 16 years of proven Project Management leadership.
- Projects have focused on the areas of Enterprise Architecture (EA), IT strategic planning, and governance.
- Relocating to Minneapolis, MN August 2016.
- Responsible for leading project teams and building strong collaborative relationships with clients.
- Detailed-oriented problem solver who enjoys interacting with clients to solve their biggest challenges.

Education

- Bachelors of Science, Psychology, August 1999, University of Iowa, Iowa City, IA
- Project Management Institute, Project Management Professional (PMP) Certification, July 2008
- Information Technology Infrastructure Library (ITIL), v3 Foundations Certification, May 2010
- ITIL Intermediate Certification in Service Strategy, May 2013

Awards and Honors

- Deloitte Applause Award for Exemplary Performance, May 2013
- Deloitte FY13 Recognition for Technology Award for Exemplary Teamwork, April 2013
- BearingPoint Silver Beacon Award, May 2008

Professional Summary

T. White Parker Washington, DC/ U.S. Department of Transportation (DOT)

Principal Consultant, Engagement Manager

Dec 2015 - Present

- As the engagement lead, responsible for internal project management (scope, budget, and schedule); development and review of all work products, weekly and monthly status reports to support executive communications and monthly invoicing; identifying and tracking risks, dependencies, and development of mitigation plans.
- Leading a 9-member team (including sub-contractors) consisting of mid- to senior-level consultants supporting nine contract areas: IT Policy and Planning; IT Portfolio and Capital Planning and Investment Control (CPIC); Enterprise Architecture; Business and Customer Service Analysis; Human Capital Management; Communications and Training Support; Continuous/Business Process Improvements; General Acquisitions; and Program Management Services.
- Responsible for all project phases (Initiate, Plan, Execute, Monitor and Control, Close).
- Responsible for developing project plans, managing schedules, assigning tasks, and confirming monthly sprint priorities with the contract representative.
- Successfully written and reviewed proposal submissions to support growing the T. White Parker DOT portfolio.
- Conducted semi-annual and annual employee reviews for three project team members.

Aver Consulting Group, Washington, DC/ U.S. Department of Homeland Security (DHS)

Enterprise Architecture Senior Associate

October 2014 – December 2015

- Led the effort to update the Homeland Security Enterprise Architecture Principles and received approval from the DHS-wide Enterprise Architecture Community of Excellence (EACOE) contributed to increased transparency and consistent EA governance decisions.
- Key contributor in enhancing the DHS Technical Reference Model (TRM) to communicate approved hardware and software products within the Enterprise Architecture Repository; responsible for tracking business driven capability requests through implementation, developed user stories within JIRA, and identified dependencies. Leveraged agile best practices, and collaborated regularly with stakeholders including the EACOE; component Chief Architects, Segment Architects, and Technical Architects; and database administrators.
- Key contributor in developing the DHS CIO response to Congress for the DHS IT Duplication Reduction Act of 2015 (H.R. 1626) outlining the Department's approach to assess potential duplication and fragmentation. Structured the DHS inventory of potentially duplicative IT systems to enable review by

DHS component Chief Architects, Segment Architects, and Line of Business leads to support the response and follow-on activities.

- Led the effort to document the Enterprise Business Management Office's (EBMO) IT and acquisition governance roles and responsibilities across the System Development Lifecycle, identified touch points shared between EBMO and Program Accountability and Risk Management office. Enabled Executives to understand opportunities to formalize collaboration, harmonize governance practices, and documented organizational relationships.
- Provided on-going support to the DHS EACOE through the facilitation of meetings, conducting analysis, and developed recommendations.
- Liaison to government and contractor stakeholders at all-levels including executives, contractors, and vendors.
- Developed and reviewed proposal sections to support business development opportunities.

Deloitte Consulting, LLP, Arlington, VA/ U.S. Postal Service (USPS)

Manager

May 2009 – Oct 2014

- Responsible for a 4-member team, consisting of junior to mid-level consultants.
- Conducted the project management activities supporting the establishment of the Enterprise Patch Management Compliance (EPMC) process.
- Responsible for developing the EPMC process to remediate open Office of the Inspector General (OIG) findings and enhancing the security posture of the organization.
- Led the development of the documentation and supporting templates to enable the management and rollout of the EPMC, including annual and monthly communications templates and project plan templates.
- Liaison to government and contractor stakeholders at all-levels including executives and engineering teams. Developed and presented all communications to stakeholders, outlining their roles and responsibilities for the new processes.
- As an Engagement Manager, responsible for internal project management (scope, budget, and schedule); development and review of all work products, weekly and monthly status reports to support executive communications and monthly invoicing; identified and tracked risks, dependencies, and developed mitigation plans.
- Conducted semi-annual and annual employee reviews for four project team members and 4 non-project team members.

U.S. Department of Veteran's Affairs (VA)

- Responsible for collaborating with the business PMO to develop a Business Requirements Prioritization Dashboard to identify agile release requirements with the greatest business value/ impact. Increased the IT organization's ability to be strategic, furthered their success of supporting business needs.
- Responsible for the development of work products and weekly and monthly status reports to support executive communications and monthly invoicing.

U.S. Department of Justice (DOJ)

- Responsible managing the development, data maintenance, and configuration management of the Justice Enterprise Architecture Database; completed continuous improvement activities; coordinated with stakeholders including EA, IT Investment Management (ITIM), Data Center Consolidation Initiative (DDCI), and shared services efforts.
- Developed the DOJ's green IT policy documents, including the Department of Justice IT Electronics Stewardship Plan, Department of Justice IT Power Management Plan, and Goal 7 of the 2011 and 2012 Department of Justice Strategic Stewardship Performance Plan (SSPP).
- Liaison to the Program Manager, Information Sharing Environment (PM-ISE) Data Aggregation Working Group (DA WG), and DOJ component organizations to support information sharing efforts.
- Served as a liaison to and regularly interacted with government clients at all-levels including executives and contractors.
- As an Engagement Manager, responsible for internal project management (scope, budget, and schedule); development and review of all work products, weekly and monthly status reports to support executive communications and monthly invoicing; identified and tracked risks, dependencies, and developed mitigation plans.

- Conducted semi-annual and annual employee reviews for four non-project team members.

Federal Bureau of Investigation (FBI)

- As the EA Governance Lead, validated IT projects addressed policies and mandates established by Office of Management and Budgets (OMB), Government Accountability Office (GAO), FBI Security Division, and the Intelligence Community (IC) across all lines of business.
- Promoted reuse and sharing opportunities by analyzing available enterprise solutions to meet business needs before developing new IT solutions.
- Assisted in defining the scope for IT projects to confirm compliance and alignment with the FBI's EA, OMB, GAO, Security Division, IC, and other mandates for IT projects.
- Assessed the methodologies used by projects to help improve the quality of the planning and design, which increased probability of project success and proper integration with existing systems and infrastructure.
- Confirmed plans for mitigating potential future risks to the existing FBI infrastructure were in place and monitored the compliance through the Life Cycle Management (LCM) process.
- Updated existing policies and directives to reflect changes in the EA governance process.
- Led the creation, data maintenance /quality assurance, and configuration management of the FBI Bureau IT Knowledge Repository (BIKR), providing a centralized IT data repository easily accessible across the enterprise, consolidated authoritative datasets, reduced the number of internal data calls, and enabled users to address their own information needs by providing access to data and the ability to submit data updates.
- Led the development and review of BIKR documentation, including Bureau IT Knowledge Repository Data and Configuration Management Plan, v1.0; Bureau IT Knowledge Repository Change Request Processes, v1.0; and Bureau IT Knowledge Repository Data Maintenance Handbook.
- Key contributor in establishing the Information and Technology Branch is Customer Liaison Office by shaping the mission statement of the CLO to meet the IT needs of the FBI and assisted in expanding the reach to all FBI branches.
- Matured the ITB Governance Unit by establishing effective frameworks, policies, procedures, and strategic relationships for executing the LCM directive.
- Served as a liaison to and regularly interacted with government clients at all-levels including executives, contractors, and vendors.
- As an Engagement Manager, responsible for internal project management (scope, budget, and schedule); development and review of all work products, weekly and monthly status reports to support executive communications and monthly invoicing; identified and tracked risks, dependencies, and developed mitigation plans.
- Conducted semi-annual and annual employee reviews for 4 non-project team members

U.S Internal Revenue Service (IRS)

- Responsible for the development and review of the Enterprise Services Approach and Framework; identified, defined, and prioritized 19 candidate enterprise services important for the successful delivery of the Customer Account Data Engine 2 (CADE 2) Transition State 2 (TS2) Program.
- Responsible for conducting a gap analysis to review the most critical enterprise services, resulting in the development of five whitepapers; outlining the future vision, approach, and specific gaps to be addressed.
- Led the development of the formal scope document to define what is in-scope and out-of-scope; while articulating the functionality that must be delivered to realize the intended outcomes and benefits of the CADE 2 TS2 Program.
- As an Engagement Manager, responsible for internal project management (scope, budget, and schedule); development and review of work products, weekly and monthly status reports to support executive communications and monthly invoicing; identified and tracked risks, dependencies, and developed mitigation plans.
- Conducted semi-annual and annual employee reviews for four non-project team members.

BearingPoint (Practice acquired by Deloitte Consulting, LLP) McLean, VA/ Federal Bureau of Investigation (FBI)
Manager
May 2008 - May 2009

- As the EA Governance Lead, validated IT projects addressed policies and mandates established by Office of Management and Budgets (OMB), Government Accountability Office (GAO), FBI Security Division, and the Intelligence Community (IC) across all lines of business.
- Promoted reuse and sharing opportunities by verifying projects analyzed available enterprise solutions to meet business needs before developing new IT solutions.
- Assisted in defining the scope for IT projects to confirm compliance and alignment with the FBI's EA, OMB, GAO, Security Division, IC, and other mandates for IT projects.
- Assessed the methodologies used by projects to help improve the quality of the planning and design, which increased probability of project success and proper integration with existing systems and infrastructure.
- Updated existing policies and directives to reflect changes in the EA governance process.
- Led the creation, data maintenance /quality assurance, and configuration management of the FBI Bureau IT Knowledge Repository (BIKR), providing a centralized IT data repository easily accessible across the enterprise, consolidated authoritative datasets, reduced the number of internal data calls, and enabled users to address their own information needs by providing access to data and the ability to submit data updates.

BearingPoint, McLean, VA/ Federal Bureau of Investigation (FBI)
Senior Consultant
Feb 2005 - May 2008

- As the engagement controller, prepared monthly status reports, tracked deliverables, maintained spend plans, and resolved issues involving invoices or deliverables.
- Administered and maintained the FBI EA Repository, including design, development, and data maintenance. Lead the development and review of the following FBI EA Repository documents: EA Repository Data Migration Plan, v1.0 and System Architect Suite v11 Transition Plan.
- Led the maintenance of the Enterprise Architecture Program Office (EAPO) SharePoint site, streamlining architecture development team and stakeholders.
- A key contributing team member in developing the FBI EA artifacts including the FBI Target EA Report, v 1.0; FBI Interim EA Report, v 1.1; and FBI EA Transition and Sequencing (T&S) Plan, v1.0. She researched and gathered information for the FBI T&S Plan Validation Workshops.
- Supported facilitation of the FBI Enterprise Architecture Board meetings, in support of the EA Council and EA governance.

SY Coleman, Arlington/ VA US Army Space Brigade HHC and the US Army Space Control Companies
Consultant
Mar 2002 - Feb 2005

- Key contributing team member in the planning and development of the US Army Space Brigade HHC and the US Army Space Control Companies Interim Enterprise Architecture Operational Views.
- Customized Popkin's System Architect and Army Architecture Repository Management System (AARMS) Repositories to capture data artifacts. Artifacts included Overview and Summary Information (AV-1), Integrated Dictionary (AV-2), Operational Concept Diagram (OV-1), Operational Node Connectivity Diagram (OV-2), Information Exchange Matrix (OV-3), Organization Chart (OV-4), and the Activity Model (OV-5).
- Worked as a member of an architecture team updating the Ground-based Midcourse Defense Brigade EA, maintained System Architect and AARMS repositories to incorporate updated information exchanges, equipment assignments, and tasks.

National Wildlife Federation (NWF), Reston, VA
May 2001 – Feb 2002

- Affiliate Relations and Field Operations Liaison

- Directly supported the Vice President of Affiliate Relations and Field Operations, the Director of Affiliate Relations, and 14 Regional Organizers by coordinating and processing the “Annual Applications for Affiliation” for NWF’s 46 state affiliates.

Kolina Technologies, Inc., McLean, VA/ BBCAmerica

Project Manager

Jul 2000 – May 2001

- Provided Project Management support for four websites: www.bbcamerica.com,
- www.thebritbeat.com, www.bbcmusicmagazine.com, and www.shop.bbcamerica.com.
- Communicated regularly with Kolina’s infrastructure leads and application and database developers to confirm alignment with requirements and the integrity, security, and availability of the BBCA websites.
- Provided creative direction for website development to front-end interfaces.

Microsoft Office Specialist Trainer - 1**Professional Summary**

- Successful business and education professional with leadership capabilities and hands on experience in research, administrative support, instructional technology and business; looking to expand my work experience beyond a traditional school setting.
- Experience in instructional design and development including developing instructional strategies and content, developing eLearning, performance support, and other solutions.
- Solid knowledge of adult learning theory, instructional design principles and practices.
- Excellent oral and written communication skills.
- Strong service focus and business acumen with proven analytical and problem solving skills.
- Excellent organizational skills, with a strong attention to details, relationship management and leadership skills.
- Project management and course development experience.
- Experience with using a variety of eLearning applications.
- Experience managing student database to provide routine data regarding participant demographics, enrollment, attendance, participation, statistical information, employment contacts, and generally required reporting information related to student progress.

Education

- Master of Science in Leadership - Grand Canyon University, Phoenix, AZ - February 2016
- MBA in Strategic Human Resource Management - Grand Canyon University, Phoenix, AZ, May 2014
- M.Ed. in Instructional Technology - Grand Canyon University, Phoenix, AZ - March 2012
- B.S.B.A. in Management Information Systems - Norfolk State University, Norfolk, VA - May 2005

Professional Competencies

- Licensed by Maryland State Department of Education to teach Middle and Secondary School Business Education and Computer Instruction
- Microsoft Office User Specialist (MOUS) Certified in: Excel 2010 & 2013, Outlook 2010 & 2013, PowerPoint 2010 & 2013, Word 2010 & 2013

Software Capabilities

- 2007, 2010 and 2013 Microsoft Office Suite, Windows XP, Windows 7, Windows 8-8.1 and Windows 10 Macintosh Operating Systems, 2009 and 2011 Microsoft Office Suite for Mac and Adobe Programs

Certifications

- Microsoft Office Specialist, November 2024
- Microsoft Certified Professional, November 2024

Professional Experience**OfficePro, Inc, Gaithersburg, MD****Microsoft Office Trainer****2015 to Present**

- Provided classroom instruction and conducted instructor-led training to multiple government and private agencies on the entire Microsoft Office 2007, 2010 and 2013 Office Suite.
- Designed and customized training materials to meet constituent needs on beginner, intermediate and advanced level Microsoft Office 2007, 2010 and 2013 Office Suite.
- Created full color quick reference guides, handouts and other cheat sheets to coincide with the classes.

A & A Solutions, LLC, Washington, DC**Education Consultant/Instructional Design/Microsoft Trainer****2012 to Present**

- Provided customized Microsoft Office 2007, 2010 and 2013 instruction and conducted needs assessments for customization.
- Develop instructional design; instructional strategies and content in alignment with constituent need using a variety of learning development tools and technologies.
- Designed and developed learning materials using various designer tools and templates.

- Provided assistance in blending content knowledge and knowledge of differentiated instruction with the workshop model for instruction while incorporating instructional technology.

Blackbaud, Washington, DC
Educational Consultant
May 2016 to September 2016

- Delivered professional, technology training to staff members of not-for-profit organizations who use Blackbaud solutions. Specific focus is on fundraising (The Raiser's Edge).
- Provided fundraising best practices with emphasis on database management policies and donor relations/stewardship

YouthBuild Public Charter School, Washington, DC
Adult Education Computer and Microsoft Instructor
January 2015 to June 2015

- Provided certified Microsoft instruction in 2010 Office Suites for students in pursuit of Microsoft Office Specialist certification.
- Provided basic, intermediate and advanced computer instruction to adults (ages 16-25).
- Developed lesson plans and curriculum that are responsive to the students' needs and improve digital literacy as well as prepare for and complete IC3 certifications.
- Provide ongoing assessment of individual student progress and adapt curriculum and lesson plans according to the needs of the students.

Community College Preparatory Academy, Washington, DC
Learning Lab Manager/Instructional Technology Liaison/ Microsoft Instructor
June 2013 to October 2014

- Developed instructional strategies to help ensure success for adult learners in GED preparation and computer-based learning using a blended learning model.
- Provided certified Microsoft instruction in 2010 and 2013 Office Suites for students in pursuit of Microsoft Office Specialist certification.
- Tracked student progress utilizing cloud based software and implemented interventions to prevent poor student performance.
- Served as a liaison between the Executive Director and the IT Contractor for all instructional technology related affairs.

New Horizons Computer Learning Center, McLean, VA
Microsoft Office Trainer
2012 to 2012

- Provided classroom instruction and conducted instructor-led training to multiple government and private agencies on the entire Microsoft Office 2007 and 2010 Software Suite.
- Designed and customized training materials to meet constituent needs on beginner, intermediate and advanced level Microsoft Office 2007 and 2010 Office Suite.
- Created full color quick reference guides, handouts and other cheat sheets to coincide with the classes.
- Coordinated with Training Managers and Account Executives to ensure quality instruction was delivered.

University District of Columbia Community College, Washington, DC
Adjunct Faculty/Adult Education/ Microsoft Instructor
2010 to 2012

- Washington, DC - and - Prince George's Community College, Largo, MD - Adjunct Faculty/ Adult Education/ Microsoft Instructor (2010 – 2012)
- Conducted customized computer training on Microsoft foundation using New Perspective learning materials.
- Created materials to coincide with the customized training for beginner and intermediate skill levels for Microsoft Office 2010 Software.
- Provided classroom instruction in Math, Language Arts and GED prep.
- Created instruction that cultivated comprehension, language arts and essay writing, critical thinking and problem-solving skills targeted to adult learners.

Hospitality High School of Washington, Washington, DC

Hospitality/ Business Education Teacher

2009 to 2010

- Effectively managed relationships with students, parents, administrators, colleagues, community, and other school system staff to assist in successful student matriculation.
- Provided instruction on the business aspects of the Hospitality industry that reflected multiple perspectives and multicultural education while interacting daily with diverse populations.
- Assisted students with goal setting and transition goals for post-graduate educational attainment and employment.

Prince George's County Public Schools, Upper Marlboro, MD

Math/Business Education Teacher

2006 to 2009

- Provided instruction on multiple industries and aspects of business and accounting that reflected multiple perspectives and multicultural education while interacting daily with diverse populations.
- Assisted students with goal setting and transition goals for post-graduate educational attainment and employment.
- Developed proficient knowledge of school organization, goals and objectives, curriculum, teaching techniques, current trends, research, and materials of instruction in field of specialization.

Microsoft Office Specialist Trainer - 2

Professional summary

- Over 15 years of experience in Branding, Event Marketing, Retail Distribution, On - Air Talent, and Corporate Training.

Education

- Associates of Science in Electronic Engineering, ITT TECH, Hayward, CA, 1998 to 2000

Skills

- Microsoft Office (5 years), On-camera Training (4 years), Content Creation (5 years), Public Speaking (10+ years), Public Relations (3 years)

Skills include: facilitation, communication, fostering relationships and managing various teams.

| | | | |
|-----------------------------|------------------------------|-----------------------|-------------------------|
| Windows | Mac OS | Office 365 | Sales |
| On-Camera Delivery | Public Speaking | Project Management | Training Facilitation |
| Marketing | Content Creation | Event Management | Event Production |
| Detail & Process Orientated | Oral & Written Communication | Teleprompter Delivery | Social Media Management |

Work Experience

International

Senior Trainer Microsoft

Jan 2014 - Nov 2016

- Responsibilities included: project management, training delivery, content creation, and train - the - trainer execution. On-camera training videos, Home Shopping Network (HSN) and live audience keynotes. Expense and budget management. Business to Business executive training on Microsoft hardware and software in the United States and Asia.
- Training of QVC and HSN on-camera hosts. Product categories included: XBOX, Windows, and Surface, Microsoft Office, and Hardware accessories.
- Presentations to audiences of 1,000+ attendees. Event and Production Management for large keynotes

Nationwide/ Microsoft Corporation

Corporate Lead Trainer Market Star

Mar 2011 - Jan 2014

- Marketing, sales, and training consultant for various products launches and ongoing marketing initiatives. Relationship management with clients and partnering agencies
- Business to Business and Business to Consumer Training. Event coordination for various large and small retail trainings including sales days and seasonal initiatives. Expense and budget management

Nationwide/ Microsoft, Sony, HP, Kodak, NASCAR, Dell, EA Sports, and Activision

Sr. Field Manager/ Sr. Field Coordinator GMR Marketing

Jul 2005 - Dec 2013

- Managed and Implemented world class-branding programs for Fortune 500 companies
- Managed and coordinated setups and breakdowns of large scale footprints
- Direct event coordination with foot traffic of over one million people
- Business to Business coordination and liaison for multimillion dollar marketing campaigns
- Managed a national team on brand building campaigns that included grass roots execution supported by television, radio, print media and professional athletes. D.O.T Certified driver - 24 ft. box truck with over 1600 logged hours. Crisis control management

Department of Transportation/ Marketing/ Houston Metro Transit Authority & Los Angeles

Retail Distribution

2006 - 2009

- Marketing sales and training consultant for launch of first transit smart card in US
- Over 65 deals brokered with major and independent convenience/ retail stores and distribution companies including: ACE Cash Express, Valero, Kroger, and Grocery Supply
- Direct management of sales team implementing multi-brand strategy
- Sales training and technical assistance for over 125 supermarkets and convenience stores
- Brokered over 20 contracts for LA Dash retail transit pass program. Assisted in fostering and building community partnerships with large and small organizations in downtown Los Angeles

Cyber Security Auditor - 1

Professional Summary

- Security Clearance: Top Secret/SCI.
- Administration experience of Microsoft Windows Vista, XP, 2000, Server 2000, NT O/S and Microsoft Office suite.
- McAfee HBSS administration; ePO 4.0, Virus Scan Enterprise, Policy Auditor, Asset Baseline Monitor and RSD.
- Security Information and Event Management (SIEM) administration and management; Arcsight.
- Experience with variety of IA devices; Niksun NetTrident, Bluecoat Proxies, Wireshark, Snort Network IDS, and Cisco firewall, Cloudshields, Load Balancers.
- Information Assurance Analysis and data correlation
- Data Loss Prevention. INFOSEC, OPSEC and COMSEC expertise.
- Network Operations - In-depth working experience with DoD agencies.
- Medical environment experience, HIPAA certified.
- Intrusion Prevention experience; Network IPS (NIPS) McAfee Intrushield, Host-Based Intrusion Prevention (HIPS) McAfee HIPS. UNIX administration.

Education

- US Air Force Intelligence School - Goodfellow AFB, TX - August 2006 to September 2006
- Air Force US Air Force Airman Leadership School - Lackland AFB, TX - February 2006 to March 2006
- Information Technology - San Antonio Community College, January 2003 to December 2003
- Certification in Information Systems - Marine Corps Electronics Computers School, Palms, CA - January 2001 to January 2001
- Diploma in Computer Science - Theodore Roosevelt HS, San Antonio, TX - January 1996 to January 2000

Work Experience

Parsons Corp., San Antonio, TX

Enterprise Cyber Security Engineer

November 2014 to Present

- Use security data to audit, detect and coordinate remediation of any security or infrastructure related issues. Assess security impact of security alerts and traffic anomalies on networks
- Project Manager for the development team to design and implement new SIEM (Splunk) infrastructure
- Responsible for troubleshooting, configuring, and installing Splunk components
- Manage Splunk knowledge objects (Apps, Dashboards, Saved Searches, Scheduled Searches, Alerts, Reports)
- Ensuring the Splunk environment continuously meets specification in terms of business requirements (SLA's), application design (standards), and infrastructure performance (KPI's)
- Build strong relationships with internal technology partners, and provide coaching & mentorship to technology teams
- Provide technical expertise and consultancy to the Splunk implementation team(s)
- Governance of change to ensure solution integrity and platform stability
- Partnership with the Service Management teams to develop solution roadmaps for the various functions that the platform supports
- Engage with avenues of influence (Splunk product managers, user groups, etc.) to align platform capabilities with business requirements

US Air Force Reserves, Brooks City Base TX

Electronic System Security Analyst

March 2005 to Present

- 5 years of service, emulating the role of a hostile intelligence service (HOIS) by collecting, analyzing, and processing Department of Defense (DoD) telecommunications, such as: telephone, computer-to network.
- Ensure highly sensitive materials and documentation are properly handled and disposed of according to appropriate directives and instructions.

- 4 years as an Operational Supervisor include briefing on the monitoring, and protecting of C4 and C4I systems against United States adversaries.
- Also prepare reports, on COMSEC, OPSEC, and INFOSEC over telecommunications networks or the lack of security.
- Daily task also included monitoring e-mail, fax, and voice systems, by using Windows, and UNIX based OS used by the DoD.
- Compiled and maintained databases, to include, establishing database requirements, and maintaining data on military and related operations, telecommunication vulnerabilities, and threat information.
- Responsible for maintaining/safeguarding all classified file and databases, along with unclassified files and databases.
- Provide critical intelligence support for intelligence missions within and outside of the continental United States.
- 3 years of Supervising an intelligence operations team which is responsible for assessing the electronic security and intelligence threat to bases worldwide.
- Experienced and knowledgeable of most intelligence information systems; have disseminated threat information via classified on-line media to intelligence units nation-wide.
- 5 years of working with other base agencies, headquarters personnel, and other intelligence community agencies such as Secret Service, FBI, CIA, US Customs, NSA, etc.
- 5 years of service, emulating the role of a hostile intelligence service (HOIS) by collecting, analyzing, and processing Department of Defense (DoD) telecommunications, such as: telephone, computer-to network.

Accuvant Inc. San Antonio, TX
Security Technology Consultant
November 2013 to November 2014

- Work as an Endpoint (McAfee, Symantec), SIEM (Arcsight, Nitro), or Data Protection (McAfee, RSA) Consultant to fully deploy multiple software and hardware technologies that are supported by the Endpoint/SIEM/ or Data Protection Technology Practice at customer sites along with training and knowledge transfer.
- Collect and document technical requirements from customers and configure Endpoint Technologies and software to work within the capabilities of the applications and hardware for those requirements.
- Review the configuration decisions that are available to customer and provide expertise and guidance on best practices.
- Provide in-depth onsite and remote technical guidance to both new and existing Endpoint Solutions Practice customers to ensure a successful implementation.
- For small and medium engagements, perform project management functions.
- Work closely with other members of the services team evaluating, testing and rolling out future product releases.
- Responsible for best practices material development and maintenance in concert with Endpoint Solutions software and hardware product releases.

ManTech International Corporation, Lackland AFB, TX
Cyber Security Engineer
November 2011 to October 2013

- Research and develop content for ArcSight Solution Packages, including the formation of content-specific queries, templates, reports, rules, alerts, dashboards, workflow, visualizations, etc.
- Integrate data and event feeds with ArcSight SIEM.
- Build and implement SIEM reporting to inform and assist clients' incident response teams and security managers. Troubleshoot and configure networking devices
- Worked with remote access systems (SSL, VPN appliances, network admission control/end point control services, token based authentication, integration with Active Directory and Windows)
- Review and assist in development of requirements and technical specs
- Direct experience in customer engagements, business case analysis, go-to-market messaging and planning, and new product introduction
- Proactively monitor and report on current Internet threats, as they relate the company's deployed product base

- Utilize compliance and vulnerability assessment tools to analyze products for configuration and patch vulnerabilities
- Implement security event analysis and intrusion detection (Firewalls, VPNs, VLANs, IDS/IPS Incident response - triage, incident analysis, remediation)

Clearbridge Technology Group, Austin, TX

RSA Security Consultant

June 2011 to November 2011

- Assist customer with their implementation of DLP suite
- Assist client with securing their Data at Rest, Data in Motion, and Data in Use
- Conduct overall day-to-day maintenance of the DLP platform
- Install and configure DLP products; Sensors, ICAP device's, Enterprise Manager, Network Controller, Grid workers, Interceptor's and Endpoint agents
- Provide best-practices subject matter expertise regarding DLP system administration, scanning and remediation processes
- Troubleshoot DLP issues and drive supports cases to resolution
- Upgrade/ patch current DLP platform to latest versions
- Optimize DLP performance, including DLP Content Blades, regular expressions, rules, and reports
- Informal knowledge transfer to customer staff

Senior Network Security Engineer

US Air Force 33 Network Warfare Sqdrn, Lackland AFB, TX

December 2010 to June 2011

- ArcSight IMS) - Supporting all aspects of DoD's largest Implementation of ArcSight Security Information and Event Management.
- Supporting the establishment, enhancement, and continual improvement of an integrated set of correlation rules, alerts, searches, reports, and responses.
- Supporting a timely review of reports from ArcSight products. Working corrective action of deficiencies or vulnerabilities, and ensure the effectiveness of these measures.
- Coordinating and conducting event collection, log management, event management, compliance automation, and identity monitoring activities for customer systems under the teams' purview.
- Analyzing data collected by the ArcSight and related systems, identifying results that dictate immediate corrective action, trends that drive prompt action, and areas that require continued monitoring and/or further analysis.
- Responding to day-to-day security requests relating to ArcSight operations.
- Performs all administration, management, configuration, testing, and integration tasks related to the ArcSight system.
- Develops, implements, and executes standard procedures for the administration, backup, disaster recovery, and operation of the ArcSight systems infrastructure including operating system security hardening, backup management, capacity planning, change management, version/patch management and lifecycle upgrade management.
- Interfaces with IT security analysts to adapt ArcSight capabilities to meet operational requirements.
- UNIX administration of ASIM sensors and directors.
- Command line administration and configuration of equipment.
- Tunes ArcSight performance and event data quality to maximized ArcSight system efficiency.
- Assists with analyst using ArcSight and other tools to detect and respond to IT security incidents.
- Responding to escalated requests for technical assistance.
- Rapidly provide fix actions.
- Perform routine equipment checks and preventative maintenance.
- Understanding client's operational and sustainment methodologies and processes.
- Provides network troubleshooting and support.
- Provides technical support and training to end-users.
- Administers network security.
- Provides complex server maintenance.
- Sets up new users and deletes old users from the network.
- Maintains current knowledge of relevant technology as assigned.

- Participates in special projects as required.
- Acts as IT architecture expert to CSC and 33rd NWS client.
- Provides Network and System Administrator functions as required.
- May design and develop highly complex, integrated solutions to meet business.

US Army Medical Information Technology Center/ Modis

Network Security Engineer

December 2009 to December 2010

- In depth management of (HIPS) Host Intrusion Prevention Systems (HIPS) via HBSS, McAfee Anti-Virus (AV), Rouge Asset detection (AV), and Data Loss Prevention (DLP).
- Deploy HBSS to more than 90,000 nodes within the MEDCOM enterprise worldwide.
- Evaluate, design, advise, implement, and integrate products and controls into various platforms, network devices, and systems.
- Perform daily monitoring and analysis of the HBSS console event traffic.
- Maintain HBSS to MEDCOM established standards.
- Enforce MEDCOM IA policy via HBSS Policy Auditor.
- User level experience in VMware environment.
- Provide recommendations and solutions for improvements to security posture
- React to and provide preventive measure for outbreaks / abnormal behavior.
- Assist remote Medical Treatment Facility (MTF) administrators in resolving HBSS issues.
- Assist remote MTF administrators with deploying new systems and configuring the systems to comply with MEDCOM IA / HBSS policy.
- Modify and add policy within HBSS as directed by MEDCOM policy and procedures.
- Support 24 x 7 operations of MEDCOM
- Utilize Implement and configure software and appliance-based products within the Army MEDCOM Theater Architecture.
- Work within MEDCOM/USAMITC to develop and implement effective network, product, and application solutions.
- Maintain security monitoring and reporting appliances; leading and analyzing security reporting.

Lockheed Martin

Information Assurance Engineer

March 2007 to December 2009

- Conduct network security monitoring and intrusion detection analysis using the Air Force's selected intrusion detection tool; ArcSight ESM 4.0.
- Implement Network and Asset Models to build a custom business-oriented view within an ArcSight ESM environment.
- Utilize both standard and custom reference resources such as the online ArcSight Knowledge Base and Reference Pages available within the ArcSight ESM product to research and document selected events and event management processes.
- Navigate ArcSight ESM Console and Web Components to effectively Correlate, Investigate, Analyze, and Remediate both exposed and obscure vulnerabilities to give situational awareness and real time incident response.
- Customize an ArcSight ESM environment by creating Active Channels, Data Monitors, and Dashboards to visually manage security event data sources in an enterprise environment.
- Utilize ArcSight ESM Stock Content, such as standard Filters, Rules, Active Lists and Reports, which make ArcSight ready to use upon initial installation.
- Design and implement custom Filters, Rules, Session Lists and Active Lists, along with Integrated Case Management and Workflow, to identify, categorize, and, if needed, escalate events of interest and manage event data streams flowing into ArcSight ESM
- Management and configuration of McAfee HBSS v. 3.0 EPO Server
- Creation and management of HIDS rules and EPO Server Policies.
- Analysis of rules and alerts from the McAfee HIDS. Conduct network security monitoring and intrusion detection analysis using the Air Force's selected intrusion detection tool; ArcSight suite.
- Provide network security monitoring; correlation analysis via Intrusion Detection System (IDS); preventative measures via vulnerability assessments, malicious logic monitoring, analysis; reporting

and handling, incident response forensics, battle damage assessments, and countermeasures analysis operations.

- Perform database queries and submit threat requests against offending foreign IP addresses.
- Research suspicious activity, document and report it. Correlate suspicious activity across Major Air Force Commands.
- Coordinate actions with Air Force Network Operations Center (AFNOC) and the Major Command Network Operations and Security Centers (MAJCOM NOSCs).
- Utilize NSD website, daily operations status reports, the Computer Security Assistance Program (CSAP) Computer Database (CDS), the Non-classified Internet Protocol Router Network (NIPERNet), Secret Internet Protocol Routed Network (SIPERNet), Global Command and Control System (GCCS), and Joint Worldwide Intelligence Communications System (JWICS) Intelink to distribute Net Defense information to Air Force units.
- Support and assist in development, test, and implementation IDT on Air Force networks as required.
- Document Network devices and location of network devices and provide technical information to AF Customers on devices with an emphasis on any possible security issues.
- Provide development and teaching of courses in Networking Analysis.
- Help with review and creation of analyst processes, workflows and reporting documents

CCC Group Inc, San Antonio, TX

Administrative Technician II

December 2004 to March 2007

- Daily management of the PBX phone system and Blue Print plotting machines
- Reprographics technician responsible for processing and printing of drawings requested by upper management; formats include AutoCAD, Adobe, Microsoft Image, and TIF files.
- Administrative technician for the maintenance, operation, and problem resolution of all fax machines, printers, and copiers in the corporate office.
- Creates, formats, and prints all company documentation using MS Word and Excel. Provide Level 1 Help Desk to personnel with the maintenance of office equipment and support to customers.
- Calculates, prints, and verifies accuracy of report of monthly long distance telephone charges by company personnel.
- Responsible for distribution of company mail and shipping and receiving of packages for the Facilities department. Performs daily deposits to the bank of company funds.

U.S. Marine Corps Reserve, San Antonio, TX

Data Network Specialist

November 2000 to March 2005

- Responsible for securing and administering the Reserve Center's network utilizing Host Intrusion Detection systems, executing virus scans, and vulnerability scans.
- Responsible for the installation, configuration, and management of data network systems in both a stand-alone and client-server environment, including MS Exchange, Defense Message Systems (DMS), Tactical Data Network (TDN) server and other windows networked systems.
- Provided helpdesk support for Windows users and peripherals (printers, scanner, and Windows 2000 servers).
- Configure, optimize, administer, and troubleshoot microcomputer network hardware and operating system software To include, workstation and server patching, Anti-virus updates, and service pack updates (Windows 98, 2000, server 2000).
- These include TCP/IP network design and installation and TCP/IP network administration.
- Support a myriad of computer and network operating systems to include; UNIX, Windows New Technology (NT), Windows 98, 2000, XP, Netware (IPX), and TCP/IP.
- Plan and execute the integration of multiple information systems in a network environment, evaluate and resolve customer information system problems, and effect required hardware upgrades and repair to maintain mission capability.
- Install, operate, and maintain Local and Wide Area Network (LAN/WAN) systems.
- Also selected as Unit Manager; supervised operations, scheduling, and assignments of seven personnel in the section.

Cyber Security Auditor - 2

Professional Summary

- Excellent customer service skills.
- Installation of operating systems (Novell, Windows XP, Windows 7
- Installation and configuration of Internet and protocols, TCPIP, SMTP, PCTCP, DHCP and Ethernet.
- Installation of Oracle 7, 8, 8i and all Oracle related products.
- Hands on installation, configuration, and management of stand-alone and network PC's.
- Ability to build a Server/ Pc.
- Installation and configuration of printers.
- Troubleshoot Patch Panel.
- Committed to success in the Computer field.
- Experience with FISMA, NIST, CYBERCOM and C&A
- Ability to work independently and as a team member.

Technical Skills

- **Hardware:** Proficiency with IBM PC's (XT, AT, clones), IDE Hard Drives and Disk Drives, Modems, BlackBerries, Laptops, NIC Cards, Sound Cards, HP printers, Scanners, Mother Boards, Jet Direct Cards, Video Cards, 3D Chips, Power Supply, Memory.
- **Software:** Retina, Proficiency with configuring and administrating Windows Server 2003, 2008 Active Directory, Symantec, Windows XP, Vista, Windows 7 ProjNet-C, Vantive, CableXpress, Travel Manager, Avis, Ghost, AutoCAD, Reams applications, Gems, Pass, WordPerfect, Norton utilities, DP Umbrella, MSMail, Rumba, McAfee, cc:Mail, MS Office 2007, 2010, Remedy, Netscape, Oracle, Osis, Infoforms, WANG NT Lock, Fortress, MS Outlook, MS Exchange, InfoRegs, InfoGuides, InfoLearn, PageMaker, Adobe Acrobat, Lotus Notes, MS Word, Access, Excel, PowerPoint, Omnipage, Omniforms, Visio, Microsoft FrontPage, EPACS, HP Surestore, Norton System Center, Tatel, Snag-it, Sacons.

Education

- Potomac College, Washington, DC. January 2002 to March 2002. Associate Computer Learning Center
- Alexandria, VA. 1994 to 1995, B.S. in Business/Marketing.
- Morgan State University, Baltimore, MD. Learning Tree Rockville, MD

Professional Experience

Saig Greenbelt, MD

Cyber Security Analyst Sr. & Lead Auditor

- Current duties include 2 major assignments with the NASA mission network.
- As the Lead Auditor currently responsible for documenting all hosts and equipment that connect to the NASA mission network which enables sensitive satellite equipment to enter orbit.
- As the Cyber Security Analyst has the ability to effectively identify vulnerabilities, perform vulnerability threat analysis, recommend remediation or mitigation, coordinate and validate remediation, and report on the overall vulnerability management program.
- Execute and automate scans with Nessus on networks, systems applications to identify security vulnerabilities. Recommend remediation and/or mitigation steps for identified vulnerabilities.
- Validate remediation or mitigation of vulnerabilities. Provide IT risk assessment executes audit strategy.
- Identify risks associated with IT infrastructure, operations and applications including pre/ post implementation audit reviews for ongoing IT projects along with current legacy applications.

Northrop Grumman (Dss), Quantico, VA

Cyber Information Assurance Analyst

Mar 2011 - Feb 2013

- Conduct assessments of systems and networks within the networking environment or enclave and identify where those systems and networks deviate from acceptable configurations, enclave policy, or local policy.
- This is achieved through retina scans, system scans, passive evaluations such as compliance audits and active evaluations such as vulnerability assessments.

- Follows strict program control processes to ensure mitigation of risks and supports obtaining certification and accreditation of systems. Assist in the implementation of the required government policy (i.e., NISPOM - National Industrial Security Program Operating Manual (NISPOM), DCID 6-3), make recommendations on process tailoring, participate in and document process activities.
- Perform analyses to validate established security requirements and to recommend additional security requirements and safeguards.
- Support the formal Security Test and Evaluation (ST&E) required by each government accrediting authority through pre-test preparations, participation in the tests, analysis of the results and preparation of required reports.
- Document the results of Certification and Accreditation activities and technical or coordination activity and prepare the system Security Plans and update the Plan of Actions and Milestones POA&M. Periodically conduct a complete review of each system's audits and monitor corrective actions until all actions are closed.

Department of State Obo/ Rm/Ex/ IRM/ NOMB, Arlington, VA

IT Specialist (PSC)

Jun 2009 - Mar 2011

- Current duties are as follows. Provide Network/ Server/ Desktop support for (SPC) Special Projects Division of the State Department.
- Responsibilities include but are not limited to creating/ removing groups, user accounts, modifying group policy, establishing and verifying backups, imaging and connecting workstations to the domain, provide Comsec support as Associate Comsec custodian, maintaining and securing 99% uptime for the SPC domain within the State Department Enterprise Network, provide daily status updates to Sr. Level Management on LAN, Verilink connectivity and all related IT issues.
- Assist in managing the workstation environment by providing assistance in building, testing and deploying application packages and updates through scripts or software distribution applications.
- Assist with the operation of Local Area Networks (LANs), Wide Area Network (WAN) and make recommendations where applicable. Experience with FISMA, NIST and C&A. Other duties include serving as the Sr. Laptop Administrator for SA-6 and the entire IRM program.
- Responsibilities include but are not limited to Imaging and encrypting laptops, installing all associated software per user request, providing training on laptop usage for all users concerning such things as WIFI connectivity, Key Fob usage, printing, CD burning and other issues, maintain complete documentation on all laptops, provide status to Sr. Level Management on all laptop assets that leave the SA-6 annex.
- Other duties include providing support for (VTC) Video teleconferencing by working with Polycom devices and MGC manager, creating laptop training rooms for 20 or more users, provide expert advice and guidance on a wide range of complex IT issues, conduct analyses and recommend resolutions of complex issues affecting specialty areas, and evaluating proposals for acquisition of IT products and services.
- Respond to and resolve second/ third level computer support and troubleshooting requests. Install, configure and support distributed computing and data communications equipment throughout the organization in a manner consistent with IT department FAM policies and procedures.
- Ability to work effectively in a dynamic environment and respond efficiently to changing priorities especially under pressure.

Lockheed Martin, Pentagon, Virginia, US

Sr. Systems Analyst

Jun 2005 - Jun 2009

- Provide Network/ Server/ Desktop support for the GCCS system. Responsible for providing advanced and highly complex analysis, design, configuration, testing, implementation, documentation and staff training activities of software that includes or supports the Windows 2003, GCCS operating systems, file and application servers, databases and network environments.
- Responsibilities include functioning as systems administrator and performing all tasks assigned to the Analyst/ Programmer classification. Other responsibilities include Functions as systems administrator in the areas of database management, security administration, network administration and overall system enhancement and maintenance.

- Perform production and testing involved in database management. Design and develops policies and procedures related to the security and use of computing resources. Works with all levels of GCCS personnel in the analysis of computing needs. Ability to assess the criticality of problems and prioritize accordingly to ensure that the most important issues are resolved promptly. Documents these programs to enable departmental staff to continue computer support to the related systems.
- Engages in the appropriate testing of computer systems. Participates in the development of user and operational documentation. Participates in user training about computer systems. Engages in continual maintenance and support of production systems.
- Work closely with the IT engineering team in transitioning new systems or upgrades to the production environment. Participates as directed in support of Data Communications networks. Works as directed in the continual effort to employ effectively emerging technologies in support of the GCCS system.

Tek Systems – MDA, Washington, DC

Network Engineer

Oct 2003 - Jun 2005

- Responsible for entire (MDA) Missile Defense Agency and satellite locations. Duties include, immediate deployment of Unclassified Windows 2000 and XP workstations and Classified Citrix WYSE terminals.
- Migrate data from the user's old pc to the new workstation. Create users new 2000/ Exchange Activity Directory network accounts.
- Install and configure all appropriate applications, some applications specific to the user's job and location. Install printers, PDA'S, Blackberries, and all other remote devices.
- Create blackberry user accounts. Configure and troubleshoot blackberry devices. Needed for the users' new workstation. Provide desktop support after the workstation is installed.
- Light training on the use of the new workstation applications. Provide an orientation for the user to become familiar with all new applications, Helpdesk numbers, Domains, printers, drive mappings and remote devices.
- Complete all appropriate paperwork and inventory associated with the user's old and new workstation. Respond to MDA VIP users personally. Generate and distribute daily reports to the Government ISSO and Management on each team's progress such as Network, Software Integration, Infrastructure, Special Projects, Desktop support and Helpdesk.

Department of State/ Getronics/ Digitalnet, Rosslyn, VA

Network Administrator III

Mar 2001 - Oct 2003

- Responsible for planning, analyzing and implementing management information systems for Department of State.
- Improve organizational performance that results in high levels of user satisfaction. The "Seat Management" style support would be evaluated through Vantive software via SLA'S.
- Provide support for all software including State Department internal software on Classified and Unclassified workstations. Develop strategies and provide expert recommendations to senior management to ensure that selected IT solutions are integrated and inter-operable.
- Maintain current knowledge of emerging trends in information technology including hardware, software applications and telecommunications systems. Quickly and efficiently rollover large quantities of pc's using "GHOST" imaging software.
- Communicate effectively both oral and in writing to a wide range of audience's including senior level executives.

STG INC Fairfax, VA

Systems Administrator

Feb 1999 - Mar 2001

- Responsible for entire LAN environment consisting of 30 to 45 users. Responsibilities include maintaining 7 servers.
- Maintaining 30 to 45 user PC's. Maintaining Y2K compliance for all servers and user PC's. Ordering up to date hardware and software for all servers and user PC's. Provide support for 2 servers running Oracle 8.

- Maintain, install and update all user PC's running Oracle. Update virus defs, service packs and other software at one time using Norton System Center. Maintain 3 LAN servers, 1 main, 1 backup and 1 for software.
- Provide support for 1 Top Secret Acquisition server. Maintain and update Top Secret Acquisition/ Requisition server for various users. Top Secret server is attached to stand alone internal LAN consisting of about 5 to 10 users.
- Responsible for supporting and maintaining MFA Web Server. Update MFA Web Site, create and maintain various Web Pages. Installation of Cisco and Synoptic hubs. Manageable experience with Cisco routers.

STG Inc. Arlington, VA

LAN/ WAN Administrator

Apr 1997 – Feb 1999

- Installed, configured and supported NT 4.0 Workstations. Configured PC's printers, software and hardware for operating systems in LAN environment to meet qualifications of any version of DOS, Windows, Banyan Vines, Novell and Windows NT 3.5 and 4.0.
- Department of State supported the Foreign Service Institute which had various language, voice and video capabilities. Installed, configured and supported various language packages such as Chinese, French, Spanish, Dutch and Korean. Installed, configured and supported advanced computer video capabilities such as VCR attachments, Video Conferencing and Speech Relay.
- Supported 1st level NT 4.0 server by installing users, unlocking user accounts, creating and deleting passwords and providing users with various rights.
- Troubleshoot and supported Apple Macintosh Stand Alone machines. Supported advanced security packages such as Osis CIA Internet and WANG NT Lock.

Next Generation Firewall (NGFW) Administrator - 1

Professional Summary

- Network Security Professional with 7+ years' experience in researching, implementing and administering network security solutions. Skilled in supporting and troubleshooting operational issues related to network security Infrastructure.
- Experience with convert Checkpoint VPN rules over to the Cisco ASA solution. Migration with both Checkpoint and Cisco ASA VPN experience.
- Advanced knowledge, design, installation, configuration, maintenance and administration of Checkpoint Firewall R55 up to R77 version.
- Advanced Knowledge in IPSEC VPN design connection and protocols, IPSEC tunnel configuration, encryption and integrity protocols. Palo Alto, Imperva Web App Firewall support and deployment.
- Implemented Zone Based Firewalling and Security Rules on the Palo Alto Firewall.
- Configure centralized management system (Panorama) to manage large scale firewall deployments
- Worked extensively in Configuring, Monitoring and Troubleshooting Cisco's ASA 5500/PIX security appliance, Failover DMZ zoning & configuring VLANs/routing/NAT with the firewalls as per the design.
- Implementing and maintaining F5 LTM Devices (Versions 9.x, 10.x and 11.x). Responsibilities include device builds for continuous application availability and Windows/Unix load balancing, code upgrades, and configuration management.
- Assist various users and groups to troubleshoot issues and support the implementation of new PKI rollouts. Plans and coordinates team projects.
- Worked with other IT groups to ensure Security policy and procedures are met concerning PKI implementations and usage.
- Managed operational security for HP's public cloud, including incident response, service hardening, Active Directory, VPN/2FA, PKI, firewall rules, and compliance.
- Experience with designing, deploying and troubleshooting LAN, WAN, Frame-Relay, and Ether-channel. Intense knowledge of IPV-6 servers.
- Hands on experience using diagnosis tools like TCPDUMP, Wireshark for analyzing the real time statistics during the packet flow.
- Well experienced in handling Cisco ACS and EMC RSA for remote access and authentication.
- Excellent communication and interpersonal skills, interfaces effectively with upper management, subordinates, co-workers & peers.

Technical Skills

- Routers Cisco 7609, 2600, 2800, 3800, 3640, Cisco 3745, 7200 Series
- Switches Cisco 3500, 5000, 6500 Catalyst Series Cisco 7000, 2000 Nexus Series
- Routing Protocols BGP, OSPF, , GLBP, and RIP, EIGRP, VRRP, HSRP
- Switching Protocols STP, RSTP, PVSTP, VTP, ARP, and VLAN
- IP Services DHCP, NAT, DNS, FTP, LAN/WAN
- Firewalls Checkpoint [...] Cisco ASA, Juniper
- Hardware HP, Compaq, Dell, IBM Servers
- Operating System Diagnosis Tool Third Party Tool Windows XP, Windows 7, SPLAT (SECURE PLATFORM), UNIX, Linux TCPDUMP, Wireshark Tufin

Professional Experience

TMNA, PA

Security/Firewall Admin

July 2015 to Present

- Works with client engineering groups to create, document, implement, validate, and manage policies, procedures, and standards that ensure confidentiality, availability, integrity, and privacy of information.
- Provide 24*7 supports for day to day global operational activities including Change Implementation, Handling Work order access Request, High Priority incident handling/troubleshooting for Security Devices (Firewalls, Proxies, IPS, SSL, VPN Devices etc.)
- Build and Support of F5 BigIP Load Balancers 8900 and Viprions (Versions 9.x, 10.x and 11.x)
- Researched, designed, and replaced aging Cisco ASA firewall architecture with new next generation Palo Alto appliances serving as firewalls and URL and application inspection.

- Palo Alto design and installation which includes Application and URL filtering Threat Prevention and Data Filtering. Exposure to wild fire feature of Palo Alto.
- Responsible for day to day operations of a large production F5 LTM/GTM load balancing environment.
- Rule development in TCL for various F5 solutions (uri-based balancing to multiple pools, URL rewrites, redirects, cookie and header manipulation and management, etc.
- Develop Engineering Documentations to record F5 environment and change processes LTM/ GTM/ iRules. Hands-on experience with configuring F5 Load balancing.
- Responsible for the integrity of PKI Infrastructure.
- Configured and maintained IPSEC and SSL VPN's on Palo Alto Firewalls.
- Successfully replaced Checkpoint R65 Provider1 to R77.20 & Migrated more than 500 firewalls from R65 to R77.20 Gaia across the globe it includes Checkpoint Appliance, HP, Dell & Nokia firewalls.
- 50 Firewalls software upgrade from R65 to R77.20 Gaia.
- Managing more than thousands Checkpoint Firewalls: Checkpoint R65/70/75, Checkpoint CMA, Multi Domain Services Manager (Provider-1) and Smart Center Management Server.
- Administration of 2FA (two factor authentication) software and hardware.
- Installation, configuration, management and troubleshooting of 2FA (Two factor authentication).
- Applied security enhancement by implementing certificates and RSA keys for authentication.
- Successfully installed Palo Alto PA 3060 firewalls to protect Data Center and provided L3 support for routers/switches/firewalls. Installed and administered RSA Secure ID token authentication servers.
- Handled remote access responsibilities and secured key management using the EMC's RSA and Cisco ACS. Provides support for PKI encrypting email and network authentication.
- Worked on checkpoint R77.20 on GAIA and SPLAT, Cisco ASA. Supported PKI project through testing, implementation, and support of PIVI smart cards, Microsoft PKI, and SQL servers.
- Configuration/ Management Proxy IronPort S360/S650/S660/Bluecoat SG180/8100 Series/ (Bluecoat Director)/ Websense Appliances for Web Security/Access Control and filtering policies implementation.
- Perform detailed analysis and troubleshooting of complex problems on the Firewall platform.
- Performed RIP & OSPF Routing Protocol Administration.
- Involved in Troubleshooting IP Addressing Issues and Updating IOS Images using TFTP.

Capital One, Richmond, VA

Network Security Administrator

October 2014 to June 2015

- Maintaining Checkpoint security policies including NAT, VPN and Secure Remote access, Configuring IPSEC VPN (Site-Site to Remote Access) on SRX series firewalls
- Configured VLAN's on Enterasys N7 Matrix switch as core switch & GLBP to replicate VLAN's to access switches as designed. Implementation and troubleshooting of ASA firewall.
- Migrated Cisco ASA firewall to next generation Palo Alto firewalls
- Configuration, Troubleshooting and Maintenance of Palo Alto Firewalls (160+ firewalls) - PA200, PA2000 series, PA3000 series, PA4000 series and PA5000 series
- Worked extensively on firewalls and VPN gateways Checkpoint, CISCO ASA and Palo Alto.
- Adding security policies and security rules on checkpoint, Palo Alto and ASA firewall.
- Exposure to wild fire feature of Palo Alto. Identified opportunities for implementation of network best practices, particularly F5 load balancer implementations.
- Provided operational and configuration support for F5 BigIP LTM 3400 series running OS 4.5. Installed high availability Big IP F5 LTM and GTM load balancers to provide uninterrupted service to customers.
- Hands-on experience with configuring F5 Load-balancing.
- Worked extensively in Configuring, Monitoring and Troubleshooting Cisco's ASA 5500/PIX security appliance, Failover DMZ zoning & configuring VLANs/routing/NATing with the firewalls as per the design. Implemented RSA Real Secure two form authentication.
- Taking backup of checkpoint configuration, security policies, logs with policy package management, database revision controls, upgrade export and import, snapshot procedure on regular basis.
- Configured Routing protocols such as RIP, OSPF, EIGRP, MPLS static routing and policy base routing.
- Configured Enterasys N5 Matrix switches as access layer switches in order to communicate to Core Switch. Configured HSRP and VLAN trucking 802.1Q, VLAN Routing on Catalyst 6500 switches.
- Performed Switching Technology Administration including VLANs, inter-VLAN Routing, Trunking, STP, RSTP and Port Aggregation & Link Negotiation.

- Worked on Cisco Compliance Program framework based on ISO9001. Reviewed processes and policies to identify auditable items. Involved in Troubleshooting of DHCP and other IP conflict problems.

Fastpath Learning, Arlington, TX
Network Engineer
November 2012 to September 2013

- Responsible for implementing, supporting, and maintaining 24x7 network services. Coordinated efforts with Engineer's to ensure all network devices conformed to defined network standards.
- Configured and troubleshooting HSRP, BGP, OSPF, EIGRP, MPLS WAN, QoS and Route Maps.
- Configured and maintaining Cisco 7200, 4400, 5000 and 6500 platforms.
- Troubleshoot connectivity issues involving VLAN's, OSPF, QoS etc.
- Support, monitor and manage the IP network.
- Performance monitoring of various applications and web servers to maintain quality of service and network stability. Knowledge in implementing and configuring F5 Big-IP LTM-6400 load balancers.
- Maintained core switches, creating VLAN's and configuring VTP. Designed IP Addressing schemes, VLAN tables and Switchport assignments, Trunking and Ether-channel implementation.
- Gained hands on experience with VLSM, STP, VTP, VLAN Trunking.
- Installed and set up Cisco routers and switches according to deployment plans.
- Applied access lists and NAT configurations based on implementation guidelines.
- Managed and developed network projects designed to strengthen network continuity and deploy security elements in an attempt to meet and exceed contract requirements, including system analysis and troubleshooting. Change management, monitoring network performance with network tools.
- IP Distribution for existing devices and new devices as they were added.
- Performed maintenance on equipment as necessary, performing device upgrades, modification of configurations, password changes and diagnostic testing.
- Worked with vendors and Engineering team to test new hardware and procedures.
- Route configuration and point code checks for System Technician and Network Technician.
- Knowledge and experience of 802.11 a/b/g/n Ethernet standard for wireless Technology.
- Worked with other team members in testing of the network architecture.
- Participated in quality system implementation project. Implemented, configured redundancy protocols HSRP, VRRP, GLBP for Default Gateway Redundancy.
- Implementing, configuring, and troubleshooting various routing protocols like RIP, EIGRP, OSPF and BGP etc. Experience in migration of VLANS. Prepared and maintained documentation using MS Visio.
- Performing network monitoring, providing analysis using various tools like WireShark, Solarwinds etc.
- Responsible for Cisco ASA firewall administration, Rule Analysis, Rule Modification.
- Worked extensively in Configuring, Monitoring and Troubleshooting Cisco's ASA 5500.
- Primary responsibility is to design and deploy various network security & High Availability products like Checkpoint, Cisco ASA other security products
- Installed various network hardware including concentrators, bridges, and hubs to establish communication connections with remote locations.

Mangaro Systems, IN
Network Engineer
January 2009 to September 2012

- Installing, Monitoring and Maintaining Local Area Network.
- Implemented Windows NT domain, domain name services E-mail, Web, and FTP services.
- Installed and configured network printer installation (HP) 3500 series.
- Installing and configuring the peripherals, components and drivers.
- Resolving tickets on network and service provisioning.
- Configuring and troubleshooting desktops, laptops and servers.
- Installation and Maintenance of OS (Win XP/7) and Professional Servers.
- Good Knowledge on DHCP. Familiar with hardware tools like printers, routers, switches.
- Knowledge of IIS. Experienced in the setup of Structured Cabling in UTP and Optic fiber.
- Experience in configuration of Cisco routers.
- Experience in layer-3 Routing and layer-2 Switching.

Next Generation Firewall (NGFW) Administrator - 2

Professional Summary

- IT Professional with 7 years of experience in delivering Network Security and Data network solutions such as Design, implementation, troubleshooting and maintenance of firewalls, Wireless devices, IPS/IDS, and other network devices, preparing service improvement plans, building infrastructure, management & support.
- Experience in installation, troubleshooting of firewalls (Cisco firewalls, Checkpoint firewalls and Palo Alto firewalls,) and related software, and LAN/WAN protocols.
- Replaced aging Checkpoint firewall architecture with new next generation Palo Alto appliances serving as firewalls and URL and application inspection.
- Hands-on working experience on Juniper SRX240, SRX220, and SRX550 series firewalls.
- Co-ordinated with global Security Management teams and support teams as required and completed Palo Alto and Checkpoint Firewall rule add, modification, and deletion.
- Implemented Checkpoint FW Interface, NAT and VLAN using R77 GAIA Smart Dashboard.
- Extensive knowledge of Palo Alto firewalls and Panorama centralized management.
- Advanced knowledge in Cisco ASA 5000 series and PIX installation, configuration and maintenance, configuration and installation of IOS security features and IPS module, security risk analysis, attack mitigation & penetration tests based on LPT methodology.
- Experience with convert Checkpoint VPN rules over to the Cisco ASA solution. Migration with both Checkpoint and Cisco ASA VPN experience.
- Experience in configuration on BIG IP (F5) Load balancers and also monitored the Packet Flow in the load balancers. Experience on Cisco Catalyst 2950, 4500, 6500 and Juniper EX, MX series switches.
- Manage day-to-day operations and troubleshooting for McAfee products.
- Experience with different Network Management Tools and Sniffers like Wire shark (ethereal), HP-Open view monitoring tool.
- Experience working with Cisco Nexus2148 Fabric Extender and Nexus 5000 series to provide a Flexible Access Solution for a datacenter access architecture.
- Experience and good knowledge over routing protocols like EIGRP, OSPF, RIP, BGP also static route, MPLS, VPN, IPSEC.
- Extensive knowledge of deploying & troubleshooting TCP/IP, Implementing IPv6, Transition from IPv4 to IPv6, Multilayer Switching, Multicasting protocols, UDP, Fast Ethernet, Gigabit Ethernet, Voice/Data Integration techniques.
- Experience in Configuring and implementing VLAN, VTP, LAN switching, STP and 802.x authentication in access layer switches.
- Communicating and managing relationship with external & internal customers and ensuring customer satisfaction of service delivery in accordance to their quality & consistency of State of Work & Service Level Agreements.
- Excellent customer management/ resolution, problem solving and debugging skills with good verbal/ written communications and presentation skills.

Technical Skills

- **Network Configuration:** Advanced switch/router configuration (Cisco IOS access list, Routers distribution/ propagation).
- **Routing Protocols:** IGRP, EIGRP, OSPF, BGPv4, MP-BGP
- **WAN Protocols:** HDLC, PPP, MLPPP
- **Circuit switched WAN:** T1/ E1 - T3/ E3/ OCX (Channelized, Fractional & full).
- **Packet Switched WAN:** ATM, FRAME RELAY, MPLS, VPNs
- **Security Technologies:** Cisco FWSM/ PIX/ASDM, Nokia Checkpoint NG, Juniper SRX
- **Cisco Routers:** Cisco GSR 12416, 12418, Cisco 7200vrx, Cisco 3640, Cisco 3600
- **Cisco Switches:** Cisco 2960, Cisco 3560, and Cisco 3750, Cisco 6500 series
- **Firewall:** CheckPoint, Palo Alto, CISCO ASA
- **Cisco Nexus Switches:** Cisco 7010, Cisco 7018, Cisco 5020, Cisco 2148, and Cisco 2248
- **Layer 3 Switching:** CEF, MLS, Ether Channel
- **Layer 2 technology:** VLAN, VTP, VMPS, ISL, dot1q, DTP, Spanning-tree, PVST
- **Physical interfaces:** Fast Ethernet, Gigabit Ethernet, Serial, HSSI, Sonet (POS)

- **Redundancy and management:** HSRP, RPR, NSF/ NSR QOS CBWFQ, LLQ, WRED, Policing/ Shaping.
- **Switches:** Catalyst 6500, MSFC, MSFC2, 7600, 3700, 3500
- **LAN Technologies:** Ethernet, Fast Ethernet, Gigabit Ethernet, & 10 Gigabit Ethernet, Port- channel, VLANs, VTP, STP, RSTP, 802.1Q.
- **WAN Technologies:** Frame Relay, ISDN, ATM, MPLS, leased lines & exposure to PPP, HDLC, and CSU/ DSU.
- **Operating Systems:** Microsoft XP/ Vista/ 7, UNIX, Linux (Redhat, OpenSuse, Fedora), Windows Servers, Windows MS-Office

Professional Experience

Health First, New York, NY

Firewall Engineer

Jun 2015 - Present

- Configuring rules and Maintaining Cisco ASA, Checkpoint Firewalls and Palo Alto & Analysis of firewall logs using various tools. Worked on configuring, managing and supporting Checkpoint Gateways.
- Upgraded the Checkpoint Provider One and MLM from R70.20 to R75.40 and all security gateways.
- Have configured and implemented Checkpoint VSX (Virtual Firewall solution)
- Implemented Positive Enforcement Model with the help of Cisco ASA, ICS, PCN, HIPS, syslog, anti-virus, virtual machines, file integrity and Checkpoint
- Responsible for setting up the infrastructure environment with majority of Cisco & Researched, designed, and replaced aging Checkpoint firewall architecture with new next generation Palo Alto appliances serving as firewalls and URL and application inspection.
- Palo Alto design and installation (Application and URL filtering, Threat Prevention, Data Filtering)
- Successfully installed firewalls to protect Data Center and provided L3 support for routers/ switches/ firewalls. Configured and maintained IPSEC and SSL VPN's on Palo Alto Firewalls.
- Implementing and configuring F5 LTM's for VIP's and Virtual servers as per application and business requirements. Designed and implemented IT security policies and networked backup systems.
- Hands on experience as One of Beta testers for the new Global Industrial Cyber Security Professional (GICSP). Configured route redistribution between OSPF and EIGRP in a multi-area OSPF network.
- Implemented Hot Standby Router Protocol (HSRP) by tuning parameters like preemption.
- Daily responsibilities included design, implementation, support and administration of multiple security products running CheckPoint Provider-1 and VSX, SourceFire, and ISS Realsecure.
- Configured McAfee Found-Stone penetration technology, Anti-virus scan and connect end points using McAfee Orchestrator.
- Configured Policies on Juniper Net screen and SRX firewalls and Palo Alto as well.
- Administering multiple Firewall of Juniper/ Net Screen, in a managed distributed environment.
- Regularly performed firewall audits around CheckPoint Firewall-1 solutions for customers.
- Provided tier 3 support for CheckPoint Firewall-1 software to support customers.
- Work on Checkpoint Platform including Provider Smart Domain Manager. Worked on configuring, managing and supporting Checkpoint Gateways.
- Implement and configure software (McAfee SIEM) and appliance-based products in large enterprise and Government environments. Daily monitoring of network traffic using sniffers (Wireshark) and access logs to troubleshoot and identify network issues.
- Tuned BGP internal and external peers with manipulation of attributes such as weight, local preference.
- Worked with vendors and Engineering team to test new hardware and procedures.
- Consulted with engineering team to resolve tickets and troubleshoot L3/L2 problems.
- Monitored LAN/ WAN network activity utilizing CA/ Spectrum monitoring tools.

Lexis-Nexis Miamisburg, OH

Network Security Engineer

Jun 2013 - Mar 2015

- Experience with convert Checkpoint VPN rules over to the Cisco ASA solution. Migration with both Checkpoint and Cisco ASA VPN experience.
- Lead the installation and configuration of corporate wide rollout of the Cisco Catalyst 3550, 3750, 4500, and 6509 switches.
- Worked extensively in Configuring, Monitoring and Troubleshooting Cisco's ASA 5500.

- Experience in migration of VLANs. Expertise in implementing L2 technologies including VLAN's, VTP, IDS, HIPS, STP, RSTP and Trunking.
- Configuring and Troubleshooting Route Redistribution between static, RIP, EIGRP OSPF & BGP protocols. Configured Security policies including NAT, PAT, VPN's and Access Control Lists.
- Configuring IPSec VPN on Cisco Firewall. Performed patch management with WSUS.
- Maintained, upgraded, configured, and installed Cisco ASA 5510, IDS, HIPS, 5520, & 5505 Firewalls from the CLI and ASDM.
- Managed network IP access via Dynamic Host Configuration Protocol (DHCP). Managed network security processes using ASA firewalls.
- Managed McAfee Data Loss prevention monitor (iGuard). Prepared technical documentation of configurations, processes, procedures, systems and locations.
- Redistribution of routing protocols and Frame-Relay configuration. Implemented upgrade process to support Cisco VPN solution. Researched, designed, tested and implemented Cisco's VPN solution for remote clients.
- Responsible for designing and implementation for customer network infrastructure. Upgrade Cisco Routers and Switches IOS using TFTP. Configured and set up of Juniper SRX firewalls for policy mgmt. and Juniper SSL VPN's in Lab environment.
- Configuring, and troubleshooting iof various types of IPSec VPN between multiple SonicWALL and other firewalls like Cisco Pix/ASA, Fortinet, Juniper, Watch Guard and Checkpoint.
- Configuration of clients based IPsec VPN and SSL VPN for remote users.
- Configuration and troubleshoot of content filter service, Application layer firewall, High Availability, WAN Load Balancing & Fail over.
- Implementation of Intrusion Prevention and Intrusion Detection Systems (IPS/ IDS).
- Integration of LDAP, RADIUS and SSO to firewall for user group based internet access.
- Configuration of wireless access point (sonic points), BWM for VOIP, NAT, Firewall Access rules Port forwarding, PAT and VLAN.
- LAN/ WAN traffic analysis using Packet Sniffer tools like Wire Shark to understand the Packet Flow and to identify problems and performance issue.

Unisys Roseville, MN

Network and Security Engineer

Feb 2012 - May 2013

- Implemented and configured Cisco routers and switches in a simulated enterprise network comprised of several separate locations.
- Interface with various vendors, technology groups to define requirements and process needed to provision networking and systems services.
- Participate in design conferences, produce network diagrams and detailed network documentation including logical and physical diagrams as required.
- Responsible for Internal and external accounts and, managing LAN/WAN and checking for SSL Security Settings of the networking devices (Cisco IOS, Router, switches) coordinating with the system/Network administrator during any major changes and implementation.
- Address all technical problems associated with McAfee software and provide proactive support with direct reach back into McAfee Technical Support.
- Extensively worked on creating security Policies and implementation plans for an improved Security solution. Involved in creating multiple policies and pushing them in to Checkpoint Firewall (Gateways) and managing the Checkpoint Management Server with SPLAT operating system & maintaining checkpoint clusters.
- Implement backup and recovery of Cisco IOS Images. Perform password recovery on Cisco IOS routers/ switches and a Juniper EX2200 Series switch to restore administrative access.
- Configuring Cisco ASA firewalls upfront and testing the Config using packet tracer command to make sure all the traffic is allowing before the cutover time.
- Configuring and troubleshooting Access-lists, Service Policies, and NAT rules, Network Object Groups, Service Object Groups on ASA 5585 and 5505 Firewalls.
- Installation and configuration of CISCO VPN concentrators 3000 for VPN tunnel and implementation of SDM for IPsec VPN. Configured VLAN Trunking 802.1Q, STP, and Port Security on Catalyst 6500 switches.

- Implementation & trouble shooting of complex WAN, LAN, VLANS, private VLANS, high availability solutions like HSRP, VRRP, GLBP, ether channels, site- to- site VPN, access control lists, NAT, PAT, routing solutions.
- Installing, Configuring and supporting the Cisco routers 3600, 2600 series, Cisco catalyst 1900 and 2900 series.
- Responsible for service request tickets generated by the helpdesk in all phases such as troubleshooting, maintenance, upgrades, patches, fixes, and all around technical support.
- Provided support in resolving problems with Local and Wide Area Network data communication, operating system and application software and hardware.

MatchLight Solutions, IN**Network Engineer****Jun 2009 – Dec 2011**

- Negotiate VPN tunnels using IPSec encryption standards and also configured and implemented site-to-site VPN, Remote VPN.
- Tuned BGP internal and external peers with manipulation of attributes such as metric, origin and local preference.
- Packet capturing, troubleshooting on network problems with Wireshark, identifying and fixing problems
- Implementing, configuring, and troubleshooting various routing protocols like RIP, EIGRP, OSPF, and BGP etc.
- Configuration and troubleshooting of Cisco 2500, 2600, 3000, 6500, 7500, 7200 Series routers.
- Worked on FTP, HTTP, DNS, DHCP servers in windows server-client environment with resource allocation to desired Virtual LANs of network.
- Maintaining Core Switches, creating VLANs and configuring VTP.
- Migration of RIP V2 to OSPF, BGP routing protocols.
- Configured EIGRP for Lab Environment. Implemented ISL and 802.1Q for communicating through VTP.
- Working with Client teams to find out requirements for their Network Requirements.
- Designing solutions for frozen requirements using Cisco Routers and Switches.
- Deploying the network infrastructure to meet the requirements. Created VLAN and Inter-Vlan routing with Multilayer Switching.
- Documenting and Log analyzing the Cisco ASA 5500 series firewall. Monitor performance of network and servers to identify potential problems and bottleneck.
- Performed administrative support for RIP, OSPF routing protocol. Maintained redundancy on Cisco 2600, 2800 and 3600 routers with HSRP.
- Real time monitoring and network management using Cisco Works LMS. Provided technical support on hardware and software related issues to remote production sites.

Network Engineer - 1

Education:

- Bachelor of Science - Technical Management, Oklahoma City University

Certifications:

- 2005 Cisco Certified Design Professional (CCDP)
- 2002 Cisco Certified Design Associate (CCDA)
- 2002 Cisco Certified Network Associate (CCNA)
- 2000 Certified Help Desk Professional (CHDP)

Professional Experience:

Senior Network Engineer, Trans-Tel, Norman, OK (2011-Present)

- Reviewed proposed vendor network solutions and designs to ensure the proposed products were approved for use in accordance to the Joint Interoperability Test Command (JITC) for deployment on military facilities.
- Provided Security Technical Implementation Guide (STIG) configuration review of current network equipment and services at military facilities to determine if the existing network infrastructure was STIG compliant.
- Identified STIG compliant configuration requirements for newly deployed network equipment as mandated by the Defense Information Systems Agency standards (DISA).
- Worked with vendors to provide training plans and cut over and test plans for deployments.
- Supported the installation and configuration of the Barracuda network security appliance and provided assistance with the ASA 5505.

Network Design Engineer/IP Phone Administrator, Agio, LLC, Norman, OK (2010 – 2011)

- Designed and Implemented IP networks to support secure communications utilizing routers and firewalls. Administered, configured and troubleshoot VoIP phones issues.
- Monitored and supported SAC Capital's international network with more than 3000 nodes.
- Identified issues/problems and provided configuration for Cisco 6509s, NEXUS 7K's, 3750's, 3550's switches and 7606 and 2811 routers and Juniper VPNs.
- Worked directly with vendors to acquire network equipment, circuit provisioning, and other services for expanding networks. Interfaced directly with Cisco TAC and Juniper TAC for all network related configuration issues, equipment failures and RMAs.
- Worked directly with the CIO and CEO to design network service solutions for business proposals.

Network Engineer, GDH Consulting, INC. at Devon Energy, Oklahoma City, OK (2010)

- Provisioned network related resources for data center services utilizing Cisco Nexus 7K's, 5K's 2K's, 3750's and 3120's blade chassis switches.
- Configured VLANs, Etherchannels, VPC's, and assisted with troubleshooting network related issues affecting server connectivity and application performance.
- Assisted the F5 Big IP administrator with deployment project.
- Reviewed network layouts and created Visio drawings.
- Worked with onsite data center staff to isolate and confirm network provision request.
- Provided instructional related material for basic network services until contract ended.

Network Security Engineer, The Supreme Court of Oklahoma, Oklahoma City, OK (2006 – 2009)

- Provided network design and support services for more than Eighty-five remote locations and two data centers. Customers included: Judges, Court Clerks, Sheriff Departments, Police Departments, District Attorney's Council, Drug Courts, Public Defenders, Law Libraries, Oklahoma State University extension offices, other state agencies and public users.
- Designed, configured, installed, and supported 6509s with Sup 720's utilizing Stateful failover (SSO), Hot Standby Routing Protocol (HSRP) and EIGRP.
- Redesigned and implemented Etherchannels between all 6509s and blade chassis servers with 3020 switching modules to support multiple gig connections for redundancy and increased bandwidth.
- Configured and supported 2600's, 2800's, 3745's routers, wireless access points, and wireless bridges. Configured policy routing to control bandwidth utilization to reduce network congestion.

- Designed and Configured Cisco Adaptive Security Appliances (ASAs) to provide VPN access and Internet presences for OSCN.net.
- Selected, configured and installed, load balancing technology, Intrusion Detection Systems (IDS), Intrusion Prevention Systems (IPS) and Mitigation technologies.
- Actively monitored network activities via SolarWinds, Web Sense and other tools to isolate and identify network related problem. Reviewed network designs and selected technologies to provide improvements for expanding network support services.
- Worked closely with server administrators to provide design guidelines, configuration assistance, and network troubleshooting for servers utilizing Active Directory, DNS, DHCP, web services, email, data base, and storage technologies.

Contractor Senior Network Consultant and Security Analyst, Oklahoma Supreme Court, Xyant Technology Inc., Norman, OK (2005 – 2006)

- Provided network solutions utilizing HSRP, EIGRP, iBGP, and eBGP, VPN for expanding networks.
- Supported wireless networks, and provided design and installation support for routers and switches.
- Administrated CiscoWorks, OmniPeek, Solarwinds Orion and Engineer Edition.
- Troubleshot LAN, WAN and MAN issues involving network connectivity problems.
- Provided security design for IPS.
- The position requires an Oklahoma State Bureau Investigation Clearance.

DoD, Department Information Systems Agency (DISA) Network Engineer II, Computer Systems Designers, Contractor Tinker Air Force Base, OK (2003 – 2005)

- Provided support for Twenty-six remote locations including redundant services between two data centers. Supported load balancing for Cisco 11500 and F5 Networks BIG-IPs.
- Installed and configured Cisco Routers, and Multi-Layer Switches (MLS) including 6513s and upgraded IOS codes in accordance to security policies.
- Supported ACL modification and configuration changes on Cisco 7200 routers and Juniper Routers.
- Configured, supported and troubleshot Cisco 6513s and 7200 series routers utilizing HSRP, OSPF, BGP, policy routing, ISL, 802.1q and spanning tree.
- Reviewed and modified routers and MLS configurations for expending networks.
- Monitored network performance with WhatsUp Gold, MRTG and HP Openview (HPOV).
- Selected by Federal Government – DISA to support both in-band and out-of-band networks at remote locations. Assigned IP addresses and configuration specifications to System Administrators.
- Access Control Administrator – Assigned end-users with VPN user IDs and passwords; provided assistance with VPN client and VPN profile issues.
- Maintained TACACS and RADIUS servers with device keys. Supported remote network engineers, users and help desk personnel to isolate and resolve network related problems.
- Reviewed, updated and assigned DISA trouble tickets to appropriate network team.
- Worked directly with vendors to isolate and implement problem resolutions.
- Used network configuration change management (NCCR) system and authorized service interruption (ASI) as required. Obtained Interim Top Secret Security Clearance.

Data Communications Analyst, Fleming, Oklahoma City, OK (1997– 2003)

- Supported network services for two data centers and more than 100 remote sites. Configured and installed Cisco 7200 and 2611 routers, 2900 and 3550 Cisco switches, Avaya switches, and other network equipment
- Provided design and configuration assistance for VoIP network that included AVVID support for QoS, VoIP, Call Manager, and Multicast services.
- Evaluated cost ratio analysis information by monitoring application and protocol utilization on WAN circuits for a cost reduction project.
- Supported and administered Cisco Works, HPOV, and used WhatsUp Gold. Chosen by management to implement a four-month project to install Ethernet networks and upgraded frame-relay and ATM circuits for 15 remote warehouses; project required configuration modification on routers supporting OSPF, TCP/IP, SPX/IPS, ATM, Frame Relay circuits, and channel assignments on CSU/DSU's.

- Selected to design and implement a production network consisting of multi-vendor equipment and wireless devices, VLANs using STP, VTP and trunking to support a critical warehouse management application.
- Proficiently used various protocol packet analyzers to isolate various network related problems with TCP/IP, UDP/IP, SPX/IPX, AppleTalk, SNA, and other protocols.
- Troubleshoot and supported more than 7000 LAN/WAN connections on Ethernet, Token Ring, ATM, Frame Relay, ISDN, PPP, POTS.
- Administered TCP/IP address assignments, maintained DHCP scopes and DNS entries for 5000 plus devices. Used Visio to produce and updated network diagrams. Provided scheduled on-call 24x7 support for 40,000 customers.

Network Specialist at Fleming, Uniforce, Oklahoma City, OK 1997 – 1997

- Monitored 200 network connections to stores and remote sites.
- Reset VTAM connections on MVS, CICS and VSE.
- Confirmed uploads and downloads from vendors, US military bases and stores. Maintained a stand-alone shift and supported Computer Operations staff with various connectivity issues.

Internet Instructor/Console Operator III, Modern Technology Systems Inc., FAA, Oklahoma City, OK (1995 – 1997)

- Assisted remote IT support to isolate network related problems.
- Provided instructions for resetting CSU/DSU Paradyne, routers and hubs.
- Revised the U.S Coast Guard and the Federal Flight Administration's Data General payroll remote access schedule to prevent port contention problems.
- Assistant Windows NT Administrator and Web Administrator.
- Internet committee member designed and implemented a short course hands-on Intranet/Internet training. Used Netview to reset VTAM connections.
- Supported Complete System to reset terminals, printers and user sessions.
- Continued Security Clearance

Security Operations Support Clerk and Software Tester, FKW Inc., Oklahoma City, OK (1994 - 1995)

- Administered user ids for MVS, TSO, Complete System and RACF.
- Tested Computers Access Request System (CARS) on-line software id request system and reported problems to the project manager.
- Implement and maintained efficient filing system for assigned user ids.
- Verified employment and reviewed user id request forms with security officers and setup access for various mainframe applications. Obtained Security Clearance

Computer Literacy/Mathematic/Electronics Instructor, Metro Tech Oklahoma City, OK (1987 - 1993)

- Provided yearly short-term education for 300 high school student, 50 adult students, and 200 Junior Training Partnership Act students.
- Reviewed and evaluated mathematics textbooks, software and other teaching resources.
- Determined hardware, software, and other learning resource needs for computer literacy lab classes.

Network Engineer - 2

Professional Summary

- Network Engineer/ System Engineer with 9 years' combination of practical and up-to-date theoretical analysis in engineering, administration and support of Information system.
- Good troubleshooting skills, implementation and maintenance of systems and equipment analysis.
- Good knowledge of LAN/WAN network system configuration and documentation.
- Expertise in Active Directory configuration and management
- Excellent knowledge of hardware and software implementation, management and deployment
- Good knowledge of building, configuration and server maintenance
- Good SLA reporting and monitoring skills with ITIL
- Experience in the configuration and troubleshooting of PIX/ ASA/ NETSCREEN/ SRX firewalls.
- Expertise in VSAT deployment and installation, modem, routers and switches configuration
- Expertise in Routing protocols like OSPF, BGP, OSPF-BGP redistribution, EIGRP and MPLS, Virtual Routing Forwarding analysis and config. Strong ITIL experience
- Able to work collaboratively across technical teams. Excellent interpersonal skills
- Excellent oral and written communication skills. Able to work effectively as a team player or independently
- Experience working with customers to achieve common business goals and gather requirements
- Experience providing quality work, good customer team oriented skills.
- Hands-on in implementing and troubleshooting Switch technologies such as STP, VTP, 802.1q, VLAN, Port Aggregation config.
- Experience working with deployment of MPLS Layer 3 VPN cloud, involving VRF, Route Distinguisher (RD), Route Target (RT), Label Distribution Protocol (LDP) & MP-BGP
- Good knowledge and configuration of redundant routing config e.g. HSRP
- Gained experience working with Layer-2 and Layer-3 Switching and Security
- CISCO VPN site 2 site config. Palo Alto config and user's traffic monitoring system
- Juniper SSG3000, BLUECOAT proxy server hands-on experience
- Cisco Unified wireless network solution; WCS config, troubleshooting and monitoring
- Cisco Unified Call Manager end point and server installation and configuration.
- TACACS group add, device add and other TACACS server security management experience
- Good understanding and practical experience of various CISCO IOS upgrade
- Gained expertise in writing test procedures and test plans with a strong understanding of design, implementation, and execution of testing methodologies
- Good knowledge of OSI Model and TCP/IP networking standards with protocols such as SNMP, FTP, ICMP. Installation and configuration of Solar winds: Orion NPM
- Good understanding of network monitoring tools and remote access tools like Solar winds, wire shark, Bomgar and Dame ware and troubleshooting faults with FLUKE
- Good understanding of network equipment performance and traffic analysis
- Good knowledge of Linux commands and OS installations and configuration management
- Basic SQL: DDL, DML, DQ, DCL, TCL
- Strong business relation with clients and co-workers, innovative and flexible to new ideas.
- Customer support award with CHI-WIPRO technology.



Projects completed

- Successful datacenter migration, decommissioning, rack and stacking project involving Cisco 6500 SW 4500 SW VSS, nexus 5600, Nexus 2k top of rack FEX SW, wireless controller 5k, firewall devices; checkpoint, juniper, ASA, MPLS circuits failover circuit, service provider and cisco TAC case/ticket coordination.
- DMZ server designs, configuration, and management
- Site to Site VPN configuration using Juniper SSG-350M, SSG-20, SRX210
- Implementation of change request to allow third party network on checkpoint firewall
- Perimeter security controls using NAT for a new ARIN IP block
- UCS storage devices configurations applying ETHERCHANNEL port aggregation architecture
- MPLS routers migration and configuration on several sites core switches

- SSLVPN for group of users in different sites and regions
- New site network design: integration of existing network with several legacy networks, Users VLAN, wireless, printers and devices integration.
- Migration of users, servers, printers and some other devices, also networks from one network to some other networks and locations. CISCO Telepresence configuration and installation.
- Installation and configuration of clinical devices both cabled and wireless devices. Refresh of network devices; Cisco switches-2960 series and Bluecoat proxy upgrade in an existing site.
- Expansion of an existing site, acquisition of new site and configuration and routing implementation.
- Data center support; moves, decommissioning; SFP module change, data domain EMC network port configuration and support, migration of 1G port to 10G using Ether-channel connecting CISCO 6500 in VSS mode to UCS
- Wireless controller management and implementation of aero net wireless APs, both local and Flex connect VIA VPN network support. Wireless controller system firmware upgrade and CISCO prime upgrade
- AutoCAD design and training of engineering graduates
- Web portal backend support and management

Education

- B.E. Electrical/ Electronic, University of Ilorin, Nigeria
- MS. Information Security and Assurance, Western Governors University, USA

Certifications

- Cisco Certified Network Professional (CCNP) #CSCO11664473
- Cisco Certified Network Associate in R/S (CCNA) #CSCO11664473
- Cisco Certified Network Associate in Sec (CCNA) #CSCO11664473
- Microsoft Certified Information Technology Professional (MCITP)
- Information Technology Infrastructure Library (ITIL)
- Oracle certified Associates 10g(OCA)
- Certified Ethical Hacking and Forensics

Professional Experience

Qiagen Germantown MD/ Tata Consulting Services, Dublin CA

Network Engineer

Apr 2014 - Till date

Project: IT equipment management

- Load balancing design on servers in data center implementing SNLB VIP, port channels and bundling designs, IP addressing schemers, Juniper SS3G VPN site-site design using spoke to hub design and implementation.
- MPLS routing with OSPF failover to VPN design experience, Bluecoat Proxy server management and access management linked with active directory, Junos pulse VPN user account management, rules creation on checkpoint firewall to allow third party network.
- Nexus 5000 switches config. CISCO switches 6500; fibre and GIG port implementation, CISCO UCS, Cisco Telepresence networking.
- Configured HSRP and VLAN trunking 802.1Q, VLAN routing on catalyst 6500 switches.
- Pools traffic check and other troubleshooting on F5 load balancer.
- Implemented VRF or routing instance on PE side for logical separation of each customer's network.
- Involved in configuring IP Quality of service (QoS). Perform in depth troubleshooting and resolution.
- Configuring ACL on ISE for making policies. Full installation support of network infrastructure, racking, CAT5 cabling, Optic fibre installation, configuring & mgmt, L2 and L3 switch configuration.
- Configured ASA 5550, CISCO switches configuration-2900 series, 4500 series, 6500 series, troubleshooting on application scaling.
- Adding new devices to TACACS server, VPN config and monitoring system and CISCO Edge Router configuration and troubleshooting. SNMP, syslog and Cisco IOS.
- Nexus series. Security and ACL traffic rules configuration. Working knowledge of installation, testing and troubleshooting of Routers, Switches, and Servers installations. OSPF, EIGRP, BGP troubleshooting, loopback interface configuration, default and static route configuration.

- Bandwidth utilization and general network performance monitoring and outage troubleshooting using SOLARWIND; ORION, NMS (network monitoring system), NETFLOW. IP SLA, Network monitoring and equipment maintenance e.g. power backup to switches and routers, switches redundant design.
- Link setup and monitoring, work with ISPs in troubleshooting problems. Reading of packet capture, reviewing logs and monitoring of switches, routers and firewall
- Configuration of wireless access points local and remote-**FLEXCONNECT**, VLAN configuration to include trunking troubleshooting. Troubleshooting wireless problems with WCS. Port security config. Deployment of new switches, activation of network ports. Hardware RMA Worked with ISE, Cisco Prime.

Catholic Health Initiatives/ WIPRO, Denver CO
Network Engineer
Dec 2012 - Mar 2014
Project: IT equipment management

- Perform in depth troubleshooting and resolution. Full installation support of network infrastructure, racking, CAT5 cabling, Optic fibre installation, configuring & mgmt, L2 and L3 switch configuration.
- CISCO switches configuration-2700 series, 4500 series 3500-6500 series, Load balancing troubleshooting on application scaling, and e.g. F5 load balancer, Ax2000. VPN config.
- Migrated configuration from PIX to ASA, and upgraded the ASA Software. Diagnose MPLS protocol problems including VRF and COS issues to full resolution.
- CISCO ASA 5500 series firewall, Palo Alto firewall config and monitoring system and CISCO Edge Router configuration and troubleshooting...Nexus series. Security and ACL traffic rules configuration.
- Provided Layer-3 redundancy by implementing HSRP and GLBP for High availability.
- Working knowledge of installation, testing and troubleshooting of Routers, Switches, and Servers installations. OSPF, EIGRP, BGP troubleshooting, loopback interface configuration, default and static route configuration.
- Upgrade of Cisco IOS and CATOS on Cisco 6500 switches.
- Responsible in troubleshooting on Cisco ISE added new devices on network based on policies on ISE.
- Bandwidth utilization and general network performance monitoring and outage troubleshooting using SOLARWIND; ORION, NMS (network monitoring system), NETFLOW. IP SLA, Network monitoring and equipment maintenance e.g. power backup to switches and routers.
- Link setup and monitoring, work with ISPs in troubleshooting problems. Reading of packet capture, reviewing logs and monitoring of switches, routers and firewall
- Configuration of wireless access points to work clinical engineering devices in bridge mode configuration.
- VLAN configuration to include trunking troubleshooting. Troubleshooting wireless problems with WCS. Troubleshooting network problems using CACTI, CISCO works, Fluke, Lan Sweeper.
- Port security config. Deployment of new switches, activation of network ports.

Catholic Health Initiatives/ WIPRO, Denver CO
Network/ Field Engineer
Oct 2012- Nov 2012
Project: IT equipment management

- End user's infrastructure transition team lead. IT equipment management, remedy, software deployment, report on transition using ITIL-Change management, problem management and Incidence management skills.
- Share point management for the transition team. Configured routing protocols like EIGRP, OSPF & BGP and troubleshooting layer3 issues.
- Repair and maintenance of hardware and software in computer systems, HP server firmware, accelerator battery failure, PSU, BIOS settings, Power scripts, ILO configuration on HP servers, IP-Phone setup and troubleshooting.
- Troubleshoot issues related to VLAN, VLAN Trunking, HSRP failovers, related issues. Diagnose MPLS protocol problems including VRF and COS issues to full resolution.
- Server maintenance and update, Network printers set up e.g. Lexmark, Ricoh and HP printers' troubleshooting, repair and mapping of label printers and running script, DHCP. Upgraded switches

from Cisco CAT OS to Cisco IOS. Active directory users and computer management; account locks, reset, joining users and computer to the domain, GPO, DNS, network account creation and reset, Trust management, removing, or updating user account information. Designing & Implementing VPN connections using Cisco ASA and Cisco Routers using site-to-site VPN's.

- VPN installation and settings, CITRIX. Installation and management of Operating System (XP, WIN 7, SERVER 2000-2008).
- VMware/ ESX configuration and maintenance. Scanner configuration and maintenance, Blackberry IOS and config, I-Phone- phone configuration Sync to cooperate email, outlook, office communicator installation, repair and settings, Ticketing management, facility and asset management of end user's PCs.
- Environmental monitoring & management (e.g.; temperature, humidity, airflow); and electrical distribution, reports and setting up validated software and equipment, Remote access (console, KVM, ILO) with mstsc, net meeting and Dame ware software.
- Security management policies documentation, patch management

Hospira/ Pan Asia Resource/ WIPRO San Diego CA

Network/ Site Support Engineer

Jan 2012 - Oct 2012

Project: IT equipment management

- Perform in depth troubleshooting and resolution. Full installation support of networking infrastructure, racking, CAT5 cabling, configuring & mgmt, L2 and L3 switch configuration.
- CISCO switches configuration- 3500-6500 series, Nexus switches, CISCO ASA firewall, working knowledge of installation, testing and troubleshooting of Routers, Switches, and Servers, Load balancing trouble-shooting on application scaling, e.g. F5 balancer.
- Implementation and configuration of HSRP for load balancing on L3 switches, installation, repair and maintenance of hardware and software in computer systems firmware, accelerator battery failure, PSU, BIOS settings, Power scripts, ILO configuration on HP servers, SAN networking using RAID, EMC Unisphere storage management, Ghosting, Net Backup console, tapes rotation and library management and report, Server maintenance and update, troubleshooting of network equipment and corrective maintenance in breakdown situation.
- Configured RIP, EIGRP, OSPF, BGP routing and IP access filter policies. New server's racking and Optic fiber network cabling.
- Used the new Cisco IOS XR Routing Protocol Language (RPL). Network printer and running script, DHCP. Active directory users and computer management; account locks, reset, joining users and computer to the domain, GPO, DNS, network account creation and reset, Trust management, removing, or updating user account information.
- VPN installation and settings, CITRIX, eLN installation and management, Installation and management of Operating System (2000, XP, WIN 7, SERVER 2000-2008). VMware/ ESX configuration and maintenance.
- Barcode scanner configuration and maintenance, Blackberry phone configuration Sync to cooperate email, outlook, office communicator installation, repair and settings, Ticketing management, facility and asset management of over 700 end user's computers.
- Environmental monitoring & management (e.g.; temperature, humidity, airflow); and electrical distribution (e.g.; ATS, UPS, PDU, RPDU), reports and setting up validated software and equipment, Remote access (console, KVM, ILO) with mstsc, net meeting and Dame ware software.
- Security management policies documentation, patch management

Herock Nig. Ltd, Port Harcourt RV Nig

Network Administrator

Nov 2010 - Jul 2011

Project: OLGP Web dev and Internet Services

- Working knowledge of installation, testing and troubleshooting of Routers, Switches, and Servers.
- Configuring route redistribution between EIGRP and OSPF. Configured the BGP as a WAN protocol.
- Performed HSRP any cast in the Data Center on core switches.
- Programming Cisco ASA firewalls to facilitate secure VPN connections.

- Installation, repair and maintenance of hardware and software in computer systems, Ghosting, Data-Backup, Server maintenance and update, CISCO routers and switches configurations, implement Remote Access Solution: VPN, ISDN dial up, Fractional T1, Implement Cisco IOS Firewall IDS, VSAT installation and Modem configurations, troubleshooting.
- MPLS connectivity using VRF id and have broad knowledge on multi-protocol label switching for (MPLS-VPN) Racking, CAT5 cabling. Web/portal content editing and uploads from backend/ HTML designated C-panel and repair laptops and desktops adding, removing, or updating user account information.

Unilorin Vsat Office ([University of Ilorin](#)), Ilorin Nig
Associate Network Admin
Oct 2009 - Jan 2010
Project: Internet Services and IT infrastructure maintenance

- Working knowledge of installation, testing and troubleshooting of Routers, Switches, and Servers.
- Managed campus network security infrastructure including numerous firewalls and VPN services.
- Configured routing protocol OSPF, EIGRP, BGP. Implementing VPN connections using Cisco ASA and Cisco Routers using site-to-site VPN's. Repair of system's hardware and software, adding, removing, or updating user account information, and resetting passwords.
- Server update and maintenance, Support the network and computing infrastructure and assists with technology planning.
- Cabling and racking e.g. CAT5. SNMP, syslog and Cisco IOS. Cisco Switches and Routers. Radio mast site rigging, Network Bridge/ Radio configuration and installation.

United Bank of Africa, Ibadan Nig
Desktop/ Site Support/ Network Admin
Aug 2008 - Jan 2009
Project: Bank IT infrastructure maintenance

- Repair of system's hardware and software, remove, add or updating user account information.
- Repair both software and hardware. Data back-up, Server maintenance and update.
- Test-running programs, equipment and procedures for compliance using test manager.
- System Administrative help using software, resetting passwords. Data encryptions on laptops, testing of running programs for the equipment and procedures for compliance using test manager.

Ministry of works OYO State, Ibadan Nig
Network Admin/ Desktop Support
May 2007- Jul 2008

- Repair of system's hardware and software.
- AutoCAD designs for new building projects.

VoIP Engineer - 1

Professional Summary

- A talented telecom engineer with over 12 years of experience in the telecommunication and data field is seeking an opportunity to enhance and utilize analytical skills and technical knowledge, and provided senior-level voice and data professional services to a progressive organization seeking specialized telecommunications and data support.
- Demonstrated Skills and Proficiencies:
 - Project Planning • Customer Service • Supervision
 - Systems Upgrade • Call Routing Design • Vendor Management
 - Pre-Sales • System Maintenance • Test/Troubleshooting
 - Technical Support • Cisco UC Design • Report Writing

Education

- Bachelor of Science in Networking Technologies - Westwood College, May 2016

Skills

- Telecommunications (10+ years), cisco (10+ years), Cisco Unified Communications (10+ years), Solution Selling (5 years), Pre-Sales (5 years), IPT (10+ years), Collaboration (10+ years), USC (5 years)

Professional Experience

CSRA Inc., Fairfax, VA

Sr. Network VoIP Engineer

March 2015 to Present

- Sr. Network VoIP Engineer, tasks include high level evaluating the customer's voice infrastructure, design, document, test, and implement network telephony services and devices. Also develop, maintain and implement a proactive capacity planning model to support business decisions that will be delivered upon SOW. Other task are to conducts research, evaluate and recommend cost effective networked solutions, and new technologies to support the technology strategies of the core business.
- Deploy, configuring and troubleshoot Cisco Unity Connection version 9.X features, subscribers, call handlers, call routing rules.
- Deploy, configuring and troubleshoot Cisco Unified Communication Manager version 7.X and 9.X (CUCM).
- Deploy, configuring and troubleshoot Cisco TelePresence Media 320 and Conductor with video base infrastructure.
- Administration, and troubleshoot UC applications on VMWare, Unified Computing System with C series Servers.
- Troubleshooting SIP call problems by tracing and capturing logs and analyzing SIP call Traces.
- SIP Trunks, QoS, carrier voice network trunking, centralized voice network architecture, session border.
- Supporting advanced centralized dial plan and SRST by routing call from Unified Communication.
- Mentor junior sales team members including organizing and leading sales training sessions around various technologies.
- Establish cost and timeline estimates for implementation and monitor implementations for technical accuracy to ensure customer needs are met.
- Deliver technical design solutions including preparation of Bill of Materials (BOM), writing the services proposal content (Statements of Work), and pricing for customer projects or potential opportunities.
- Support pre-sales activities for complex UC and Cisco-related solutions.

AT&T Consulting, Oakton, VA

Sr. Cisco Unified Collaboration Engineer / Project Manager

June 2014 to March 2015

- As a Solutions Architect is tasked for pre-sale work demonstrates individual functional and professional knowledge to ensure that the work products and deliverables are of the highest caliber to ensure client satisfaction. And will also apply project management expertise to identify, develop, and implement techniques to improve engagement productivity, increase efficiencies, mitigate risks, resolve issues, and optimize cost savings and efficiencies.

- Providing consultative, proactive and/or reactive support to AT&T-ESG accounts.
- Generate standard project design documentation, Cisco CUCM and Cisco-related technologies design configurations for simple to complex networks.
- Support pre-sales activities for complex Cisco CUCM and Cisco-related solutions.
- Interact with customers and key stakeholders at a variety of levels in the design and development of fully integrated solutions.
- Deliver technical design solutions including preparation of Bill of Materials (BOM), writing the services proposal content (Statements of Work), and pricing for customer projects or potential opportunities.
- Translation of business needs into technical systems solutions.
- Provide expertise on the availability and viability of third party hardware and software components and services including the compliance of such components with the established system architecture.
- Establish cost and timeline estimates for implementation and monitor implementations for technical accuracy to ensure customer needs are met.
- Work with AT&T account executives to drive new business for Cisco and Cisco-rated services opportunities.
- Participate in customer meetings to determine business and technical requirements that will be used in developing Cisco Voice and Data solutions or solution alternatives that map within the business capabilities.
- Lead customer technical sessions, both white board and PowerPoint presentations around potential and proposed Cisco Voice and Data solutions opportunities.
- Partner with internal resources to develop and manage deals that cross between multiple technology solutions.
- Mentor junior sales team members including organizing and leading sales training sessions around various technologies.
- Deploying LYNC 2013 migrating from other systems.
- Avaya S8700 Media Servers.
- Avaya deployment, troubleshooting, and administration.
- Avaya S8700 Media Server, Genesys CTI, deployment, troubleshooting, and administration.

Stefanini Inc., Southfield, MI
Cisco Unified Communications Engineer/Customer Operations Support
December 2013 to June 2014

- As a Cisco Unified Communications Engineer, is tasked for work of assisting the current Cisco Voice Architect and Engineers migrating and supporting DAY 2 processes, provision SOW, and support day to day operations.
- Design, configure and support Cisco Call Manager 10.x, Unity Connections 10.x, Publisher/Subscriber, Emergency Responder, Telepresence, and other Cisco voice related solutions.
- Work with Voice Solutions team to help resolve IPT issues.
- Present and maintain a consistent professional presence to customers.
- Mentor junior engineers and team members.
- Document project deliverables as it relates to the SOW, BOM, procedure policy documents, etc.
- Customer's digit dials plan designing.
- Validating post sale deployment documentation and procedures.
- Voice VLAN, QOS allocation and MPLS designing.
- Cisco Prime device discovery and support.
- Cisco CallManager 10.X integration with Jabber voice and video.
- Tandberg TMS, VMS, support
- Remotely manage and supporting high level Cisco Unified Communications Day 2 operations.

AT&T Consulting, Washington, DC
Cisco Unified Communications Deployment Engineer
December 2012 to December 2013

- As a Cisco Unified Communications Engineer/PM, is tasked for work of considerable difficulty planning, organizing and directing US Courts Administrative Office staff of site administrators and technical personnel. Also, leads the direct planning, development and installed of new sites and performs other management functions as required for the nationwide Cisco Unified Communications and other voice network deployments.

- Facilitate project deliverable meeting assignments, directs and evaluates the work of personnel engaged in the design, install, maintenance and operation of complex Telecommunications systems and related support items.
- Oversee the established technical and operational standards, equipment and site inspection site surveys.
- Analyze and determine statewide manpower requirements for Cisco Unified Communications deployments.
- Manage and oversee Telecommunications vendor contactor maintenance and service agreements.
- Circuit inventory/billing maintenance and provisioning.
- Remotely manage and supporting high level Cisco Unified Communications cluster deployments.
- Cisco Gateway Dial Peer, SNMP, EVM, management and configuration.
- Design and manage InformaCast paging customer deployments.
- Active Directory and Cisco Unified Communications design and build outs.
- Customers PSTN dial plan and SRST design.
- CER 9.x deployment and administration.
- SIP CUBE to PSTN failover design administration.
- CallManager 8.5, Unity Connections 8.5, and Active Directory user importing, Call Handler, UCCX 8.5 IP IVR Cluster design and scripting for large to medium size deployments.
- Provide remote management to multiple client site status checks and deliverables.
- LEC PRI, number porting and routing administration.
- Validate customer cut sheet design, user and device BAT templates, LEC service request, and VoIP network provisioning.
- Coordinate customer and technician pre-cut, local LEC number porting, and hand off meeting.
- Delivering services around the clock and responding to requests for emergency service hours.
- Remedy Tier II & III ticket resolution and procedural documentation.

CNSI Inc., Alexandria, VA
Cisco VoIP Subject Matter Expert
June 2012 to December 2012

- As a Cisco Telecom Subject Matter Expert, day to day responsibilities, design and documentation of Cisco Unified Communications systems and applications to support the client's business initiatives ensuring specific requirements are addressed.
- Analyzed and determined statewide manpower requirements for Cisco Unified Communications deployments.
- Managed and oversaw Telecommunications vendor contactor maintenance and service agreements.
- Circuit inventory/billing maintenance and provisioning.
- Cisco Unified Communications cluster, and Unity Connections 8.5 cluster high level (Hands on) - All Cisco Unified Communications components and Cisco IP Gateway configuration.
- Designed, implemented and supported Verizon SIP customer architecture call routing.
- Voice control protocols - MGCP, H323, and SIP CallManager end devices.
- CallManager 8.5, Cisco Unity Connections 8.5 call flow scripting and design.
- Provided onsite support to multiple clients, performing MACs (Moves/Adds/Changes), BAT, and other onsite support issues as appropriate.
- Delivered services around the clock and responded to requests for emergency service hours.
- Project Manager: Remote site replacement, Turn-Ups, On-Site Repair, Relocation, Remote site de-installation. Project planning and implementation Microsoft Visio applications.

Medassurant Inc., Bowie, MD
Sr. Telecommunication Administrator
November 2010 to May 2012

- As a Cisco Sr. Telecommunications Analyst, is responsible for coordinating and performing the Corporate Telecom acting as liaison between the main HUB UC operations and the interconnect remote sites in matters dealing with the business operational needs, and providing technical expertise to assist in efficient and effective network telecommunications.
- Facilitated project deliverable meeting assignments, directed and evaluated the work of personnel engaged in the design, installed maintenance and operation of complex Telecommunications systems and related support items.

- Oversaw established technical and operational standards, equipment and site inspection site surveys.
- Analyzed and determined statewide manpower requirements for Cisco Unified Communications deployments.
- Managed and oversaw Telecommunications vendor contactor maintenance and service agreements.
- Project Manager: Remote site replacement, Turn-Ups, On-Site Repair, Relocation, Remote site de-installation.
- CUPS 8.X, Cisco MeetingPlace 8.X, CallManager 8.X cluster, and Unity Connections 8.X cluster high level (Hands on) - Gateway configuration.
- Supported the Cisco Voice traffic such as Voice Vlan, QOS, Layer 3 switching, bandwidth between sites. Dial Plan. Voice control protocols - MGCP, H323, and SIP Cisco CallManager end devices.
- SolarWinds - VoIP SNMTP device monitoring and alert administration.
- LEC PRI, number porting and routing administration.
- CallManager 8.X, Unity Connections 8.X call flow scripting and design.
- Device and end user call allocation design (hunt groups, FAC, speed dial, device profile, COS).
- Provided onsite support to multiple clients, performing MACs (Moves/Adds/Changes), BAT, and other onsite support issues as appropriate.
- RightFax 10 FoIP administration.
- UCCX 8.x day to day scripting administration.
- Voice VLAN, QOS allocation designing.
- Delivered services around the clock and responded to requests for emergency service hours.
- NICE Perform 3.5 design, planning and implantation - 200 + channels.

Bechtel Corporation, Frederick, MD
Cisco IPT/UCCX Engineer
May 2010 to November 2010

- As Cisco IPT/UCCX Engineer is responsible to provided strategic planning, innovative solutions and expert technical knowledge in order to design, implement and support enterprise voice technologies with hands-on technical leadership and management of corporate enterprise-wide projects.
- Oversaw established technical and operational standards, equipment and site inspection site surveys.
- Analyzes and determine statewide manpower requirements for IPT deployments.
- Managed and oversaw Telecommunications vendor contactor maintenance and service agreements.
- CallManager 7.X - 8.X high level (Hands on) - All Cisco Unified Communications components Pub, TFTP, IPT IP Gateway configuration.
- Cisco Gateways VG224 and end devices configurations.
- Implemented to support the Cisco Voice traffic such as Voice Vlan, QOS, Layer 3 switching, bandwidth between sites.
- Voice control protocols - MGCP and H323 CallManager end devices.
- Unity Connections and CallManger call flow design.
- Device and end user call allocation design (hunt groups, FAC, speed dial, device profile, COS).
- Day to day CallManager 8.X and Unity Connections 8.X, IPCC 7.X administration.
- Provided onsite support to multiple clients, performing MACs (Moves/Adds/Changes), BAT, and other onsite support issues as appropriate.
- UCCX 8.X0 day to day scripting administration.

Children's National Medical Center, Washington, DC
Telecommunications Analyst
September 2009 to June 2010

- As a Telecommunications Analyst is responsible to interface with the IT management staff to provide support of the Cisco UC deployment and to travel to sites and convert from legacy telecom to the existing Cisco UC platform.
- Analyzed and determined statewide manpower requirements for Cisco Unified Communications deployments.
- Managed and oversaw Telecommunications vendor contactor maintenance and service agreements.
- Planned and implemented migration of a Nortel TDM telephony environment to a Cisco UC solution.
- Telecommunications project implementations. UCM 7.X and UC 7.X knowledge high level (Hands on) - All Cisco UC Cluster components Pub, TFTP, Gateway configuration.
- Cisco IOS Cisco VoIP Gateways VG224 and end devices configurations.

- Implemented to support the Voice traffic such as voice vlan, QOS, Layer 3 switching, bandwidth between sites.
- Voice control protocols - MGCP, H323, SIP.
- Provided day to day MACs (Moves/Adds/Changes), BAT, and other onsite support issues as appropriate.
- Delivering services around the clock and responding to requests for emergency service hours.
- Project Manager: Remote site replacement, On-Site Repair, Relocation, Remote site de-installation.
- UCCX 7.X day to day scripting administration.
- Rack & Stack Data Center equipment.
- Circuit inventory/billing maintenance and provisioning.
- Tested, installing, repairing, and turn-up new circuits.

Fresenius Medical, Waltham, MA

Telecommunications Analyst

March 2008 to September 2008

- Responsible for monitoring systems, satisfy reporting needs to the Genesys users and Contact Center technologies and operations.
- Project Manager: Remote site replacement, On-Site Repair, Relocation, Remote site de-Installed, De-Installed Support.
- Avaya S8700 Media Server and G650 Media Gateway deployment, troubleshooting, and administration.
- Avaya PBX deployment, troubleshooting, and administration.
- Avaya Communication Manager 5.1 S8300, S8500, & S8700 Media Servers
- Avaya CMS and AVAYA IQ reporting.
- Intuity Audix and Modular Messenger: deployment, troubleshooting, and administration.
- Avaya Call Routing, Dial Plan, Vector, Hunting, VDN, (ACD) administration and design.
- Call Center Agent skill/hunt group inventory and design.
- Tested, installed, repaired, and turn-up new circuits (DSL, T-1, DS3, OC3 & OC12), responsible for cross-connects and any other wiring.
- Circuit inventory/billing maintenance and provisioning.
- Installed, Configured, and Reconfigured T1/T3 and CSU/DSU device and circuits.
- Provided onsite support to multiple clients, performing MACs (Moves/Adds/Changes) and other onsite support issues as appropriate.
- AT&T Business Direct Disaster Recovery Call Routing administration and design.
- Tier 3 Help Desk Support

Evergreen Investments

Telecommunications Analyst / Project Manager

August 2004 to March 2008

- As Telecommunications Analyst/ Project Manager, is responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedule to ensure timely completion of corporate project schedules.
- Telecom Procedure implementations for internal & external auditors.
- Circuit inventory/billing maintenance and provisioning.
- Avaya S8700 Media Server and G650 Media Gateway deployment, troubleshooting, and administration.
- eCAS: Call Accounting deployment, troubleshooting, and administration.
- Avaya S8700 Media Server deployment, troubleshooting, and administration.
- Avaya Communication Manager 5.1 S8300, S8500, & S8700 Media Servers.
- Avaya deployment, troubleshooting, and administration.
- Avaya S8700 Media Server, Genesys CTI, deployment, troubleshooting, and administration.
- CMS custom report writing.
- Cisco VoIP Gateway to Avaya integration.
- Intuity Audix and Modular Messenger: deployment, troubleshooting, and administration.
- IPC Alliance 100 Trading Turret System deployment, troubleshooting, and administration.
- Avaya Communication Manager 5.1 administration.
- Avaya Call Routing, Vector, Hunting, VDN, (ACD) administration and design.

- Call Center Agent skill/hunt group inventory and design.
- Managed over 1200 Tel/Data user/agent endpoints.
- Installed DS1, T1/T3 and CSU/DSU device and circuits.
- AT&T Business Direct Disaster Recovery Call Routing administration and design.
- Punch downs and terminations fiber, or copper cabling.
- Tier 3 Help Desk Support.

Aspect Software, Chelmsford, MA

Customer Operation Engineer

April 2000 to July 2004

- As a Customer Operation Engineer, is responsible for systems maintenance, upgrades, capacity planning, and administration of telephony systems.
- Installed, calibrated, helped trouble shoot and maintain Aspect Call Centers / ACD, IVR, and all Aspect telephony devices.
- Avaya PBX deployment, troubleshooting, and administration.
- Provided service support for Broadband Installed, Network Installed, and Hardware/Software Updates.
- Team focused on customer CTI, Call Center, Network, and Database implantations.
- Worked with customers to determine Aspect Call Control Table Designs (Call Routing Architecture), Agent Architecture, ACD Hardware configurations, IVR programming.
- Upgraded Call Center software and loaded the latest software releases, service packs, and security patches. Coordinated a wide range of Telecommunications Cisco IPT / IP Telephony projects.
- Networking Technology including Frame Relay, TCP/IP, FTP, DHCP, and DNS.
- Supported and maintained 24x 7 service operations utilizing on-site and remote access service methods using VPN and modem access applications.
- Respond to pager call when down time occurs.
- Maintained AC/DC Battery back-up power supply.
- Terminated and punched down cross-connect voice and data cable design interfaces and distribution on MDF and IDF and distributions frames.
- Configured and reconfigured T1/T3 circuits on PRI's.
- Installed, Configured, and Reconfigured DS1, T1/T3 and CSU/DSU device and circuits.
- Prepared daily and monthly records and reports of progresses and failures.
- Performed regular hands on maintenance and upgrades as required to telecommunication equipment.

VoIP Engineer - 2**Education**

- Certification in Network Admin, CCI Training Center - Arlington, TX, 2011 to 2012

Military Service

- Service Country: United States, Branch: USMC, Rank: SGT, July 1988 to November 1998

Skills - Proficient in IT Service Desk, Technical Support, Cisco Route, Cisco Switch, Cisco CUCM, Watchguard, Sonic Wall, Software Support, Hardware Support, Desktop/ Laptop Break Fix, Telecommunications, Detailed Ticket Documentation, Data Entry, Registry Edit, Office Clerical, Secretarial, Customer Service, Administrative, Bookkeeping, Management, Multi-Phone Lines, Customer Contact, Leadership, Team Building, Filing, Copying, Microsoft Products, Internet Browsers, Acrobat, Word Pad, Adobe Acrobat, Windows 7, Windows XP, Windows vista, Office 2010, Office 2007, Log Me In, Remedy Ticket System, Maximo, Cisco, VMware, Citrix, Active Directory, Creadant, Adobe Reader, Adobe Flash Player, Outlook (.pst and .ost file data file management), PDF Creator, Yahoo Messenger, Office Communicator, Snag It, EFax, Citrix Delivery Services Console, Microsoft suite, Access, Project, Essbase, Putty, SecureCRT.

Professional Experience**Frontier Communications, Saint Petersburg, FL****VoIP Engineer****Aug 2015 - Nov 2016**

- Perform service restorations of single customer VoIP troubles and outages.
- Provide a point of escalation from the Tier I VoIP Team (IHD). Provide direct business customer VoIP support, utilizing remote trouble isolation and service restoration techniques applicable to the customers IP connectivity.
- Provides network analysis concerning usage trends, voice traffic metrics, capacity planning and recurring events, as well as outage and incident patterns.
- Provides escalation for network-level troubleshooting activities as related to commercial voice networks, including but not limited to: analyzing packet captures, event logs, traffic and other diagnostic records.
- Collaborate and communicate directly with Network Operations Center Tier1 and 2 Specialists on customer effecting outages.
- Analyze network utilization and capacity to isolate customer service degradations.
- Analyze customer data and VoIP configurations.
- Provide Tier II technical support for Residential and Business VoIP customers.
- Create and document team process flows and work instructions utilizing Microsoft Office and SharePoint databases.
- Direct and assist the field in troubleshooting and restoring single customer VoIP issues.

Perform Tier I and II troubleshooting**Technician HP****Jul 2013 - Aug 2015**

- Proactively monitor and maintain Global network stability
- Initiate the ticketing process for network outages
- Work cross-departmentally to ensure that outages are properly reported and resolved
- Collect and analyze system data to troubleshoot, identify, and resolve emergency network problems, as well as less critical ones
- Take incoming calls and facilitate the triage of issues

Davita**Service Desk Analyst****Jan 2013 – Jul 2013**

- Provide technical assistance for laptop, desktop connectivity issues. Reset Point sec Passwords, Reset PGP passwords for laptop encryption
- Conduct first and second level support. Perform software installations, Verify before installing software
- Assist clients with VPN Connectivity, WIFI and Manage computer information, reset Active Directory password accounts, unlock Active Directory accounts, update user profile information (Active Directory)

- Track and create tickets within Remedy, utilized advanced troubleshooting skills to ensure first call resolution, Escalate problems as appropriate following Service Desk procedures
- Utilize superior customer service skills, solve problems on Windows platforms, Perform Service Desk expeditor functions as assigned, and maintain in-depth knowledge of Service Desk supported products and services
- Review and update Service documentation (training, knowledge base).
- Image Computers using Citrix Deployment Console, run hardware diagnostics
- Assisted client with fixing Outlook issues.
- Verizon air card, Data connectivity troubleshooting
- Create extensions, register phones in the Cisco Call Manager, perform basic troubleshooting
- Facilitated Win 7 upgrade for over 1k pieces of equipment.
- Managed Wasp asset system, End of Life cycle program, Recycle program
- Implemented Cisco route and switch lab for training

Davita

Tier II Desktop Support Analyst

Mar 2012 - Jan 2013

- Provide technical assistance for laptop, desktop connectivity issues. Reset Point sec Passwords, Reset PGP passwords for laptop encryption
- Conduct first and second level support. Perform software installations, Verify before installing software
- Assist clients with VPN Connectivity, WIFI and Manage computer information, reset Active Directory password accounts, unlock Active Directory accounts, update user profile information (Active Directory)
- Track and create tickets within Remedy, utilized advanced troubleshooting skills to ensure first call resolution, Escalate problems as appropriate following Service Desk procedures
- Utilize superior customer service skills, solve problems on Windows platforms, Perform Service Desk expeditor functions as assigned, and maintain in-depth knowledge of Service Desk supported products and services
- Review and update Service documentation (training, knowledge base)
- Image Computers using Citrix Deployment Console, run hardware diagnostic
- Assisted client with fixing Outlook issues
- Verizon air card, Data connectivity troubleshooting
- Create extensions, register phones in the Cisco Call Manager, perform basic troubleshooting
- Facilitated Win 7 upgrade for over 1k pieces of equipment
- Managed Wasp asset system, End of Life cycle program, Recycle program
- Implemented cisco route and switch lab for training
- Participates in special projects as required

Windows Server System Administrator - 1

Professional Summary

- IT Professional with extensive experience in the design, administration, and support of Microsoft Windows enterprise environments.
- Solid reputation for providing superior customer service, high technical ability, and thorough system documentation.
- Emphasize building and securing systems per established best practices and following through with preventive maintenance and monitoring to ensure optimal up time.

Skills

- VMware (7 years), Citrix (5 years), Microsoft Windows Server (10+ years), Remedy (4 years), Microsoft Exchange (6 years), Epic (4 years), Active Directory (7 years), Sharepoint (4 years), SCCM (5 years), Powershell (3 years)

Military Service

Rank: IT3

United States Navy

1998 to 2002

- Concentration in Networking, Communications, & Security.
- Obtained Top Secret United States Government Clearance (1998), served on-board USS Spruance stationed in Jacksonville, FL. Obtained E4 Rank of Petty Officer Third Class.

Certifications

- MCP: Microsoft Certified Professional - 2002
- CCNA - 2003

Professional Experience

Beaumont Health, Dearborn, MI

Windows System Administrator

June 2012 to Present

- Primary responsibilities include system administration for 1500+ Microsoft Windows Server 2003, 2008 R2, 2012 physical and virtual Production/Test/DEV systems, VMware / Citrix infrastructure support for multisite IBM/DELL environment, and escalated clinical application server support.
- VMware Infrastructure support across 3 datacenters. VSphere Virtual Machine build, configuration, deployment, and administration. Upgrade ESX hosts from 5.0 to 6.0. P2V legacy clinical systems, administration of HA, DRS, SRM, Snapshot, and vFoglight.
- Citrix XenApp 6.5 Farm Administration. Published applications for clinical use across 5 regional sites. Processed escalated XenServer service requests. System migrations from 4.5 to 6.5.
- Windows Server OS upgrades, Active Directory, DNS, and Group Policy support. Infrastructure monitoring via IBM Director and DELL OpenManage. Visio system documentation. SQL Database server build and support.

Red Level Networks, Novi, MI

Windows System Administrator

2011 to 2012

- Systems Engineer for SMB and enterprise managed service clients.
- Microsoft Exchange 2003 to 2010 Migrations, Windows Server system upgrades, VMWare infrastructure build and administration. XenApp 6 support.
- Proactive monitoring and reactive support for a variety of Microsoft Windows Server systems. Creation of customer procedural and best practice documentation for staff.

BlueRock Technologies, Troy, MI

Systems Engineer

2011 to 2012

- Relocated to Miami for the Network Implementation of the Soho Beach House hotel. Worked with Network Architect and Project Manager remotely to implement successful installation and configuration

of DELL Managed Switches, Nomadix and Barracuda filtering system, Motorola RFS wireless, and Windows Server environment. Worked with contracted local labor for 17-story hotel cable installation.

- Successfully reduced ticket counts as the first point contact for numerous hospitality clients. Worked with clients to upgrade Operating Systems and Office Suites to latest 2010 release. Assisted other managed service clients operating within Blue Rock's hosted Citrix XenApp 5 environment.

Logicorps, Charter Township of Clinton, MI**Windows System Administrator****2007 to 2010**

- System administration for ITC transmission enterprise managed services account.
- VMware ESXi infrastructure support, Kaseya system monitoring/maintenance, and documentation management.
- Migrations to Windows 7 Professional and Windows 2008 Server. Resolved issues relating to Windows 7 application compatibility issues with legacy industrial applications.
- Processed Microsoft Exchange 2003 user service / support requests.

BlueWater Technologies, Southfield, MI**Network Engineer****2002 to 2007**

- System / Network Administrator proficient in Lotus Notes, Microsoft Office, Symantec/Norton Antivirus, Sonicwall firewalls, terminal server, Windows 2000/XP clients and Windows NT/2000 servers, hardware and software maintenance and repair.
- Design, management, and installation of network services at national events for General Motors and Chrysler.
- Onsite Technology leas on for the North American International Auto Show.
- Provided Help desk support and customer training for General Motors Live Internet CRM program supporting over 200+ users per season at US Auto Shows.

Windows Server System Administrator - 2

Professional Summary

- Accomplished systems administrator with 15 years of experience managing server infrastructures and data-center operations across multiple platforms.
- Effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.
- Proven ability to create and deliver enterprise solutions tied to business growth, organizational development and systems/ network optimization.
- Skilled problem identifier and troubleshooter comfortable managing systems and projects in a range of IT environments.

Education

- Pre - Bachelor of Science in Environmental Sciences, San Jose State University, San Jose, CA

Technical Skills

| | |
|---|--|
| Windows Core Services | Active Directory Services, Exchange, GPO's; DNS/ DHCP/ WINS/ Printing, IIS, DFS, SMS/ WSUS/ SCCM, MOM/ SCOM |
| Server Hardware | Dell PowerEdge, IBM X - Series, HP ProLiant |
| Storage Technologies | RAID configurations (RAID, with thorough knowledge of SAN/NAS architectures) |
| Storage Hardware | NetApp FAS and R-series devices, Isilon/ EMC NAS |
| Networking | Cisco ASA/ PIX, SonicWall and WatchGuard security devices for firewall/ SSL VPN/ site-to-site VPN/ QoS; Cisco 2800 routers; HP switches, Cisco WAP's |
| Server Operating Systems | 32/ 64-bit versions of Windows, Standard and Enterprise; Ubuntu, LTS |
| Client Operating Systems | 32/ 64 bit versions of Windows, Professional and Enterprise |
| Monitoring Software | Microsoft MOM/SCOM, HP OpenView and Insight Manager, NetApp DFM, and Nagios using SNMP and WMI protocols, Whats Up Gold |
| Virtualization Software | VMWare 3.5 ESXi and vSphere 4.1; VMWare Server 1x - 2x; Microsoft Hyper-V, Microsoft Virtual PC 2007, Mac Fusion 4.x. |
| Mobile Technologies | BlackBerry, Goodlink, iPhone and ActiveSync |
| Centralized managed Anti-Virus solutions | McAfee ePO and Management Console 2.0; ESET; Trend Micro for Exchange and ServerProtect server/ network storage Symantec EndPoint Protection (SEP). |
| Imaging tools | Ghost; Acronis True Image; Sysprep, ImageX and CloneZilla |
| Helpdesk CRM's | Remedy, Vantive, HelpZilla, SpiceWorks, Service Now and Peregrine |

Professional Experience

TSP Inc., Santa Clara, CA

Windows System Administrator

Feb 2012 - Dec 2013, 95051

- Lead Windows server support consisting of over 450 virtual and physical servers (2000/ 2003/ 2008/ 2012).
- Duties include managing Windows core services as well as the corporate VMware infrastructure, NetApp NAS storage devices (all CIFS related functions), all system builds/decommissions, server backups (TSM) and incident management
- Project managed the deployment of a new anti-virus solution for server and storage environments (SEP/Trend Server Protect). Acted as lead project resource for a new client backup solution for Engineering users (TLM), the deployment of SCCM and SCOM to the former National Semiconductor server fleet and for the sun-setting efforts of legacy business applications and servers.

Onsite at NetApp - Engineering Support, Sunnyvale, CA, Upstream Global

Windows System Administrator

Nov 2011 - Feb 2012, 94089

- Maintained several lab environments for various Engineering groups. Duties included new server installations, break fixes, maintenance tasks and managing daily incident ticket queue.

- Project resource for production Engineering environment. Projects included migrating ESX environment to co-location, deploying new AV software to Engineering desktop environment, and reorganizing AD environment in preparation to move to native Windows 2008.

Onsite at HP, Sunnyvale, CA
Windows Systems Administrator
Feb 2011 – Oct 2011, 94085

- Maintained all aspects of data center consisting of 350 physical and virtual windows-based servers (2003/2008), duties included enhancing new system enrollment/decommission processes, performing break-fixes and maintenance.
- Defined and qualified new system builds for windows servers and maintained the hardware specific systems build documentation (HP and Dell hardware).
- Maintained Windows 7 client images using windows Sysprep, ImageX and custom scripts that supported both HP and Dell desktop and laptops.
- Performed incident management through CRM ticketing tool (Peregrine).

Nulaid Foods, Inc., Ripon, CA
Systems Administrator
Apr 2009 - Jan 2011, 95366

- Built completely new server and network environments for member plants (AD 2008, Exchange 2007, printing, firewall, VPN and SSL VPN, wireless access points/ bridges, DFS replication sets for backup solution) leveraging Dell PowerEdge hardware, Cisco ASA/WAP devices, HP ProCurve switches and Windows 2008 R2 with Hyper-V technology.
- Valuable member of ERP deployment (Microsoft Dynamics AX 4.0). Duties included defining security permissions and membership of security groups within AX, providing training to company and plant employees.
- Managed day-to-day operations for server and client issues including break-fixes and maintenance for clients/servers, patch deployment, printers and tape backup of data centers using Symantec NetBackup.
- Project managed the deployment of several company-wide applications including antivirus (ESET) and an internal helpdesk (SpiceWorks).

Mimosa Systems, Santa Clara, CA
Tech Support Engineer
Jul 2008 - Jan 2009, 95051

- Supported external customers using company products (NearPoint archiving, Exchange DR, Tiered Storage, File System Archiving, SQL) through WebEx sessions and over-the-phone support.
- Trained to troubleshoot customer SQL servers by running basic SQL queries to collect data using single and joined select statements, parsing log files, optimizing customer NearPoint and SQL server configurations.
- Assigned leading role for major platform migrations. A typical migration is 2-4 days of work and includes numerous con-calls with customer and management. Strong project and customer management skills required to be successful in this responsibility.
- Developed many knowledge base articles for use by internal staff as well as customer base.

IT Global Service Desk, NetApp, Sunnyvale, CA
Lead Support Analyst
Sep 2005 - Jul 2008, 94089

- Trained staff members on NetApp's infrastructure technologies including Active Directory, DNS, Exchange messaging and archiving, Citrix terminal services, and BlackBerry/Goodlink/ActiveSync PDA support.
- Developed and documented new processes and procedures to support expansion of service offerings for the GSD through our "Outreach" program.
- Assisted with implementation of a new CRM (Remedy) by assisting with new work flows and incident CTI's, assisted with a User Acceptance Testing (UAT) pilot program and developed class documentation for the production rollout.
- Worked collaboratively in revamping outdated web content on IT Service Desk site and developing a governance process to keep content current.

- Participated in daily operational support and contributed to the consistently high customer satisfaction ratings of our Service Desk (>95% satisfactory).

IT Server Operations/ NetApp, Sunnyvale, CA

Windows System Administrator

Sep 1998 – Jun 2005, 94089

- Senior escalation point for a 500+ server and storage system corporate data center which included some of the following:
- 30+ Active Directory Domain Controllers supporting a multi - site/ domain topology supporting over 10,000 users. 20+ servers supporting core services such as DNS/ DHCP/ WINS/ WSUS/ SMS and printing. 20+ Citrix Presentation servers serving 30+ published applications/desktops.
- 20+ servers for our messaging and email archiving environment which included Exchange 2000/2003, IXOS & Symantec Email Archiving, BES/ Goodlink, RightFax w/ Exchange Gateway.
- Project managed the deployment of a new AV solution for server and storage farm (McAfee/ TrendMicro), deployed storage capacity management and monitoring solutions for over 100+ storage systems (NetApp DFM), server resource for client backup to network storage solution (Connected TLM), deployed new and then upgraded Citrix XP Presentation Server farm, deployed fax to email/printing solution for Sales and Finance groups (Right-Fax) and many other projects during my time with NetApp.

RedHat Linux Server System Administrator - 1

- Detailed and results oriented IT professional with over 7 years of experience in UNIX/Linux systems and applications support, administration, analysis and troubleshooting. Responsible, determined quick learner with good verbal & written communication skills. Able to work independently to research and aggressively solve complex systems problems. Excel in working in a team environment.
- Over 7+ years of strong IT experience as a System Administration in Sun Solaris, Linux (Red hat Enterprise Linux, OEL, SUSE, Ubuntu, CentOS), HP-UX, Web logic and Windows [...] Operating System with extensive implementation & troubleshooting experience under Client, Server Systems.
- Extensive experience in Installing, trouble shooting, upgrading and configuring SUN Solaris 2.x, 7,8, 9, 10 & 11 on Sun/Oracle Servers and Red hat 4/5/6, HP-UX 10.x, 11.x, SUSE [...] Operating Systems, Mail Server/ Proxy Server.
- Proficient working with NAS, SAN and DAS storage architectures; also have experience migrating storage from other storage architectures on to SAN.
- Configuring and Administering NFS, DNS, NIS, DHCP, NIS+ and LDAP on Sun Solaris and on Linux server environment.
- Efficiency in installing, configuring and implementing the RAID levels (0, [...] Technologies using various tools like Veritas volume manager, Solaris volume manager and Linux volume manager.
- Installing and configuration of Red hat Enterprise Linux (RHEL) & SUSE on HP Blades and Dell Blade Servers (Dell R710, R720, R510 and R910, IBM Blade Servers).
- Creating and Managing user accounts, system security, performance tuning, change management, Documents and procedures on Linux.
- Experience installing, trouble-shooting and performance tuning of various Application Servers/Clients like Websphere, Web Logic, Tomcat, Apache, JBoss, Oracle, DB2 & iPlanet Messaging Server.
- Experience in Installing and configuring the Red Hat Satellite Server and experience in automation using Puppet and Shell Scripting.
- Ability to write & debug Shell Scripts using ksh & bash, Hands-on solving of day-to-day operational issues, Resolution of technical issues on system integration and support; Software package and patch installations.
- Exposure on Web logic, web sphere, Oracle, Data Warehouse and Sun Java Enterprise system (Sun JES), MySQL.
- Expertise in Veritas Volume manager (VxVM), Creating new file systems, mounting file systems and UN mounting file systems.
- Installing, configuring Solaris volume manager (Solstice disk suite 4.2.1) & Veritas Volume Manager. Installed & Configured HBA (PCI/PCI-X) in SAN storage. Configured & Installed ALOM (Advanced Lights Out Manager) & Load Balancer.
- Created HTML forms and used PERL as CGI scripting language for online querying and reporting.
- Virtualization administration and configuration (VMWare, VMWare ESX, Xen).
- Strong experience in setup, deployment and configuration of RHEL based servers in an enterprise environment.
- Specialist in automation (writing Shell & Perl scripts) to monitor UNIX production applications.
- Experience in automation using Python, Shell and Perl scripting and also experience in using automation tools like Puppet and Chef.
- Experience in Load Balance Linux systems by Linux Virtual Server (LVS) for High Performance and High Available of Linux clustering Technology.
- Experience in setup and Maintenance of MYSQL and configuration or replication across multiple machines. Experience in BIOS UPGRADE and OS installations and configurations and maintenance
- Organize the RHN Satellite Servers in combination with RHN Proxy Server.
- Extensive experience in Security Patching. Also coordinating with storage team and networking teams
- Installation Configuration and Administration of VCS, File System using VERITAS Volume Manager 3.x/4.x/5.x and Solstice Disk Suite 4.2, Disk arrays and quotas.
- Installation of web logic, upgrade to service packs updates, installed. BEA patches, configuring and creation new domain, start and stop web logic server.
- Excellent knowledge of Client/Server architecture, OSI layers, TCP/IP networks.
- Experience working on EMC SAN Migration and EMC Frame Migration.
- Good understanding of Network Topology (LAN/WAN/Subnets/VPN/Firewalls).

Technical Skills:

- Operating System - Sun Solaris 11, 10, 9, 8, 7, Red Hat Linux 3.x, 4.x, 5.x, 6.x, SUSE, Ubuntu, OEL, CentOS, Windows
- Hardware - Sun Ultra Enterprise Servers (E3500, E4500, E450, E420R, E250, Sun Fire, Sun Workstations (Ultra 5, 10, 20, Blade, SunstorEDGE A1000 and D1000, HP 9000 series, IBM RS/6000, p Series, x Series.
- Dell R710, R720, R510 and R910, IBM Blade Servers
- Network Protocols SMTP, SNMP, ICMP, TCP/IP, FTP, TELNET, UDP, and RIP, iSCSI, Fibre Channel. Software and Tools VERITAS Volume Manager 3.x/4.x, WinSCP, FTP, SSL, VERITAS Cluster Services, Cisco CNR, Send mail, Puppet.
- Backup Management VERITAS Netbackup 4.x/5.x/6.x, Solstice Disk Suite, tar, dd, cpio Tape Hardware Storage tape libraries L40, L80, L180, L700, SL500, SL8500, DAT & DLT, STK 9940B, 9840B, LTOs.
- Web/ Application Servers Tomcat, Apache, Web logic, Websphere iplanet and JBoss Database Oracle, DB2, Sybase
- Languages C/C++, HTML, Shell Scripting, Perl, python, puppet

Professional Experience**Motorola, Chicago, IL****Sr. Linux System Administrator****December 2012 to Present**

- Installation Red hat Linux Enterprise Server 5/6 on Dell and HP x86 HW. Installed and configured Solaris 10/11 on Sun T and M Series servers Mirrored root disks on all servers by using ZFS & VxVm.
- Providing 24 x 7 supports to various application level server level & network level Monitoring and troubleshooting of any datacenter outages. Day-to-day administration on Sun Solaris which includes Installation, upgrade and loading patches.
- Installation of Web logic, upgraded to service pack updates, installed BEA patches, configuring and creation new domain & services starting & stopping.
- Veritas Netbackup up installation, Catalogue backup and maintenance Backup/restore on ADIC (Intelligent Storage -Scalar i2000k - Library Management Console) using server Windows NT/2000 & Sun Solaris server and checking the job failures. Planning and implementing Backup and Restore procedures using Ufsdump, Ufsrestore, Tar" and "Cpio".
- Installed, managed Verities Volume Manager 5 (VxVM) on Solaris 10. Created Veritas File Systems.
- Installation of Oracle on Linux and Solaris, creating database, creating Oracle users etc. Production support of Apache and JBoss including installation, configuration, management and troubleshooting.
- Documented Apache Web Server Development, Staging & Production environments, installed configured and managed Solaris 10 Zones on Sun Enterprise systems, Administered, maintained Red Hat 5/6 Troubleshooting Hardware, Operating System Application & Network problems and performance issues; Deployed latest patches for Sun, Linux and Application servers, Performed Solaris and Red Hat Linux Kernel Tuning for TCP stack.
- Installation and monitoring of Veritas Volume Manager, Veritas NetBackup and Veritas Cluster Server on SAN Environment.
- Involved in installing Puppet client on Red hat & Solaris servers for Automation purpose.
- Established new user accounts and password. Added and configured hardware devices like hard disks, network interfaces.
- Monitoring day-to-day administration and maintenance operations of company network and systems working on Linux and Solaris Systems.
- Installed and maintain RHEL and SuSE provisioning servers for efficient builds per best practices
- Installed and configured the Red Hat Linux 5.1 on HP-DI585 servers using Kick Start.
- Configured the NIS, NIS+ and DNS on Red Hat Linux 5.1 and update NIS maps and Organize the RHN Satellite Servers in combination with RHN Proxy Server.
- Installed and configured the RPM packages using the YUM Software manager.
- Configured logical volumes using logical volume manager (LVM) and also configured mirroring.
- Installation of Web logic Application server, upgraded to service pack updates, installed BEA patches, configuring and creation new domain & services starting & stopping. Installation of Oracle10g on Linux

- and Solaris, creating database, creating Oracle users & export and importing database, creating rollback segment etc. Configured root disk for its clustered file system on RED HAT LINUX5.X.
- Production support of Apache, PHP, My SQL, Tomcat including installation, configuration, management and troubleshooting.
- Involved in developing custom scripts using Python, Perl & Shell (bash, ksh) to automate jobs.
- Merged the generated reports as per request. Formatted data into required format using UNIX Shell Scripts, SED and Awk.
- Defining and Develop plan for Change, Problem & Incident management Process based on ITIL.
- Networking communication skills and protocols such as TCP/IP, Telnet, FTP, NDM, SSH, rlogin.
- Installed HBA cards and upgraded Firmware in VMware ESX and RHEL. Created large volumes using LVM from the EMC LUN's. Resized the volumes online in RHEL AS 4.0.
- Written shell scripts and Perl scripting to take backup oracle database.
- Security auditing using Korn programming. Shell Programming for day to day system administration.
- Kick start the Red Hat Linux RHEL 6 on HP Power edge servers and Cisco UCS servers.
- Deploying Veritas Clusters and Oracle 8i test databases to implement disaster recovery strategies, ensuring uninterrupted availability of the global systems.
- Configured Logical storage Manager (LSM) for root disk encapsulation and implemented root disk mirroring for fault tolerance.
- Experience in BIOS UPGRADE and OS installations and configurations and maintenance
- Worked on the administration of the Web Logic 9, JBoss 4.2.2 servers including installation and deployments. Extensive experience in Security Patching
- Also coordinating with storage team and networking teams. Ability to effectively communicate across vendors with different departments and provide resolutions to all levels in the organization, both verbally and in written documentation through on 24 * 7 on call Support.

Environment: REDHAT LINUX 4.x,5.x,6.x, SUN fire T2000, T4k, M 5000, and VERITAS volume manager 5.x, VERITAS Net backup 6.5, Web logic 10.x., Oracle 10G/ 11i/RAC, HP 9000 Superdome SX1000, Volume Manager, VMWare ESX SERVER,, Shell scripting, SAN/MC Data Switches , Brocade Switches, RED hat satellite server

BlueCross BlueShield, TX

Unix/Linux Administrator

September 2010 to November 2012

- Installation, Configuration & Upgrade of Solaris and Linux operating system.
- Installation and Administration of Red Hat Enterprise Linux 3, 4, 5 SLSE10 using Kick start including performance monitoring, scaling and capacity planning and hardware maintenance of Sun fire servers.
- Problems & performance issues; deployed latest patches for Sun, Linux and Application servers, Performed Solaris and Red Hat Linux Kernel Tuning for TCP stack.
- Installation and configuration of Red hat Linux 8, 9.0, Suse on Dell, Proliant, Enterprise Server 4.0
- Systems monitoring and administration of Servers for day-to-day problems, patches, user administration, hardware failure, monitoring log files, backup, software up gradation, configuration changes and documentation in Red Hat Enterprise Linux 4.0 and 5.0.
- Installation and administration of TCP/IP, NFS, DNS, NTP, Auto mounts, Send mail and print servers as per the client's requirement.
- Configuration of Naming Services like DNS, DHCP, NIS, LDAP Novell eDirectory. Implementing Master and Slave servers for NIS, DNS.
- Worked on the administration of the Web Logic 9, JBoss 4.2.2 servers including installation and deployments. Co-ordinate with web admin team in installation of BEA Web Logic Server 8.1.
- Experience with EMC storage devices ClariionFC4700/CXx and Symmetrix DMX).
- Experienced with HP storage Works SAN Switches 2/16v (Brocade silkworm).
- Installation of web sphere, upgraded to service pack updates, installed IBM patches, configuring and creation new admin & managed servers, start & stop Web sphere server.
- Installation and configuration of Veritas Storage Foundation Suite, Volume Manager, Cluster Servers & Veritas File systems (Vxfs).

- Linux kernel, memory upgrades and swaps area. Red hat Linux Kick starts Installation Sun Solaris Jump start Installation. Configuring DNS, IDNS, DHCP, NIS, NFS in Sun Solaris 8/9 & other Network services. Written shell scripts and Perl scripting to take backup oracle database.
- Integrating UNIX file systems using packages like SAMBA. Setting up printers on UNIX / NT machines to work seamlessly across platforms. Integration of Linux/Solaris with Active Directory (LDAP).
- Installation and configuration of Oracle 8/9i database on Sun Solaris Servers.

Syntel, Mumbai, Maharashtra
Linux/Solaris Systems Administrator
July 2008 to September 2010

- Installation, Configuration & Upgrade of Solaris and Linux operating system.
- Installed & configured Sun Fire 210, V240, and V440, V490, V880, 1280 & HP ProliantDL-320/ 360/ 380/ 560/ 580 L Servers.
- Problems & performance issues; deployed latest patches for Sun, Linux and Application servers, Performed Solaris and Red Hat Linux Kernel Tuning for TCP stack.
- Installation Red hat Linux 8, 9.0 on Dell, Proliant, Enterprise Server 4.0, Installation and administration of TCP/IP, NFS, DNS, NTP, Auto mounts, Send mail and print servers as per the client's requirement.
- Installed, managed Verities Volume Manager 3.5 (VxVM) on Solaris 9.
- Experience with EMC storage devices ClariionFC4700/CXx and Symmetrix DMX).
- Experienced with HP storage Works SAN Switches 2/16v (Brocade silkworm).
- Network trouble shooting using 'nbd', 'traceroute', 'netstat', 'ifconfig' and 'snoop' etc.
- Installation of Web sphere, upgraded to service pack updates, installed IBM patches, configuring and creation new admin & managed servers, start & stop Web sphere server
- Created Role Based Access Control (RBAC) for users. Linux kernel, memory upgrades and swap area. Redhat Linux Kickstart Installation Sun Solaris Jump start Installation. Configuring DNS, IDNS, DHCP, NIS, NFS in Sun Solaris 8/9 & other Network services.
- Installation and configuration of Veritas Storage Foundation Suite, Volume Manager, Cluster Servers & Veritas File systems (Vxfs). Written shell scripts and Perl scripting to take backup oracle database.
- Installation and configuration of Oracle 8/9i database on Sun Solaris Servers.
- Integrating UNIX file systems using packages like SAMBA. Setting up printers on UNIX / NT machines to work seamlessly across platforms. Integration of Linux/Solaris with Active Directory (LDAP).

CapGemini, India
UNIX/ Linux System Administrator
March 2007 to June 2008

- Installation, configuration, maintenance and support of Red Hat Linux 4.0, 5.0 and Solaris 7/8/9.
- Installing and configuring of Samba for heterogeneous platform.
- Installation, configuration and maintenance of local and Network based Printers.
- Worked with Global NOC (Network Operations Center) with a team of 20 with key emphasis on optimal systems performance and maximum uptime of 24x7 operations.
- Monitoring & troubleshooting of any datacenter outages. Day-to-day administration on Sun Solaris which includes Installation, upgrade & loading patches & packages.
- Responsible for Trouble shoot various systems problems such as core dump analysis, network problems and hardware related problems.
- Worked with Netstat, Prstat, lostat monitoring commands. Implemented the file sharing on the network by configuring NFS on the system to share essential resources. Support Production Systems, which involved day-to-day operation and Desktop support (Local and Remote).
- Configured NFS Servers, NIS+ Servers, NIS+ Clients, Diskless clients and Auto clients and auto mounted the file systems using direct and indirect maps also setup entries in /etc/dfs/dfstab in Solaris share file systems and mounted the disks onto the client systems.
- Installation of Oracle Patches and Troubleshooting, Creating and modifying application related objects, Creating Profiles, Users, Roles and maintaining system security.
- Disk and File system management through Solstice Disk Suite on Solaris and other logical volume manager for other flavor of UNIX.

RedHat Linux Server System Administrator - 2
Professional Summary

- 17+ years of IT experience.
- 7+ years of experience in UNIX/ LINUX Administration in Specializing in Red Hat Enterprise Linux and AIX Unix
- Expert in installation, configuration, Testing, Troubleshooting, Performance monitoring and tuning, backup, recovery and upgrades of IBM AIX, Solaris, Win, Server, Linux Red Hat
- Extensive experience with Red Hat Enterprise Linux (5.4, 5.6, 5.9, 6.0-6.5) AIX OS AIX 4.x/5.x/6.1 on 550 and Servers.
- Experience with VMware ESXi, ESX Servers and vCenter Server
- Specialized in IBM Power4/ Power5/ Power6, Virtualization, HMC and NIM
- Experienced in configuring and supporting Logical Partitions/Micro Partitions (LPAR/ DLPAR), via HMC (Hardware Management Console).
- Installation, administration, configuration and testing of VIO Server and VIO client LPAR'S.
- Install and manage Linux and Aix system which include Disk Management, User management Network Management, Performance Management using tools
- Strong hands-on experience in Disk Management and Volume Management using IBM LVM. Activities includes but not limited to; configure physical volumes, creating volume groups, logical volumes and file systems, mirroring logical volume and volume groups, increasing file system, checking file system consistencies, etc. Installed patches, fixes/ Service Pack
- Worked on keeping the servers in compliance with customer security requirement.
- Installation and configuration of LPAR, s for Redhat Linux and Aix systems.
- Installation and configuration of VIO Servers for Redhat Linux and Aix systems.
- Implementing and managing resource in VIO server.
- Installation and configuration master of NIM and client.
- Administrating and troubleshooting of AIX HACMP cluster.
- Performed backup and Restore of mksysb, rootvg backup to TSM and Restoring OS and file.
- Adding physical volume, Migrating physical volume, importing and exporting volume group, paging space and Mirroring using LVM and VERITAS Volume Manager.
- Experience in DNS, NIS, NFS, and LDAP, send mail, ftp, remote access security management and system troubleshooting skills.
- Hands on experience in solving various problems. Used 'errpt' and 'diag' commands for diagnostic,
- Experience in Migration and Decommissioning of the systems.
- Managing cron jobs batch processing and job scheduling
- Experience in SAN Management (EMC, IBM etc).
- Experience in storage management
- Strong hands on experience on UNIX Shell scripting, C/ C++, UNIX IPCs, and Client-server
- Excellent Client relation Skills.
- Ability to communicate with all levels of management and the client community
- Good Inter personal communication skills and ability to work in a team are my assets.

Education

- BS in Computer Sciences, Northeastern University, Boston, MA

Certifications

- Unix
- Linux
- MCSE

Technical Skills

Operating Systems: RedHat3, RedHat4, Red Hat Enterprise Linux 5.4, 5.6, 5.9, 6.0-6.1, 6.2, 6.3, 6.4, AIX/ 6.1, SUN Solaris 8/ 9/ 10 (Sparc and X86), and Windows NT/ 2000/ XP

Hardware: IBM pSeries and p690 and servers. D10 and D20 I/ O Draws. HP-Superdome HP-N4000, & D350, HP-UX 11.x in Clustered HA & SAN env with HP MC/Serviceguard and Hitachi Storage. HP AlphaServer HP AlphaServer ES80/ ES47. SUN SunFire SUN SunStorEdge 3500 Disk Arrays, EMC Symmetrix, SunStorEdge L1000 Tape Library.

Tools: HMC , WebSM, NIM, Smitty, OpenView OVO 8.x, Performance Agent and Glance 4.7x, Autosys, CA eTrust Access Control, Vintela Authentication Service (VAS), Veritas Volume Manager, Veritas Cluster Server 3.5 HA, Solaris SVM, Solaris JumpStart VeritasNetBackup 4.x, RAID Management, Web Sphere Application Server, Apache servers, Clearcase, Remedy, HP-Service Center and infloblox.

Protocols: TCP, UDP, IP, Ethernet, LAN, WAN, NIS, NIS+, DNS, NFS, PC-NFS, automount, cachefs, lpv6, IPSec, FTP

Databases: Oracle/ 8.x/ 9i/ 10g, SQL*Net, PL/ SQL, Oracle DBA, MS Access and SQL Server Languages/ Scripts: Korn and 'C' Shells, Sed, AWK, Perl, C, C++ and HTML

Professional Experience

OTSI - Object Technology Solutions Inc., Plano, TX

UNIX Aix/ linux redhat Administrator

Mar 2015 - Present

- Installing, upgrading and configuring RedHat Linux5/x and 6.x using Jumpstart and Linux using kickstart installation, also SUSE Linux Servers manually and using SystemImager and updated using YUM and worked on upgrading and configuring SGI Servers. Created Virtual server on VMWare ESX/ESXi based host and installed operating system on Guest Servers.
- Configuring NFS, NIS, NIS+, DNS and LDAP. Setting up cron schedules for backups and monitoring process. Updating YUM Repository and Redhat Package Manager (RPM). Created RPM packages using RPMBUILD, verifying the new build packages and distributing the package.
- Configuring distributed file systems and administering NFS server and NFS clients and editing auto-mounting mapping as per system / user requirements.
- Installation, configuration and maintenance DNS servers, Mail servers, FTP servers, NFS, NIS, NIS+, RPM and Samba Web servers on Linux platforms for Load Balancing.
- Experience in installation, configuration and administration of Web Logic and Web sphere Servers.
- Configured SAMBA to get access of Linux shared resources from Windows.
- Worked in ZFS and QFS and fixed the problems occurred, set the quota and reservations for such file systems. Applying new patches and packages of RedHat Linux. Installation and monitoring of Veritas Volume Manager, Veritas Net Backup and Sun Cluster Server in SAN Environment.
- Installing client/ server Software, like Oracle, BMC-Patrol/Bladelogic/ProactiveNet, Autosys, TM Art, and VERITAS etc. Extensive use of Logical Volume Manager (LVM), creating Volume Groups, Logical volumes and disk mirroring in HP-UX, AIX and Linux.
- Implementation of RAID techniques and the creation of Disk groups and volumes, plex using Veritas Volume manager. Trouble shooted various problems when working with VxVM in initializing, replacing, mirroring, encapsulating and removing disk devices.
- Created and maintained large file systems with DMX storage devices using VxVM.
- Experience in implementing High Availability Clusters using Veritas Clustering, HP Service Guard, Red hat Cluster Server. Administered file system and volumes using Solaris Volume Manager on Solaris 10/11. Worked on firewall implementation & Load blancer between various Linux Servers.
- Experience managing multipathing using Linux and also EMC Powerpath on SAN devices.
- Worked on registering different client servers to master Redhat Satellite Server.
- Worked with and assisted customers with setting proper Priority/Severity of problems, work problems to resolution, recorded/documented actions in databases as well as utilized tools and resources.
- Administer the Network issues and Resolving Operating Systems related issues AIX, Linux and making sure that the users get the proper environment for testing.
- Plan and implement assigned projects, change management, on-call support, and hotline bridge participation. Creating Database users, roles, profiles, alert logs/ trace logs on Oracle Database application boxes and worked on RAC.
- Troubleshooting and analysis of hardware and software failures for various Linuxservers (core dump and log file analysis)

Disney, Burbank, CA

UNIX AIX/ linux redhat Administrator

Jun 2012 - Mar 2015

Description: Worked with the dedicated resource team on many project including OS upgrade on all corporate resource Infrastructure servers which consists of 600+ AIX/Redhat physical and 900+ AIX/redhat virtual Servers. Responsible for 24X7 support for AIX/ Redhat, operating systems in Development, Test,

Stage and Production environments. Day to day activities include new server builds, upgrades, patching, software maintenance, storage management, user administration, troubleshooting, performance monitoring and performance tuning. Worked on SAN Fabric Migration Project supporting AIX/Redhat server's cutovers to a new Cisco fabric. SAN fabric migration project involved migrate McData switches to cisco switches. Provide AIX/ Redhat administration support for SAN migrations of VIO servers, clients and LPARs. The migration project involved EMC Symmetrix and CLARiiON storage arrays, NAS, and McData and cisco switches. This included SAN and NAS storage allocation for AIX/Redhat servers, zoning, maintenance of enterprise EMC SAN and NAS storage arrays, and BCV, Migrating storage from obsolete EMC Symmetrix storage arrays to XIV storage arrays in some cases. Performed all system admin related tasks with main focus on AIX/ Redhat servers. The project involved stand alone, cluster and VIO servers. Extensively involved coordination between different technical teams: System admin team, DBA/App team, EMC storage team, SAN fabric team and management. Worked on Server build/configuration/decommission Data Center Migration Project on both physical and virtual machines, was able to successfully migrate over 200 AIX Servers for Walt Disney Company from old Data Center in Columbus, OH to the New Data Center in Kings Mountain, NC. The migration involved restoring servers from server copies (mksysb builds) and building new servers and data restoration, Commission/ decommission AIX servers (service activation / deactivation process) from OH Data Center

- Responsible for Installation, Configuration Management, Maintenance and Systems Development for redhat Linux and AIX system.
- Responsible for the operation, maintenance and integrity of a distributed, networked for redhat Linux system based environment
- Responsible for creating LPAR/DLPAR/VIO.
- OS upgrade for redhat Linux and AIX system on all corporate server services.
- Assist on the XIV upgrade project
- Worked on SAN fabric Migration Project
- Installed, configured and tested VIOS
- Installed, configured and tested Logical Partitions technology (LPARS).
- Installed VIO server Advanced POWER Virtualization on IBM P5 System. Assigned resources by making six partitions LPAR client of VIO server and clients Installation.
- Experienced in creating maintaining and managing LPARS, LPARS and VIO with HMC console.
- Experience in analyzing logs, problem determination, and Recovery and restart.
- Part of the DR (disaster recovery team).
- Worked closely with DBA's to install raid, disk areas for Oracle database instance installations, created
- Bourne shell database startup and shutdown scripts for UNIX/Linux servers. Wrote shell scripts for automated installations, to extract logs.
- Documenting standards as per KPIT's and IBM's Best practices policies and procedures.

Disney, Burbank, CA

UNIX AIX Administrator

May 2010 - Jun 2012

Description: Worked with dedicated resource team on many project including OS upgrade on all corporate resource Infrastructure servers which consists of 600+ AIX physical and 900+ AIX virtual Servers. Responsible for 24X7 support for AIX, operating systems in Development, Test, Stage and Production environments. Day to day activities include new server builds, upgrades, patching, software maintenance, storage management, user administration, troubleshooting, performance monitoring and performance tuning. Worked on SAN Fabric Migration Project supporting AIX server's cutovers to a new Cisco fabric. SAN fabric migration project involved migrate McData switches to cisco switches. Provide AIX administration support for SAN migrations of VIO servers, clients and LPARs. The migration project involved EMC Symmetrix and CLARiiON storage arrays, NAS, and McData and cisco switches. This included SAN and NAS storage allocation for AIX servers, zoning, maintenance of enterprise EMC SAN and NAS storage arrays, and BCV, Migrating storage from obsolete EMC Symmetrix storage arrays to XIV storage arrays in some cases. Performed all system admin related tasks with main focus on AIX servers. The project involved stand alone, cluster and VIO servers. Extensively involved coordination between different technical teams: System admin team, DBA/ App team, EMC storage team, SAN fabric team and management. Worked on Server build/configuration/decommission Data Center Migration Project on both physical and virtual machines, was able to successfully migrate over 200 AIX Servers for Walt Disney

Company from old Data Center in Columbus, OH to the New Data Center in Kings Mountain, NC. The migration involved restoring servers from server copies (mksysb builds) and building new servers and data restoration, Commission/ decommission AIX servers (service activation / deactivation process) from OH Data Center

- Responsible for Installation, Configuration Management, Maintenance and Systems Development for redhat Linux and AIX system.
- Responsible for the operation, maintenance and integrity of a distributed, networked for redhat Linux system based environment. Responsible for creating LPAR/DLPAR/VIO.
- OS upgrade for redhat Linux and AIX system on all corporate server services
- Assist on the XIV upgrade project. Worked on SAN fabric Migration Project
- Installed, configured and tested VIOS
- Installed, configured and tested Logical Partitions technology (LPARS).
- Installed VIO server Advanced POWER Virtualization on IBM P5 System. Assigned resources by making six partitions LPAR client of VIO server and clients Installation.
- Experienced in creating maintaining and managing LPARS, LPARS and VIO with HMC console
- Experience in analyzing logs, problem determination, and Recovery and restart.
- Part of the DR (disaster recovery team). Worked closely with DBA's to install raid, disk areas for Oracle database instance installations, created Bourne shell database startup and shutdown scripts for UNIX servers. Wrote shell scripts for automated installations, to extract logs.
- Documenting standards as per KPIT's and IBM's Best practices policies and procedures.

Northwestern Mutual, Milwaukee, WI

UNIX Administrator

May 2008 - May 2010

- Evaluated products from potential vendor partners. Advised senior managements in Application, Database, Capacity and Security teams regarding technical merits of new products and conducting POC for tools and server procurement. Provided solution architecture, project management, and capacity planning services, design and administration. Upgraded latest firmware, Maintenance Levels (ML) and Fix Packs across Redhat Linux and AIX systems
- Heavily involved in Resource Management efforts like Dynamic Logical Partitioning, Capacity on demand, Dynamic LUN resize, Time-of-day Workload Management, Micro Partitioning, Virtual Ethernet, Ethernet sharing, Virtual SCSI disks etc.
- Installed and configured Netbackup Clients for system backups.
- Application and Database support for WebSphere, MQ-Series, UDB, Oracle and Sybase including upgrading MQ 6, JAVA and C Compilers. Fine-tuned and added capacity on demand to the LPAR's for WebSphere, MQ Series Applications and Database servers.
- Provided Tier-3 support for the business clients. Heavily involved in resolving Incidents and Problem tickets. Troubleshooting and finding the root cause to the problem are my assets.
- Worked extensively on Vintela Authentication Service for user authentications. Managed eTrust a CA's Access Control product. Created policies, rules and procedures as per user/group requirement.
- Documented several Server Design, Server Build, Best Practices, BCP Disaster Recovery, NIM installs and Performance documents for references.
- Cross trained team members, conduct technical team meeting twice a week. Created Project charters, Project Management Plan, Project work Breakdown Structure, Status Reports, Update Work Plans and Project Reviews.
- Performed Proof of Concept (POC) for High Availability Cluster Multiprocessing (HACMP) on p570

New World IQ, Sunnyvale, CA

UNIX Administrator

Oct 2004 - Apr 2008

- Provided 24x7, production support which involved giving production support to AIX, HP-UX and SUN servers at hosting site (Quest Data Center), upgrade hardware, add memory & CPU's, increase swap space and backups both at important filesystem level and system level.
- Redhat Linux and AIX Systems Administration. Worked with different teams on multiple projects regarding network performance and setting system standards. Daily activities included resolving issues with NFS, NIS, DNS, Sendmail, and installing software and licenses. Did Adds, Moves and Changes for Systems, Users, Printers and Modems.

- Upgraded and installed new versions of Redhat Linux and AIX systems Installed and maintained latest level firmware upgrades and the Maintenance levels.
- Worked with nmon performance tool to analyze AIX servers on CPU, Memory usage, Kernel Statistics, Disk I/O rates, filesystem monitoring, Network I/O rates, paging space and paging rates, CPU specifications, Top processors, Asynchronous I/O etc.
- Monitored system performances and upgrades on the HP 9000, HP rp5470 and HP rp2470 Enterprise Servers. Created HP Software depot for installing quarterly patches to HP-UX environment. Also set up DD disks for a quick recovery of the servers.
- Installed SSH and Remote access to all the SUN Servers at the Data Center. Patch Administrator: Kept current with Kernel and Security Patches at sunsolve.com to keep machines safe and running.
- Worked with iPlanet 4.1 and Apache web servers. Oversaw the installations and configurations of web servers and LDAP 4.1
- Expertise with EMC Symmetrix, Timefinder, BCV, EDM. Scheduling Disk to Tape Backup using EMC's Enterprise Data Manager EDM. Worked extensively on installed and configured Veritas NetBackup 4.5 to perform backups in Development environments.
- Provided daily database and system reports to the Development and Operation teams.
- Installed Oracle 8.1.6.3 Enterprise software on SUN E250 and SUN E4500 servers. Provided production database copies to the development and Quality Assurance teams as per the request.

Order Trust, Lowell, MA**UNIX Administrator****Jan 2004 - Sept 2004**

- Providing 7x24 support and maintenance and troubleshooting and solving the problems appeared in the system. Installation and configuration of SUN servers.
- Configuration and Performance Tuning of System Resources as per client's requirement.
- Memory management, Disk layout, Network configuration. Jumpstarting Sun servers and proprietary applications. Expertise in Logical Volume Management with Veritas.
- Logical Volume Management including creating volume groups, logical Volumes and extending logical volumes. Creating a bootable Disk and Disk Mirroring.
- File system Management and maintenance. Administering backups and automated backup schedules.
- Configured storage devices (EMC symmetrix Series, Sun D1000 Arrays)
- Solved problems related to NIS, NIS+, NFS, mailboxes, and Network related.
- Monitoring critical systems and taking preventive actions. Network Printer configuration.
- Process monitoring and performing preventive maintenance. Involved in setting up Lab Network of 200 Nodes. Providing good System administration support to the Development team.
- Installing and Upgrading the ORACLE Instance and the application tools.
- Ensuring high reliability and uptime of critical systems. Installation and configuration of Net 8.
- Manage and Tune Oracle Database Instances for maximum availability and performance.
- Used Clearcase for Release Management and Remedy for Defect tracking.
- Worked very closely with the Developers and Oracle DBA group.
- Contacted Sun support for technical assistance.

Dr. Donald J. Bush OD**Technical Support Analyst/ QA Technician****Jan 2003 - Dec 2003****Getronics****Computer Field Engineer****Jun 2001 - Dec 2002****Illinois Secretary Of State Department of Motor Vehicles****Computer Field Engineer****Jan 2000 - May 2001****Assistive Technology Exchange Network (ATEN)****Software Programmer/ Testing Technician****Aug 1998 - Dec 1999**

Pricing Page/Exhibit A

| Technical Staffing Service Title | Quantity/Estimated Hours | Unit of Measure | Unit Price/Hourly Rate |
|--|--------------------------|-----------------|------------------------|
| IT Project Coordinator/Business Analyst | 2000 | Hour | \$ 85.00 |
| IT Project Manager | 2000 | Hour | \$ 115.00 |
| Senior IT Project Manager | 2000 | Hour | \$ 135.00 |
| Microsoft Office Specialist Trainer | 2000 | Hour | \$ 80.00 |
| Cyber Security Auditor | 2000 | Hour | \$ 125.00 |
| Firewall Administrator | 2000 | Hour | \$ 98.00 |
| Network Engineer | 2000 | Hour | \$ 95.00 |
| VoIP Engineer | 2000 | Hour | \$ 75.00 |
| Windows Server System Administrator | 2000 | Hour | \$ 85.00 |
| RedHat Linux Server System Administrator | 2000 | Hour | \$ 90.00 |

*** All quantities/estimated hours are estimates and do not obligate the State of West Virginia or WVOT to this amount. Per 5.2 of the Specifications, vendors should clearly note "no bid" or "N/A" on their bid for any items for which they will not be bidding