Solicitation Response(SR) | Dept: 0210 | ID: ESR12081600000002626 | Ver.: 1 | Function: New | Phase: Final | ▼ | Modified by batch , 12/08/2016

Header 📎 2

[List View]

| **General Information** | Contact | Default Values | Discount | Document Information |

Procurement Folder: 244612

Procurement Type: Central Master Agreement

Vendor ID: VS0000005021

Legal Name: Elegant Enterprise-Wide Solutions, Inc.

Alias/DBA:

Total Bid: $1,890,000.00

Response Date: 12/08/2016

Response Time: 6:51

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

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 ESR12081600000002626	1

VENDOR

VS0000005021

Elegant Enterprise-Wide Solutions, Inc.

Solicitation Number: CRFQ   0210   ISC1700000010

Total Bid : $1,890,000.00   **Response Date:** 2016-12-08   **Response Time:** 06:51:40

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	$90.000000	$180,000.00

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	$110.000000	$220,000.00

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	$130.000000	$260,000.00

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	$105.000000	$210,000.00

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	$90.000000	$180,000.00

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	$85.000000	$170,000.00

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	$85.000000	$170,000.00

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	$85.000000	$170,000.00

Comm Code	Manufacturer	Specification	Model #	
80111609				

Extended Description :	RedHat Linux Server System Administrator

Response

State of West Virginia

Technical Staffing Services (OT1717)

RFQ # ISC1700000010

Due Date: Dec 08, 2016@ 01:30 PM

Prepared for and Presented to:
Attention: Bid Clerk
Department of Administration
Purchasing Division
2019 Washington ST E
Charleston, WV 25305

Prepared and Presented by:
Elegant Enterprise-Wide Solutions, Inc.
Head Office/ Address for Correspondence:
25961 Hartwood Drive
Chantilly, Virginia 20152
Local Office:
25961 Hartwood Drive
Chantilly, Virginia 20152
Phone: 703-909-1289 | Fax: 703-722-6628
Email: govt@elegantsolutions.us
www.elegantsolutions.us

Primary Point of Contact

Priyanka Arora

Phone: 703-609-0215

Email: govt@elegantsolutions.us

Secondary Point of Contact

Vikas Arora

Phone: 703-909-1289

Email: govt@elegantsolutions.us

Transmittal Letter

Dec 08, 2016
Attn: Bid Clerk
Department of Administration

In reference to solicitation ___RFQ No. ISC1700000010___ for ___Technical Staffing Services (OT1717), Elegant___ Enterprise Wide Solutions, Inc. hereafter called "Elegant Solutions" is pleased to submit the proposal to the State of West Virginia, WV.

Founded in 2001, Elegant Solutions is headquartered in Chantilly, VA, employs number of IT professionals with clients across US. Elegant Solutions, a Small Business Administration 8(a) certified and ISO 9001:2008 certified company provides innovation technology solutions and program management to public and private markets.

We are holding contracts with following Government Clients/Agencies across US:

Contract Vehicles/ Clients – Federal/ States/ Local Government	
US Navy's Seaport-e	GSA Schedule 70
Department Army	FAAs eFast GWAC/ IDIQ
Department of Commerce	Department of State
Department of Health & Human Services	Department of Treasury (IRS)
Department of Homeland Security	Environment Protection Agency (EPA)
Department of Justice	Government Printing Office (GPO)
Department of Labor	Office of Personnel Management
Baltimore County Public School (BCPS), MD	Patent Trade Office
City of Phoenix, AZ	Department of Health and Welfare, ID
City of Phoenix, Public Transit Department, AZ	City of Philadelphia, PA
Corpus Christy Independent School District, TX	Department of Public Safety, MN
Dallas Independent School District, TX	California Public Employees' Retirement System, CA
Eastern Municipal Water District, CA	Department of Labor, Licensing and Regulation, MD
Housing Opportunities Commission of Montgomery County, MD	Hillsborough County Public Schools, FL
Miami Dade County Public Schools, FL	Oklahoma Department of Career and Technology Education
State of Mississippi	Hennepin County, MN
State Court Administrator's Office (SCAO), MN	University of Oklahoma, OK
New Castle County Government Center, DE	Maryland Department of Transportation/ MDTA, MD
Plano Independent School District, TX	Maryland Health Benefit Exchange, MD
Richardson Independent School District, TX	Palm Beach County, FL
State of Texas	Prince George County, MD
State of Oklahoma	State of Idaho
State of Pennsylvania	State of Maine
State of South Carolina	State of Maryland
State of Utah	State of Minnesota
State of Washington	State of Montana
State of North Dakota	University of Mississippi Medical Center, MS
Superior Court of California, County of Riverside, CA	Superior Court of California, County of Orange, CA
Trident Technical College, SC	Virginia Lottery, VA
University of Massachusetts, MA	Community Transit, WA
Virginia Retirement System, VA	Washington Metropolitan Transit Authority (WMATA)

City Colleges of Chicago, IL	State of Iowa
Judicial Council of California, CA	Pinellas County, FL
Office of Innovation & Technology Water Department, City of Philadelphia, PA	State of Delaware

With this submission, we accept all the terms and conditions defined in the requirement and we look forward to the opportunity to extend our partnership with State of West Virginia.

Have any queries for our response, feel free to contact me!

Sincerely,

Priyanka Arora
Sr. Program Manager
Elegant Enterprise-Wide Solutions, Inc.

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RESPONSE TO RFQ

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COMPANY PROFILE AND EXPERIENCE

Elegant Enterprise Wide Solutions Inc. (hereafter Elegant Solutions) is an experienced countrywide IT Consulting, staffing and solutions company that offers workforce solutions by providing the ideal technical staffing service to our clients. We specialize in providing IT professionals for contract, contract-to-hire, and direct placements. We also offer recruitment solutions for other select professional skills and workforce needs. Elegant Solutions understands the staffing needs that our client requires. As nationally staffing company, we have delivered staffing services similar to those sought under this RFP. We have extensive experience in providing the nation's finest candidates that are highly qualified. Elegant Solutions is a specialized provider of professional Information Technology Employee Recruitment Services to federal, state and local government agencies and commercial clients.

Founded in 2001, Elegant Solutions is headquartered in Chantilly, VA, has employed many IT professionals with clients across US. Elegant Solutions, a Small Business Administration 8(a) certified small disadvantaged minority owned business and ISO 9001:2008 certified company provides innovation technology solutions and program management to public and private markets. We are Oracle Partners. In partnership with our customers, we use our profound technical expertise and decades of professional experience to organize, manage and maximize information and processes to improve business operations. Elegant Solutions specializes in providing our clients with high-quality IT staffing at the lowest rate the market will bear. Elegant Solutions consistently ranks in the top 10-15% of suppliers at our major customers. Our delivery model and recruiting technology are the main reasons for our success and client relationship is further differentiated by our:

- Dedicated account team structure
- Excellence in technology recruiting
- Established systems and processes
- Onsite, offsite, and offshore staffing

Elegant Solutions is well positioned to address the requirements as specified in this RFP. As an IT technical staffing and solutions firm with nationwide presence and vast experience for over 15 years, we have delivered services similar to those sought under this RFP and are aware of the challenges faced and have solutions ready. Elegant Solutions specializes in providing a full range of professional IT services to various federal, state, local governments and commercial clients. We have been providing **similar services** that have helped clients turn their staffing challenges into a competitive advantage.

Elegant Solutions has built an extensive track record of successfully enabling all of our local, State, Federal and Commercial clients to reach their IT objectives by leveraging our industry expertise and aligning the right technology expertise with their initiatives and goals. We recognize that different recruitment methodologies are required for the specialized areas within

the IT recruitment industry. Moreover, as part of our vision to continually challenge our business activities, we have a number of dedicated consultants to ensure we focus on the exact need.

Elegant Solutions leverages its mature, **ISO 9001:2008 quality-certified processes** to provide a variety of standard and customized solutions and programs to help clients optimize their supply chain and increase time to market the workforce requirements. Through 15 years of experience, we have developed and refined every step of the full lifecycle for staffing fulfillment and consultant management practice. Elegant solutions use latest technology and recruiting methods to source, onboard & manage qualified consultants and its subcontractors. Elegant Solutions workforce solutions help clients increase efficiency, accelerate project progress, cut costs, and ultimately enhance their competitive edge. Elegant Solutions has the ability to process the security clearances as our corporate headquarters is a Top Secret cleared facility and we are committed to the timely delivery of a qualified team with requisite security clearances. Elegant Solutions leverages its service delivery model to source, screen and place temporary/ permanent labor across required skill-sets in well-populated as well as remote geographies.

Quick Facts
• Over 15 years of experience providing Technical Staffing services.
• Currently providing similar services to MDTA, DLLR, CCISD, CalPERS, and DPS.
• Standardized, repeatable, mature and proven ISO 9001:2008 approved high quality recruiting processes to recruit the best.
• We strive hard to provide local talent there by increasing the ROI of the client.
• Have a huge pre-existing resume database including those resumes, which have not been posted on the job boards.
• Specialists in short and long term assignments, temp-to-perm, and permanent placements.
• Ability to conduct extensive background checks on all qualified candidates
• Elegant Solutions combines industry best practices, innovative technologies to recruit and retain a high-quality workforce to help our clients achieve their goals.

Elegant Solutions has an experienced team of specialist assisting customers to identify and recruit the right resources for Agency at multiple locations. We are confident that you will find our proposed connoisseurs, to be the best-qualified subject matter expert to facilitate Agency project. Elegant Solutions offers the unique capability of risk-based program/project management, technical concept, schedule maintenance, and cost/finance management to adapt a complete view towards program/project success.
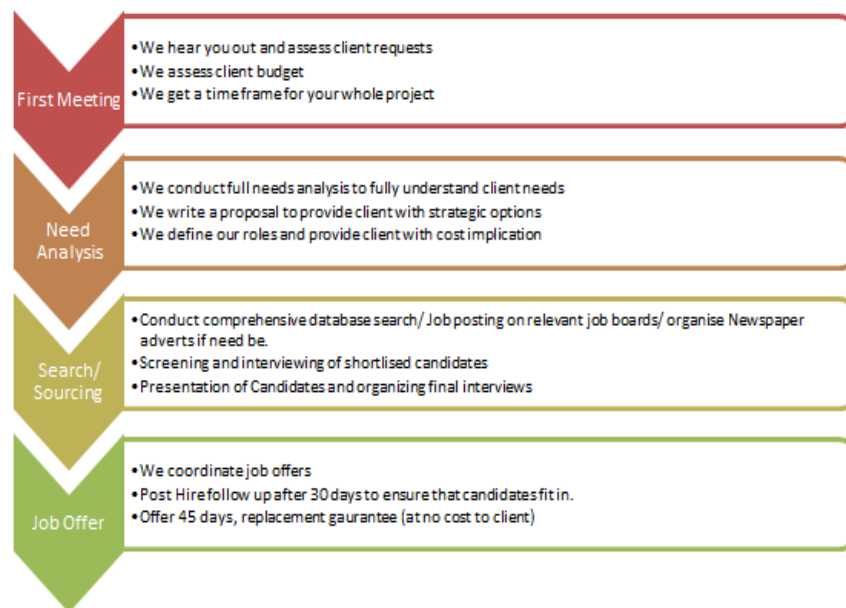
Our Capabilities

For Elegant Solutions, our resources are our most valuable assets. They are an integral part of our success, which has been the center of the Elegant Solution's philosophy since the company was founded 15 years ago. First, we take care of our employees. By supporting our employees through quality work instructions that document a proven performance management structure, class benefits, well-defined training, and career growth programs, we can provide our customers with highly trained, dedicated employees who typically exceed the customer's performance expectations. Elegant Solutions fulfills its commitment to satisfy all client requests and focus on:

➢ Understanding the client's requirements
➢ Meeting all requirements/commitments of customer by providing best available resources
➢ Ensuring that its staffing services exactly meet the client requirements
➢ Focused on quality assessment, testing and training
➢ Accepting market challenges
➢ Monitoring and benchmarking the performance

> Simultaneously improving its services, organization and consultant's performance.

Our Methodology

Elegant Solutions' recruiting model sets it different from competitors. Rather than a full lifecycle approach, we built our process around the objectives of maximizing speed, efficiency and quality of service delivery. The recruiting process starts with targeted sourcing by a Sourcing Analyst who is specially trained to filter the best resumes from various talent sources. The selected resumes are strategically assigned to a specialized recruiter based on his or her area of expertise and professional acumen. The recruiter then qualifies the candidates through detailed interviews on the phone, in-person or video conference. Gauging parameters such as availability, communication skills, interest, skill-set and personality Behavioral and situational techniques are employed to test analytical and problem-solving skills, as well as the ability to work in high-pressure environments. Recruiters spend 100 percent of their time interviewing and qualifying candidates, ensuring there is a thorough due diligence.

First Meeting
- We hear you out and assess client requests
- We assess client budget
- We get a time frame for your whole project

Need Analysis
- We conduct full needs analysis to fully understand client needs
- We write a proposal to provide client with strategic options
- We define our roles and provide client with cost implication

Search/ Sourcing
- Conduct comprehensive database search/ Job posting on relevant job boards/ organise Newspaper adverts if need be.
- Screening and interviewing of shortlisted candidates
- Presentation of Candidates and organizing final interviews

Job Offer
- We coordinate job offers
- Post Hire follow up after 30 days to ensure that candidates fit in.
- Offer 45 days, replacement gaurantee (at no cost to client)

We have personnel with expertise in ERP, web development, software design and development, database development, testing system functionality, project management, prototyping, cost/ benefit analysis, risk analysis, training, electronic filing, systems development, quality assurance, and other Information Technology skill areas. Elegant Solutions specializes in providing our clients with high-quality IT staffing at the lowest rate the market will bear.

Our Recruitment Methodology:

We have extensive experience in providing the ideal technical staffing services. At Elegant Solutions, our recruiters are trained in the art of locating the necessary talent for our clients and every task is handled in a professional manner. Each recruiter has been trained extensively on all skill sets and they have gained additional training in the skill sets of 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. We have been providing staffing services similar to those required under this RFP over the past 15 years. Elegant Solutions has both, a regional and national presence and access to a

large pool of skilled resources. This gives us a unique advantage to bring on board experienced and diverse professionals with specific skill sets to meet project requirements on short notice. We have a goal to place and achieve a workforce of qualified diverse candidates. We are able to successfully achieve this goal by attracting a variety of employees by offering an elite benefit plan. We invest in the benefits of our employees, as well as, the work environment, career training and award recognition.

Once a job order is received, Elegant Solutions will analyze the job duties, skills/training required, work hours, location, and estimated duration of assignment. This will be issued to the appropriate recruiters by the assigned Account Manager(s). All requirements will be assessed, such as, qualifications, skills, background, experience, work history, dependability and pertinence of candidate. Leveraging our ability to staff this contract successfully and efficiently is our Resume Database that allows online and ready access to all qualified resumes to fill open positions quickly. Our resume database, which contains resumes from all teaming partners, career sites, Federal and military retiree databases, job fairs, universities, and all prospective candidates who respond to outreach activities. Our recruiters use this database because it has personnel categorized by State labor category and provides sophisticated keyword searches for an unlimited number of search criteria. Matching skills to requirements can be accomplished by performance area, scope of work, or place of performance. Our recruiters have 24-hour access to resumes and candidate information, and our recruiting and management teams can collaborate more effectively using this tool.
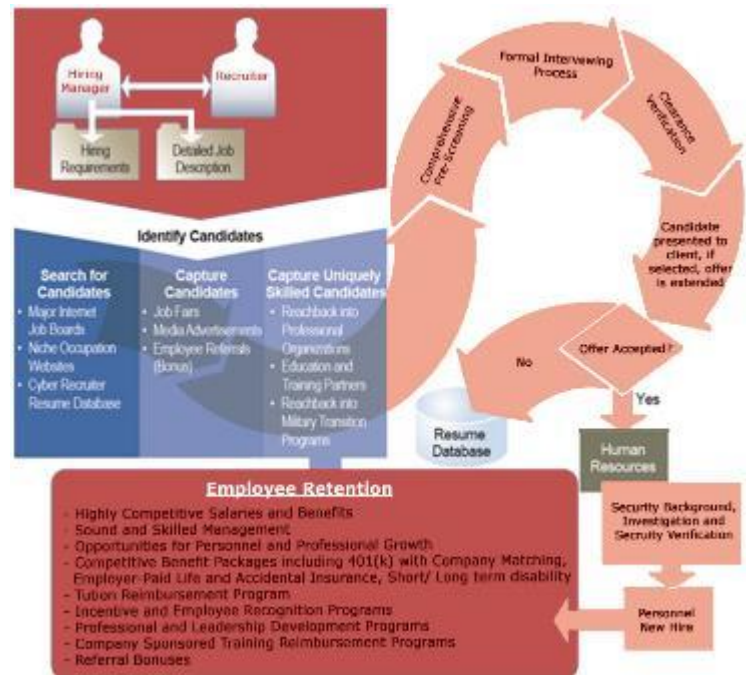
In our experience, the Employee Referral Bonus Program is one of the most effective tools to recruit dedicated, qualified staff and to retain them for long duration. As a part of our Employee Referral Bonus Program, employees referring candidates are eligible to earn a cash award of $3,000 for exempt positions and $1,000 for non-exempt positions once the referred candidate is hired and successfully completes 120 days of employment. Another method of identifying and hiring qualified staff is through the direct submission of candidates by our customers through our Project Manager. These candidates are given top priority in filling vacancies within our programs; every effort is made to accommodate our customers' preferences in hiring recommended and referred candidates.

We implement and welcome a diverse pool of candidates. It is found that achieving our business goal to submit an ideal candidate relies on our ability to achieve workforce diversity. To ensure that diversity is implemented, our recruiters and officials that select the ideal candidates are required to work closely with EEO and human resources. This is an emphasis that is placed on

the recruiting process. To ensure that our recruiters are able to reach a diverse pool of applicants, we perform the following activities:

- Post jobs with a variety of networks
- Search for ideal candidates by networking online and with professionals
- Keep our database updated with both Active and Passive Candidates.
- Obtain employee referrals
- Attend Career fairs
- Obtain information about quality candidates at Minority Conferences
- Accessing the sources of professional associations and Minority Business Councils

Our recruiters are dedicated to finding the best talent. Their dedication has allowed us to successfully tilt difficult positions for our current clients. In order to ensure that only the top talent who is qualified for the position reaches our hiring managers, we established the following steps:

1. We ask knock-out questions that would allow us to wade out the candidates that aren't necessarily fit for the position. Such as, questions that would require them to explain their experience and skills in an in-depth manner.
2. Phone interviews are established from our team of recruiters to elaborate on their qualifications, education and their past experience in regards to the position.
3. Feedback loops are refined in the search between the manager and the recruiter.

These steps are implemented by the recruiters that have completed our so designed on-site programs and online courses that ensure our recruiters are trained in the process of interviewing accurately.

In the event that an assignment ends for any reason, we will conduct an exit interview with the candidate in order to, not only provide information to Sound Transit on the work environment, but also to help us improve our recruiting and retention programs. The goal at Elegant Solutions is to submit qualified professionals to all job orders within 24 to 48 hours. This is a goal that we have been able to accomplish with every client. We believe that we have successfully completed this goal by the experience of our managerial staff and the training that we provide to our recruiters. It is an honor to successfully complete the requested needs of our clients. We value the relationships that we establish with our clients and we believe in satisfying their requests. Our team is prepared to begin this assignment with minimal notice, as long as the notice will allow our team to successfully begin the project in an adequate amount of time to deliver satisfying results. Our goal is to deliver the 'right person', at the 'right price' and 'right now'.

Retention:
Retaining outstanding performers on the team is at the core of our approach. We plan to have our corporate retention rate for our Government project teams around 92 percent - far above the industry average. All of our members are dedicated to identifying and actively retaining our talented staff. At Elegant Solutions, we follow retention process presented below.

| Approach Attribute	How This Approach Supports Employee Retention
Hiring the right employee for the right job	The right employee-job match achieved through focused recruiting efforts, sets up the project and employee for success and offers a challenging, rewarding career. Regular management reviews and routine skill assessments provide a two-way avenue of communication to ensure that the employee is performing well and that management is aware of the employee's career plans and goals and can set forth a plan to meet them.
Onsite management support and employee needs awareness	The TO Project Manager will be accessible daily to all employees without exception and, regardless of hierarchy, via an open-door policy to ensure direct communication, quick issue

	resolution, and employee support. We also encourage our senior-level personnel to mentor our junior-level staff.
Comprehensive benefits for overall employee well being	We regularly review all benefits to keep pace with trends. Our benefits include paid holidays; medical and dental, training; 401(k) plan; long- and short-term disability; life insurance.
Competitive salaries, merit-based promotions, raises, bonuses, employee recognition, and other performance incentives	We maintain competitive salaries based on market pay data, local and national surveys, and job benchmarking. We conduct annual employee performance reviews to determine merit and salary increases with a goal of 100% completed on time. We also reward our employees beyond their base pay by providing additional incentives for outstanding performance, such as annual bonuses, program incentives, citations, spot awards, and the possibility of being recognized as the Employee or Team of the Quarter and Employee of the Year.
Training and education for career advancement and technical expertise	We provide training and education funding to all full-time employees as part of our corporate training program for career advancement and cross-training to keep employees challenged and interested.
Provide technical and management training, and cross training	Training benefits allow providing the right staff the right skills sets. Our ability to matrix personnel across areas provides employee empowerment, reduces downtime, and optimizes staffing levels. Cross-training increases knowledge transfer between different teams and between project tasks.
Recruiting best practices	Our best practices ensure repeatable processes enterprise-wide, reducing the multiple processes across different program areas. Our documented processes provide measurable performance improvement and procedures for personnel management and documentation.

Retention Approach: Workplace satisfaction and personal wellbeing help retain high-performing staff that provide superior customer service and ensure mission continuity. We help employees attain career goals that contribute to increased morale, employee retention, and workforce improvement. We promote qualified current employees first when positions that offer advancement become available. This fosters positive morale, individual achievement, and long-term program tenure.

Retaining Qualified and Needed Incumbents: Elegant Solutions will work with government to hire incumbent staff which government may want to retain under Elegant Solutions.

Personnel Monitoring Process:
Elegant Solutions' exclusive procedure for evaluating performance and monitoring of assigned personnel after work begins and priority given to the replacement of non-performing personnel.
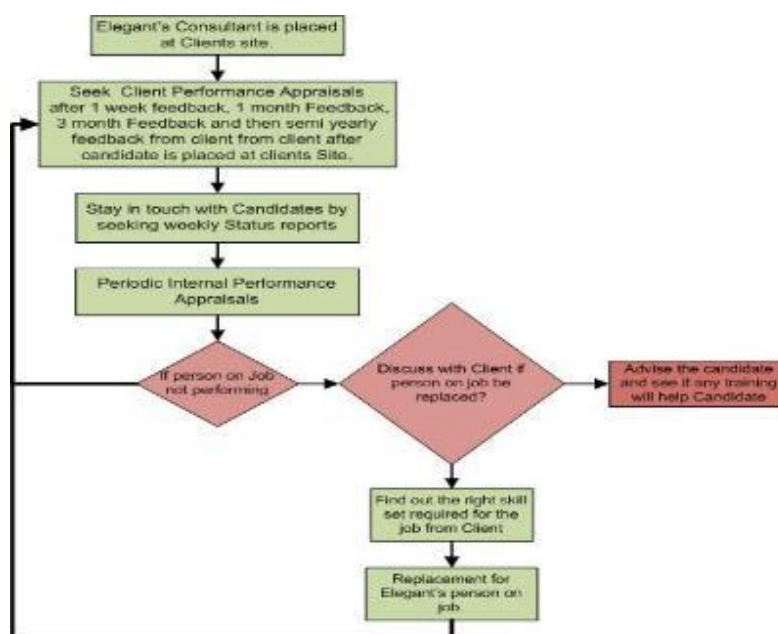
Competitive Salaries and Salary Determination Methodology:

Elegant Solutions ensures competitive salaries through our compensation philosophy, which ensures that our compensation structure is competitive in each market in which we work. We apply standard compensation practices among managers and teams. Each employee will be assessed semi-annually and will receive an appropriate increase in keeping with that assessment.

Benefits:
• Health Coverage (Medical and Dental)
• Life Insurance
• 401(k) Retirement Plan
• Long Term and Short Term Disability
• Job Related Training and Education
• Direct Payroll Deposit
• Yearly Performance Based Appraisals
• Quarterly Performance based bonus

Our methodology for establishing salaries is largely based on industry surveys and analysis reports from sources such as Culpepper and Monster. In addition, many of these labor categories have been previously used by our firm on other, similar contracts. In addition, we keep a consistent resource of prequalified, trained, and ready-reserve personnel to backfill staff that rotates within our career advancement, promote from within, human capital programs. Our succession strategy is practical and popular with employees because it facilitates our commitment to and investment in skill and career growth and yields employee loyalty and retention. It is practical and proven with customers because it provides end-users with an ongoing, never-ending, service delivery resource equipped with the training, knowledge, experience, and continuity to meet or exceed service on all delivery goals and commitments.

Background Screening Process (when required):

After the candidate is selected, we perform a series of background checks and drug screenings. Elegant Solutions conduct reference checks, pre-employment background checks and drug screens at a cost effective rate prior to On-boarding every employee at client sites. Reference checks are also performed to confirm the candidates' ability to perform adequately in regards to the position. After the candidate is selected, we follow the below process to obtain additional and pertinent information about the candidate:

- **Drug screening process**: Drug testing is conducted when required by contract or desired by client. Elegant Solutions utilizes a nationwide outside agency for this service. The company has met performance standards set by the U.S. Department of Health and Human Services. (HHS-certified), (previously referred to as National Institute on Drug Abuse "NIDA-certified"). The drug testing performed is a DOD urinalysis that will screen for the drugs like Marijuana, Cocaine, Opiates (Morphine, Codeine, and Heroin), Amphetamines – (Methamphetamine, MDA/ MDMA (Ecstasy)), Barbiturates (Amobarbital, Butalbital, Pentobarbital, Secobarbital), PCP, LSD
In addition to the on-boarding drug test, we perform random drug testing. We do not charge an additional fee for random drug testing compared to the on-boarding test. We will perform a random drug test on a quarterly basis by randomly selecting the temporary personnel. The turnaround time for background checks and drug screens are normally 24 hours. (Depending on the clients results the testing time may be extended.) This testing is to ensure that the ideal candidate is selected for the assignment.
- **Criminal background investigation process:** The selected candidates are screened using efficient and detailed employee hiring verification services. We ensure that the process is prompt, accurate, reliable, and cost effective, and that they will provide information needed to verify qualifications and background information.

- **Reference Check process:** Prior to submitting a candidate, we screen the references that they provide to ensure that their skill set, experience and education is an ideal match for the requested position. We check all references and verify the information provided to us by the candidates, such as; length of employment, reason for leaving, skill level, comprehension of the job requirements and performance.
- **I-9 verification process:** After the candidate is selected for placement, we will perform a series of background checks and drug screenings. We conduct reference checks, pre-employment background checks and drug screens at a cost effective rate prior to on-boarding ever)' employee at client sites. Reference checks are also performed to confirm the candidates' ability to perform adequately in regards to the position. All I-9forms will be extensively reviewed and verified by our Account Managers prior to on-boarding the candidate.
- **eVerify:** Elegant Solutions adheres to Sound Transit eVerification process. We conduct verification of candidate's employment eligibility to work in US.

Skill Testing

Our detailed procedure for skill tests, for the identified job categories, is given below:
- **Preliminary technical ability evaluation by recruiter:** The technical ability of a candidate is evaluated by the recruiter with a set of relevant questions, pre-defined for various disciplines by the technical experts within Elegant Solutions.
- **Project verification for hardware/ software or other skills used by the candidate***:* A candidate's usage/deployment of hardware/software/networking or other technologies and skills as mentioned in his/ her resume in context of a project is validated for viability and accuracy by the recruiters.
- **Interview process to ascertain the technical skills offered**: A rigorous interview process conducted by trained experts within Elegant Solutions ensures that the underlying fundamentals of the candidate are solid and adequate for the job requirements. We have experts in various disciplines and technologies (e.g. mainframe technology, client/server technology, web-based technology, database technology, networking technology etc.). The relevant validation is conducted by the appropriate interviewer to ascertain the candidate's skills.
- **References and review of prior work-related experiences:** In some instances where the candidate is to be potentially involved in quick-start specialized roles, his/her prior references relevant to the actual work performed are viewed and very specific reference checking in those areas is per formed.
- **Hands-on testing**: In rare instances a candidate's ability is measured with specific tests such as writing programs, debugging programs, testing conditions for a program or configuring applications and/ or networks. Such tests form a part of the interview process that require the candidate to prove programming and testing skills.

In addition, Elegant Solutions can administer Standard Skills Evaluations as well as tests such as psychological, personality, technical competency, manual dexterity, and any other tests, which the client requires. Internal as well as external resources are available to provide specific testing. We will follow the Immigration Reform and Control Act of 1986 to ensure that the temporary personnel referred to the assignment have the proper documentation regarding their identity and employment status.

We have a Quality Assurance (QA) program that allows us to monitor and maximize the quality of the candidates issued. We will communicate regularly with the client and the candidate to ensure that the quality of service is to the satisfaction of both client and candidate. If the candidate is not following up to the standards that are desired, then we will provide counseling and/ or training. If the problem persists after the counseling and training, then we will provide a replacement for the assignment.

We offer our clients a guarantee that if they are dissatisfied about the services provided or the employee's performance, that we will acknowledge the complaint and submit a candidate that is more suitable for the position. Any replacement scenario is treated on a high-priority basis and our goal is to find there placement within three days.

Our protocol in regards to following up with our clients reflects our Quality Assurance (QA) program. This plan is implemented to embrace the relationship that will be implemented during the contract. We believe that effective communication allows us to maintain a relationship, while comprehending a complete understanding of the request and the requirements that are necessary to complete the orders.

To better assist our clients and to improve our services, we issue a customer satisfaction survey periodically to customers. This review is usually completed annually by our clients. Our employees complete an exit survey to help us better assists them and the client in the future. In all, when using the services of Elegant Solutions; a risk is reduced in the area of workers' compensation, benefits, payroll administration and the risks associated with the hiring and termination of employees. We will establish prevent ion in the risks that are associated with permanent employees compared to temporary employees.

Elegant Solutions' Presence across US

Financial Stability

Elegant Solutions is financially strong and stable firm with no unpaid debts from anyone. We have steady flow of revenue and income from existing 5 years contracts with many state, local and federal governments. Elegant Solutions has $895,268.00 at our disposal currently.

1) $295,268.00 Cash at hand (not pledged to anyone)
2) Unused and open lines of credit: $100,000.00
3) Company Management is willing to inject an additional $500,000.00 of personal financial, if needed.

Elegant Solutions has excellent existing relationship with Banks corporate funding firms and venture capitalists, so we can get additional funding above and beyond $895,268.00 when needed. We are more than willing to produce the bank statements if needed.

Why Elegant Solutions?
➢ **Ability to recruit and retain the best:** With this RFP, that will effectively support missions of various City agencies. To execute this vision, City requires experienced quality-driven contractors that deliver best solutions and services to Government End User Agencies, while partnering with City to bring customers to the vehicle through a robust marketing campaign. Elegant Solutions is right-sized partner & proven team with solid performance & support customers.
➢ **Effective and proven continuous Feedback & follow-up Mechanism:** Elegant Solutions has time tested continuous feedback mechanism which allows us to stay on top of things which is required for a performance based contract. We are in touch with City on a weekly basis so that we get continuous basis & any issues is taken care of immediately & we follow-up on a weekly basis.
➢ **Proactive Performance Management:** Elegant Solutions' approach to keep our staff motivated by having the performance based awards and recognition to make sure effective services are delivered that support agencies' mission
➢ **Effective Marketing Expertise:** We have the ability to mobilize business partners rapidly and to craft customized winning solutions at very competitive prices. With the help and guidance of its teammate and mentor, Elegant Solutions will be able to market this contract at City and its agencies.
➢ **Effective Contract Administration:** We have proven record of effective contract administration developed over more than two decades of participation in response to major GWAC, MAC and IDIQ vehicles.
➢ **Background Verification:** We conduct in-depth background verification of experience, education, behavior, and motivation level of employees.

Vast Experience providing similar services
Elegant Solutions has been providing similar recruiting services, those required under this RFQ over the past 15 years. Elegant Solutions has secured following contracts with Federal/ State/ Local Government agencies across US for providing variety of recruitment services.

Contracting State/ Agency	Contract Title
Baltimore County Public School (BCPS), MD	• Contracted Information Technology Staffing Services • IT Business Systems Analyst/ Project Manager • SharePoint Consulting
California Public Employees' Retirement System, CA	Information Technology Consultants Spring-Fed Pool
City Colleges of Chicago, IL	Technical Staff Augmentation Services
City of Philadelphia, PA	Information Technology Staff Augmentation
City of Phoenix, AZ	Networking Professional Services
City of Phoenix, Public Transit Department, AZ	Information Technology Professional Services
Community Transit, WA	• IT Professional Services • Enterprise Infrastructure Services • Enterprise Application Services
Corpus Christi Independent School	Technical Consultant Services

Contracting State/ Agency	Contract Title
District, TX	
Dallas Independent School District, TX	Information Technology Service Providers
Eastern Municipal Water District (District), CA	• Category 1 - Microsoft ASP.Net /.Net Development • Category 3 – Business Analysis • Category 4 – Quality Assurance Software Testing
Hennepin County Information Technology, MN	IT Consulting Services
Housing Opportunities Commission of Montgomery County, MD	Information Technology Professional Services
Judicial Council of California, CA	Technical Staff Augmentation Services
Maryland Health Benefit Exchange, MD	Consulting and Technical Support Services
New Castle County Government Center, DE	Information Technology Services
Palm Beach County, FL	Professional Services Staffing For Information System Services
Plano Independent School District, TX	Programming & Consulting Services
Prince George County, MD	Consulting and Technical Services (CATS II)
State Court Administrator's Office (SCAO), MN	IT Technical/Infrastructure Services & IT Application Development and Support Services
State of Idaho	Statewide Information Technology Contracted Services
State of Iowa, IA	• Application & Web Development Services • Infrastructure Administration Services • IT Business Services
State of Maine	Contract Information Technology Services
State of Maryland	Consulting and Technical Services + (CATS+)
State of Minnesota	Seeking IT Expertise
State of Mississippi	Information Systems Consulting Services
State of Montana	• Distributed Applications Services • Information Systems Security • Quality Assurance
State of North Dakota	Information Technology Professional Services Contract Pool
State of Oklahoma	Statewide contract that encompasses all spectrums of IT Services
State of Pennsylvania	Information Technology Services
State of South Carolina	IT Temp Staff Augmentation Services
State of Utah	• Business Consulting Service • IT Consulting Services
State of Washington	Washington State Department of Enterprise Services
Superior Court of California, County of Orange, CA	Temporary Staffing Services
Superior Court of California, County of Riverside, CA	Microsoft SharePoint Consulting Services
Trident Technical College, SC	Oracle Software Licenses and Support
University of Massachusetts, MA	IT Staff Augmentation
University of Mississippi Medical Center, MS	Temporary Consulting and Technical Services
University of Oklahoma, OK	Annual IT Staffing and Consulting Services

Contracting State/ Agency	Contract Title
Virginia Lottery, VA	IT Staff Augmentation
Virginia Retirement System, VA	Penetration Testing Services
Washington Metropolitan Transit Authority (WMATA)	TOG 1 – Program Management Group TOG 4 – Network and Communications TOG 8 – IT Security
State of Texas	Information Technology Staff Augmentation
State of Delaware	Professional Services Information Technology Project Staffing

Staff Size

Elegant Solutions maintain huge pool of experienced consultants with niche skill-set in different geographical regions across US. This database keeps on growing time to time and acts as one of the key tool in fulfilling requirements of our clients. Elegant Solutions is presenting its capability for the groups for fulfilling requirements of State of West Virginia. To demonstrate capability, we are providing sample profiles meeting prescribed requirements under this contract, as per Appendix A:

Position/ Skill-Set	Consultants in Database across US	Consultants in Database in State of WV
IT Project Coordinator/Business Analyst	540	27
IT Project Manager	2389	119
Senior IT Project Manager	1459	73
Microsoft Office Specialist Trainer	2758	137
Cyber Security Auditor	806	40
Next Generation Firewall (NGFW) Administrator	236	12
Network Engineer	1994	98
VoIP Engineer	981	45
Windows Server System Administrator	1039	51
RedHat Linux Server System Administrator	924	46

Demonstrated Experience

Contract #1

Name of Organization	MDTA Division of Information Technology
Point of Contact	**Name**: Joseph Palechek **Telephone Number**: 410-865-1129 **Email:** jpalechek@mdot.state.md.us
Services Provided	• Troubleshoot workstation network connectivity issues • Deploy new state procured equipment and software to the existing network • Set up new workstations and printers to access the network • Provide IT system, hardware, and software support • Provide support, management and installation services for desktop and server operating systems such as Microsoft server • Manage/administer virtualization platform such as VMware.
Start and End Dates of Project	Jun 2014 - Present

Contract #2

Name of Organization	Department of Labor, Licensing and Regulation, MD
Point of Contact	**Name**: Sean Watson **Title:** Procurement Officer **Email:** Sean.Watson@maryland.gov **Telephone Number**: (410)230-6024
Services Provided	• Technical Staffing services to provide support for the MDOCS database, application and supporting applications • Developing and testing jobs and SSIS packages to maintain interfaces with external applications • Developing and testing SQL Server databases • Developing, testing and maintaining graphical user interfaces and application business rules • Developing user and technical documentation for developed applications
Start and End Dates of Project	Mar 2015 - Present

Contract #3

Name of Organization	Corpus Christy Independent School District, TX
Point of Contact	**Name:** Monica Silvas **Title:** Senior Buyer **Telephone Number:** 361-695-7356 **Email:** monica.silvas@ccisd.us
Services Provided	• Technology Consulting Services (Microsoft) • Full knowledge and programming capabilities with experience designing, developing and upgrading software programs. • Extensive knowledge in the following areas like Asp.Net, C-Sharp, WCF, AJAX, and Microsoft SQL Server. • Experience of developing applications in a 3-tier architecture using Microsoft Windows Communication Foundation.
Start and End Dates of Project	Sep 2012 – Present

***Required documentation is placed next for your consideration:**

- *MDTA Division of Information Technology*

ATTACHMENT 3 – TASK ORDER AGREEMENT
CATS+ TORFP #J01B4400002 OF MASTER CONTRACT #060B2490023

This Task Order Agreement ("TO Agreement") is made this 21st of July, 2014 by and between Elegant Enterprise Wide Solutions, Inc. and the STATE OF MARYLAND, Maryland Department of Transportation / Maryland Transportation Authority (MDTA).

1.   IN CONSIDERATION of the mutual premises and the covenants herein contained and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

Definitions. In this TO Agreement, the following words have the meanings indicated:

a. "Agency" means the Maryland Department of Transportation / Maryland Transportation Authority, as identified in the CATS+ TORFP #J01B4400002

b. "CATS+ TORFP" means the Task Order Request for Proposal #J01B4400002 dated February 12, 2014 including any addenda.

c. "Master Contract" means the CATS+ Master Contract between the Maryland Department of Information Technology and Elegant Enterprise Wide Solutions, Inc. dated April 22, 2013.

d. "TO Procurement Officer" means Joseph Palechek. The Agency may change the TO Procurement Officer at any time by written notice to the Master Contractor.

e. "TO Agreement" means this signed TO Agreement between Maryland Department of Transportation / Maryland Transportation Authority, and Elegant Enterprise Wide Solutions, Inc.

f. "TO Contractor" means the CATS+ Master Contractor awarded this TO Agreement, whose principal business address is 25961 Hartwood Drive, Chantilly VA 20152.

g. "TO Manager" means Charles Markakis of the Agency. The Agency may change the TO Manager at any time by written notice to the TO Contractor.

h. "TO Proposal - Technical" means the TO Contractor's technical response to the CATS+ TORFP dated February 12, 2014.

i. "TO Proposal – Financial" means the TO Contractor's financial BAFO response to the CATS+ TORFP dated April 28, 2014.

j. "TO Proposal" collectively refers to the TO Proposal – Technical, TO Proposal – Financial.

2.   Scope of Work

2.1   This TO Agreement incorporates all of the terms and conditions of the Master Contract and shall not in any way amend conflict with or super-cede the Master Contract.

2.2   The TO Contractor shall, in full satisfaction of the specific requirements of this TO Agreement, provide the services set forth in Section 3 of the CATS+ TORFP. These services shall be provided in accordance with the Master Contract, this TO Agreement, and the following Exhibits, which are attached and incorporated herein by reference. If there is any conflict among the Master Contract, this TO Agreement, and these Exhibits, the terms of the Master Contract

Contractor

shall govern. If there is any conflict between this TO Agreement and any of these Exhibits, the following order of precedence shall determine the prevailing provision:

a. The TO Agreement,
b. CATS+ TORFP
c. Attachment 1 – TO Proposal-Technical
d. Attachment 2 – TO Proposal-Financial BAFO

2.3   The TO Procurement Officer may, at any time, by written order, make changes in the work within the general scope of the TO Agreement. No other order, statement or conduct of the TO Procurement Officer or any other person shall be treated as a change or entitle the TO Contractor to an equitable adjustment under this Section. Except as otherwise provided in this TO Agreement, if any change under this Section causes an increase or decrease in the TO Contractor's cost of, or the time required for, the performance of any part of the work, whether or not changed by the order, an equitable adjustment in the TO Agreement price shall be made and the TO Agreement modified in writing accordingly. The TO Contractor must assert in writing its right to an adjustment under this Section within thirty (30) days of receipt of written change order and shall include a written statement setting forth the nature and cost of such claim. No claim by the TO Contractor shall be allowed if asserted after final payment under this TO Agreement. Failure to agree to an adjustment under this Section shall be a dispute under the Disputes clause of the Master Contract. Nothing in this Section shall excuse the TO Contractor from proceeding with the TO Agreement as changed.

3.   Time for Performance

Unless terminated earlier as provided in the Master Contract, the TO Contractor shall provide the services described in the TO Proposal and in accordance with the CATS+ TORFP on receipt of a Notice to Proceed from the TO Manager. The term of this TO Agreement is for a period not to exceed five (5) years, commencing on the date of Notice to Proceed.

4.   Consideration and Payment

4.1   The consideration to be paid to the TO Contractor shall be done so in accordance with the CATS+ TORFP and shall not exceed $3,818,276.00. Any work performed by the TO Contractor in excess of the not-to-exceed ceiling amount of the TO Agreement without the prior written approval of the TO Manager is at the TO Contractor's risk of non-payment.

4.2   Payments to the TO Contractor shall be made as outlined Section 1 of the CATS+ TORFP, but no later than thirty (30) days after the Agency's receipt of an invoice for services provided by the TO Contractor, acceptance by the Agency of services provided by the TO Contractor, and pursuant to the conditions outlined in Section 4 of this Agreement.

4.3   Each invoice for services rendered must include the TO Contractor's Federal Tax Identification Number which is 36-4468087. Charges for late payment of invoices other than as prescribed by Title 15, Subtitle 1, of the State Finance and Procurement Article, Annotated Code of Maryland, as from time-to-time amended, are prohibited. Invoices must be submitted to the Agency TO Manager unless otherwise specified herein.

4.4   In addition to any other available remedies, if, in the opinion of the TO Procurement Officer, the TO Contractor fails to perform in a satisfactory and timely manner, the TO Procurement Officer may refuse or limit approval of any invoice for payment, and may cause payments to the Master Contractor to be reduced or withheld until such time as the TO Contractor meets performance standards as established by the TO Procurement Officer.

Contractor

IN WITNESS THEREOF, the parties have executed this TO Agreement as of the date hereinabove set forth.

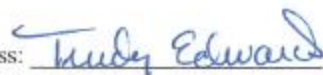Elegant Enterprise Wide Solutions, Inc.

By: COMPANY MANAGER   7/7/14
                                            Date

Witness: _____

STATE OF MARYLAND, Maryland Department of Transportation/ Maryland Transportation Authority

By: Maryland Transportation Authority   7/21/14
                                              Date

Witness: Trudy Edward

Reviewed for legal sufficiency:
Kimberly A Mullender
Asst Attorney General 7/18/2014

Contractor

- ***Department of Labor, Licensing and Regulation, MD***

STATE OF MARYLAND
DLLR
DEPARTMENT OF LABOR, LICENSING AND REGULATION

OFFICE OF BUDGET AND FISCAL SERVICES
500 North Calvert Street, Room 481
Baltimore, MD 21201

February 5, 2015

Mrs. Priyanka Arora
Elegant Enterprise-Wide Solutions, Inc.
25961 Hartwood Drive
Chantilly, Virginia 20152

Re: Recommendation for Award
        DLLR-FY2015-015, "Maryland Overpayment Case Management (MDOCS)"

Dear Mrs. Arora:

This letter shall serve as the official notice of award recommendation for the Maryland Overpayment Case Management System (MDOCS) Operations and Maintenance Support (CATS+ TORFP Project P00B5400040 contract. Enclosed is the Task Order (TO) Agreement for your review and signature. Upon obtaining the appropriate signature please return two original copies of the document by the close of business on **Monday, February 9, 2015.**

You have committed to a 20% Minority Business Enterprise (MBE) participation goal for this contract. The following form must be completed and returned with the TO Agreement:

- Attachment 3B Project Participation Certification

Once the Maryland Department of Information Technology has approved the Department of Labor, Licensing and Regulation's recommendation, a notice to proceed accompanied by the TO Agreement and supporting documents will be sent to Elegant Enterprise-Wide Solutions, Inc.

Congratulations, the Department of Labor, Licensing and Regulation look forward to a long and successful relationship with Elegant Enterprise-Wide Solutions, Inc. If you have any questions, please do not hesitate to contact me at (410) 230-6024.

Sincerely,

Sean Watson

Sean Watson
Procurement Officer

Cc: Evaluation Committee
    Procurement File

PHONE: 410-230-6024 • EMAIL: sean.watson@maryland.gov • INTERNET: www.dllr.maryland.gov

MARTIN O'MALLEY, GOVERNOR • ANTHONY G. BROWN, LT. GOVERNOR • LEONARD J. HOWIE, III, SECRETARY

- *Corpus Christy Independent School District, TX*

CCISD
Developing Hearts and Minds

Office of Purchasing and Distribution

CORPUS CHRISTI INDEPENDENT SCHOOL DISTRICT
P. O. Box 110 Corpus Christi, Texas 78403-0110 · 801 Leopard Street
Office: 361/695-7350 Fax: 361/886-9192
Website: www.ccisd.us

August 25, 2015

Priyanka Arora
Elegant Enterprise – Wide Solutions, Inc.
25961 Hartwood Drive
Chantilly, Virginia 20152

Reference: Technical Consultant Services
            (Award) Request for Proposals FY15-P-0055

BUYER/PHONE/E-MAIL: Monica Silvas, (361) 695-7353, Monica.Silvas@ccisd.us

This letter is an official notification that your company has been awarded the referenced services through August 31, 2016.

Please insure a current copy of the certificate of insurance is sent along with copies of the additional insured and waiver of subrogation on the General Liability and the waiver of subrogation on the worker's compensation. Coverage shall be maintained through the Term of Award and appropriate endorsements. Please have your insurance company send copies of the AM Best rating for each company.

Please contact me with any questions you may have via e-mail at Monica.Silvas@ccisd.us.
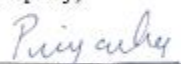
Sincerely,

Monica Silvas
Senior Buyer

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.

Priyanka Arora, Sr. Progam Manager
(Name, Title)

Same as above
(Printed Name and Title)

25961 Hartwood Drive, Chantilly, VA 20152
(Address)

703-609-0215 / 703-722-6628
(Phone Number) / (Fax Number)

govt@elegantsolutions.us
(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.

Elegant Enterprise Wide Solutions, Inc.
(Company)

Priyanka Arora, Sr. Program Manager
(Authorized Signature) (Representative Name, Title)

Same as above
(Printed Name and Title of Authorized Representative)

Dec 01, 2016
(Date)

703-609-0215 / 703-722-6628
(Phone Number) (Fax Number)

Revised 09/09/2016

PRICE

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	$90.00
IT Project Manager	2000	Hour	$110.00
Senior IT Project Manager	2000	Hour	$130.00
Microsoft Office Specialist Trainer	2000	Hour	$80.00
Cyber Security Auditor	2000	Hour	$105.00
Firewall Administrator	2000	Hour	$90.00
Network Engineer	2000	Hour	$85.00
VoIP Engineer	2000	Hour	$85.00
Windows Server System Administrator	2000	Hour	$85.00
RedHat Linux Server System Administrator	2000	Hour	$85.00

*** 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.

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 exceed 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: Elegant Enterprise Wide Solutions, Inc.

Authorized Signature: *Priyank* Date: 11/38/16

State of Virginia

County of Loudoun , to-wit:

Taken, subscribed, and sworn to before me this 28th day of November , 2016

My Commission expires 31st of January 2017

NOTARY PUBLIC *[signature]*

Purchasing Affidavit (Revised 07/01/2012)

AFFIX SEAL HERE

KONSTANTIN ADOLFOVICH TYURIN
Notary Public
Commonwealth of Virginia
7245312
My Commission Expires Jan 31, 2017

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.
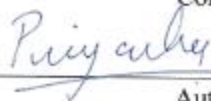
Addendum Numbers Received:
(Check the box next to each addendum received)

[✓] Addendum No. 1	[ ] Addendum No. 6
[✓] Addendum No. 2	[ ] Addendum No. 7
[ ] Addendum No. 3	[ ] Addendum No. 8
[ ] Addendum No. 4	[ ] Addendum No. 9
[ ] Addendum No. 5	[ ] Addendum No. 10

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

Elegant Enterprise Wide Solutions, Inc.
Company

Priyanky
Authorized Signature

Dec 01, 2016
Date

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

VENDOR PREFERENCE FORM

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: _Elegant Enterprise Wide Solutions, Inc._   Signed: _Priyanka Arora_

Date: _Dec 01, 2016_   Title: _Priyanka Arora_

IT Project Coordinator/Business Analyst

Summary

- More than **7+ years** of IT experience with expertise in **Business Analysis.**
- Extensive experience in **Education sector**.
- Extensive success in translating business requirements and user expectations into detailed specifications employing **Unified Modeling Language** (UML).
- Strong business analysis skills and an understanding of the **software development life cycle** (SDLC) utilizing Rational Unified Process (RUP).
- Strong experience in managing requirement with the use of Optimal Trace.
- Experience in writing SQL queries and optimizing the queries in Sybase, Oracle and SQL Server 2000.
- Proficient in **Technical and Business Writing**, **Business Process Flow, Business Process Modeling, Business Analysis and Testing various methodologies**.
- Experienced in conducting requirement analysis, use case design, designing test plans and developed database schemas based on the logical models.
- Extensive experience in configuring data mapping between different Databases.
- Ability to gather business and technical requirements from both formal and informal sessions utilizing a variety of **software tools** including, Use Cases and the Rational Unified Process.
- Extensive experience in conducting **Joint Application Development** (JAD) sessions.
- Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
- Used Query Analyser, Execution Plan to optimize SQL Queries.
- Mapped high-level to-be designs using **Business Process Modeling Notation** (BPMN) on MS Visio.
- Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
- Expertise in broad range of technologies, including business process tools such as **Microsoft Project, Primavera, Promodel**, MS Excel, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
- Proficient in developing Use Case Model, Analysis Model, Design Model, Implementation Model, Use Case Diagrams, Behavior Diagrams (Sequence diagrams, Collaboration diagrams, State chart diagrams, Activity diagrams), Class Diagrams based on UML using Rational Rose
- Extensive experience working in back end tester by writing **SQL Queries and PL/SQL** scripts on large data warehouse systems involving Terabytes worth of data.
- Worked extensively on user **requirements gathering, gap analysis, and development of functional speculations** for critical mission accomplishing projects.

Education & Training

- BS in Computer Science

Skills

ERWIN, ETL: Ascential DataStage (7.x, 6.x, 5.x), Star-Schema Modeling, Snowflake Modeling, FACT and dimension tables, Erwin 4.0, Business Objects, Erwin 4.x, C/C++, Java SE 1.4, TURBO PASCAL 7.0, VB.Net, HTML, COBOL, SQL Server, MySQL, Oracle 8i,Teradata, Sybase PowerDesigner (v4 –11), Sybase System 10, Sybase ASE (11 - 12) and Sybase ASA (6 - 9).ASP/ASP.net, XML,PHP, Microprocessors 8085 & 8086, Unix, MVS, MS Windows/ 95/ 98/ NT/ 2000/ XP, MS DOS, MS Office 2000

Professional Experience

Business Analyst/ Quality Analyst – Elegant Enterprise Wide Solutions, Inc., VA (Apr 2014 - Sep 2014)

- Documentation of criteria by which the special education data and business processes will be acquired and evaluated;
- Documentation of sufficient core SPED processes (current AS-IS) with established metrics based on but not limited to the following SPED services:
  - Mandated by Federal and State legislature
  - Given the complexity in terms of:
    - the most students served,
    - expansion across the District, and
    - the most District resources utilized to generate SPED services to students
  - SPED services that generate the most revenue for the District
- Alignment of requirements/specifications to fit the IEP module within the SIS system;
- Serving as liaison between the Special Student Services department and the selected vendor;
- Providing project management support necessary to carry out the project work;
- Performing testing

Business Analyst/ Quality Analyst – HP Computers, Houston, TX (Jun 2012 - Present)

It provides products, technologies, software, solutions and services to consumers, small and medium sized businesses and large enterprises, including customers in the government, health and education sectors. Working as Business Analyst as a liaison between business and IT. Currently working on Q2C project involves Finance, Sales & Marketing, Orders and Shipments domains. Writing test cases on ALM software and validating them using Beryl and Azurite tool.

- Gathered and added requirements to ALM (HP Quality Center).
- Held **meetings** on daily basis with **IT lead, developers and DS Team** (China Team)
- Writing test plan to test requirements and held walk through presentation with developers.
- Maintaining **project status document outlining major milestones** and updating it as per inputs from team and making sure that milestones are met as per deadlines.
- Used Data Loader for insert, update, and bulk import or export of data fromSalesforce.com
- Worked with the **Business, Operations, and Engineering stakeholders** to define the functional integration and end-2-end test cases for the CRM project.
- Worked closely with the **Enterprise Data Warehouse** team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
- Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
- Introduced Agile and RUP methodologies to reflect liquid nature of front-office improving time-to-market
- Proficient in back- end testing using **SQL, PL/SQL, and UNIX shell scripts**.
- Received many end user appreciations for the new process introduction and making the system more SOX complaint.
- The Jasper API was used to generate reports in Excel and PDF formats.
- Created and deployed Several Reports using salesforce.com platform
- Reviewed and streamlined existing CRM processes, information, and data requirements to ensure accurate adoption metrics reporting. Deactivated users to release licenses
- Establish documentation for agile methodology for implementation with a very water-fall-centric development team.
- Writing test cases to test in **Development, Integration and Production Environments** for SIT and UAT.
- Added those test cases to ALM and also created traceability to track it against requirements.
- Executed test cases on Test Lab tab of ALM and updated results on Execution Reports.
- Created Requirements for Various SOX complaint Reports and Metrics for the application teams and higher management.
- Currently also planning for next release along with this release.

- Wrote SQL for data validation in Beryl and Azurite software tool.
- Defects were identified and tracked in ALM
- Defects were mapped to requirements and thus there is more
- Extracted reports for internal use by business users.

Environment: MS Excel, MS PowerPoint, Agile/Scrum, SOX, PL/SQL, HP Quality Center, Beryl and Azurite.

Business Analyst – Blackboard Company, Washington, DC (Nov 2010 – May 2012)

Blackboard is a leading provider of e-Education enterprise software applications and services, consisting of five software applications bundled in two suites, the Blackboard Academic Suite and the Blackboard Commerce Suite. Blackboard's global clients include primary and secondary schools, higher education, corporation and government markets as well as textbook publishers and student-focused merchants. The Project involved creation of Bb Connections, which is a central hub where Blackboard and WebCT. Users can collaborate and share best practices, use the templates of courseware as well as customize one.

- Entered business and **functional requirements in the Requirement ManagementTool**: Optimal Trace and generated test cases from it. Uploaded the generated test cases in Change point for general access.
- Responsible for defining the scope and implementing business rules of the project, gathering business requirements and documentation.
- Established a **RUP** (Rational Unified Process) centric business analysis methodology.
- Collaborated in building a business analysis process model using **Rational Rose, RequisitePro, and Visio.**
- Created Use Cases / Activity Diagrams / State Chart Diagrams, Sequence Diagrams, and Collaboration Diagrams thus defining the Data Process Model and Business Process Model.
- Translated high level business/ data requirements into Process, Workflow, and Data Flow Diagrams using Rational Rose/ MS Visio / BPMN towards facilitating clear understanding of the business process. Analyzed clients systems and business processes.
- Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specification (URS).
- Used Optimal Trace to manage functional requirements and trace them throughout SDLC.
- Analyzed Business Requirements and segregated them into **high level and low level Use Cases, Activity Diagrams/ State Chart Diagrams** using Rational Rose according to UML methodology thus defining the Data Process Models.
- Designed and implemented basic SQL queries for **QA Testing and Report / Data Validation.**
- Built models containing query subjects, query items, and namespaces from scratch as well as from imported metadata.
- Introduced and successfully demonstrated **Object Oriented Analysis and Design** (OOAD) techniques which included **Domain Modeling**.
- Lead multiple project teams of technical professionals through all phases of the SDLC using technologies including Oracle, Erwin, Data Stage, Data Warehousing, Websphere and **Cognos**.
- Developed business process models in RUP to document existing and future business processes.
- Followed the UML based methods using Microsoft Visio to create: Use Cases Diagrams, Activity Diagrams, State Chart Diagrams, Sequence Diagrams and Collaboration Diagrams.
- Extensively working on use case development followed by correction cycle. Performed **User Acceptance Testing** (UAT) for various web based and database related applications.
- Interacting with the development and testing teams to improve overall quality of the software. Developed Use case, Functional, Object diagrams using Rational Rose.
- Worked on following applications Business Objects, Enterprise Architect, Toad, PlanView (project management), Microsoft Suite (Word, Excel, PowerPoint, Visio, Access, Project)
- Defined Functional Test Cases, documented, Executed test script in Facets system.

- Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
- Used SQL to test various reports and ETL load jobs in development, QA and production environment

Environment: PL/SQL, SQL Server, XML, Windows 95/98/2000/XP, SharePoint, ODBC, Data Stage, Web Logic, UNIX, Rational Req. pro, clear case, Cognos, Rational Rose, Clear Quest, Mercury Testing Center, UML, Ms Visio, Ms Project, MS PowerPoint, MS word.

Business Analyst – Massachusetts Dept. of Primary and Secondary Education, Malden, MA (Jul 2009 – Oct 2010)

The Massachusetts School and District Accountability System is designed to gauge the progress of schools and districts toward getting all students in the Commonwealth to proficiency in English language arts and mathematics by 2014, the principal goal of the federal No Child Left behind Act (NCLB). The web based system enables policymakers, parents, and the public to assess the effectiveness and monitor the improvement of all public schools and districts, hold school leaders accountable for that performance and improvement, and to identify where State intervention is needed.

- Analysis of Business Requirements, Process Modeling and preparation of Functional Design Specifications employing use case scenarios, sequence diagrams.
- Gathered requirements, organized team meetings requirements from business users such as insurance policy managers, generated business process models, & use-case models, and created business requirements document (BRD) & functional requirements document (FRD).
- Authored **Business Requirements Document** [BRD] with project teams. Extracted, discussed, and refined business requirements from business users and SME's.
- Collected information and requirements about different Entities and attributes from FDS.
- Completed GAP analysis in detail on all entities in CCL for a source system.
- Established a Business Analysis methodology around the Rational Unified Process.
- Conducted extensive **Joint Application Development** (JAD) sessions for all business related issues.
- Involved in **Logical & Physical Data Modeling. Database Schema design** and modification of Triggers, Scripts, and Stored Procedures in Sybase Database Servers.
- Configured the Data mapping between Oracle and SQL Server 2005.
- Worked on broad range of technologies, including business process tools such as Microsoft Project, Primavera, Promodel, MS Excel, MS Access, MS Visio, technical assessment tools, MicroStrategy Data Warehouse Data Modeling and Design
- Responsible for creating a business process and workflow documentation using BPMN standards.
- Used Rational Clear case for version control and Used Rational clear quest for defect management
- Created Data Stage jobs to extract, transform and load data into data warehouses from various sources like relational databases, application systems, temp tables, flat files etc.
- Used Test Director and Mercury Quality Center for updating the status of all the **Test Cases & Test Scripts** that are executed during testing process.
- Designed and developed use cases, activity diagrams, and sequence diagrams using UML.
- Working on **optimal trace, Database Design / Data Modeling, SQL query, Screens/User Interfaces Design, Use Cases, System Interfaces with external systems etc.**
- Assisted in building a Business Analysis Process Model using Rational Rose and Visio.
- Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.
- Tested the GUI functionality according to the guidelines of the test plans manually
- Documented the meeting minutes with issues of about discussed and solutions resolved.
- Presented the mapping document with all business logic applied for the system to Project Manager.

Environment: RUP, Visio, MS Office suite, Cognos, Java, JavaScript, HTML, Oracle, MS project, QTP, Mainframes, SQL Developer.

Business Analyst/Systems Analyst – Desire2 Learn, Chicago, IL (Feb 2008 – Jun 2009)

Desire2Learn is a provider of mission-critical enterprise learning systems that empower organizations to build innovative environments which reflect their unique vision and approach to teaching and learning. The project involved the creation of a Virtual training application which utilizes web conferencing system and is conducted completely online. During the session, trainees are able to ask questions, share information and practice. Trainers can utilize the discussion tool, in combination with other communication tools, to highlight helpful information and answer any questions that trainees might have after the on-site session.

- Involved in **development phase meetings for Business Analysis** and **Requirements Gathering.**
- Interacted with the business users in knowing the business views and gathered the reporting requirements to design the universes and business objects.
- Wrote detailed specifications for various **reports generated using Cognos.** Used MS Office for creating Vision, Use Cases, and Supplementary Specification Documents.
- Used the BPMN to GAP Analysis to bridge the gap between business processes.
- Mapped all as-is business processes using BPMN standards on MS Visio.
- Responsible for creating test scripts in Optimal Trace and executing scripts on the system.
- Involved in **Data Modeling** of both Logical Design and Physical design of data warehouse and data marts in **Star Schema** and **Snow Flake Schema methodology**.
- Created Use **Case Diagrams, Activity Diagrams, Sequence Diagrams and ER Diagrams in MS Project.**
- Examined, analyzed and modeled Use Case Model cases based on RUP methodology.
- Designed custom application in **.NET Framework and SQL Server 2000** to communicate trade information between the Sungard and mainframe system (BETA) using XML.
- Created and managed project templates, Use Case project templates, requirement types and traceability relationships in Requisite Pro.
- Responsible writing **Test Plans, Test Cases and Test Scripts** using manual and automated testing tools from Rational and Mercury Interactive such as test Director, Winrunner.
- Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOAD using UML and Business Process Modeling.
- Used **Rational Rose** to create **UML** (Unified Modeling Language) diagrams such as use case, activity, sequence, class, and component diagrams.
- Edit Weekly Status Report on **SharePoint-TeamWork** for accomplishments, in-progress items and tasks assigned in the coming week, notify project manager for additional concerns and recognitions and enter working hours for every task performed into STAMP.

Environment: Rational Test Manager, XML Spy, Data Stage, Rational Requisite Pro, Rational Clear Case, Clear Quest, Rose ,Teradata, Cognos, Ms Word, MS Excel, MS PowerPoint, MS Project, MS Visio, HTML, XML

Business Analyst – Los Angeles Unified School District (Aug 2006 – Dec 2007)

BTS is a district-wide project, which will replace our aging payroll, Parallel Testing, HR, budget, accounting and procurement systems with a modern business system. It will provide enhanced services for schools and offices in the areas of finance, HR, Payroll (parallel Testing) and procurement data (BW) when fully implemented by October 2008.

- Identified source systems, their connectivity, related tables and fields and ensure data suitably for mapping.
- Used **MS-Visio for flow-charting**, Use- Case process model and architectural design of the application.
- Designed and Developed the **Business Objects Universes** which suit the standard, analytical and ad-hoc reporting requirements of the Business Objects users.

- Tracked UAT issues/bugs and prepared reports.
- Led the development of a training program to train users on a custom web application and a Cognos ad-hoc reporting environment.
- Capture and Formulation of Business Rules and delivery of Business Rules Templates.
- Creation of UML Diagrams including Context, Business Rules Flow, and Class Diagrams
- Created Business process workflow diagrams using IBM business process modeler
- Created the SQL scripts for demonstrating the prototypes and for verifying the result sets
- Implemented **RUP** recommended visual models to draft business requirements by using Use Cases.
- Used **MS Sharepoint** for the purpose of managing documents and for hosting websites which was used to access shared work spaces and documents.
- Designed workflows and allocated permissions within SharePoint.
- Used Query Analyzer, Execution Plan to optimize SQL Queries
- Performed requirements modeling and develop analysis diagrams, activity diagrams, sequence diagrams, state diagrams, data models, and use-case realizations using RUP tools in Agile.
- Wrote **PL/SQL statement** and stored procedures in **Oracle** for extracting as well as writing data.
- Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance Testing.
- Enhanced the job properties for performance tuning.

Environment: Rational Test Manager, XML Spy, Data Stage, Rational Requisite Pro, Rational Clear Case, Clear Quest, Rose, SQL Server, Windows NT 4.0, Cognos, MS Word, MS PowerPoint, MS Access, MS Visio, XML Files, GIS Tools, MVS, IMS.

IT Project Manager

Summary
- Experienced **project manager** with advanced education and over **16 years** of work experience in software development and management.
- Proven experience in successfully building / managing all aspects of IT Departments and project management.
- Strategic management of technology and team members to improve work processes and data quality that results in organizational profit gain and decreased labor needs.

Skills
Skills Expertise:	Project Management; Database Modeling; Software Development; Network Infrastructure and Security; LAN/WAN
Programming Languages:	SQL-10 years; PLSQL-6 years; VB.Net–6 years; ASP.Net-6 years; C#-3 years; C/C++-5 years; VB-Acess-12 years; FoxPro-3 years; Dbase-3 years
Operating Systems:	All Windows, UNIX (Sun Solaris)

Education & Certification
- Masters of Business Administration from Millsaps College - Else School of Management, Jackson, MS, May 2009
- Masters of Science - Computer Science from Jackson State University, Jackson, MS, May 2000.
- Bachelors of Science – Computer Science/Applied Mathematics from Alcorn State University, Lorman, MS, May 1996
- CNA (Certified Network Administrator), August 1998

Professional Experience

Project Manager – Elegant Enterprise-Wide Solutions, Inc. / Department of Career and Technology (ODCTE), OK (Apr 2014 - Present)
- Develop and deliver a Draft and Final Program Management Plan (PMP) that is based on the proposed solution.
- Provide PMP Updates throughout the task order performance period as changes in management items occur. The contractor shall update all appropriate sections of the PMP that are affected by these changes.
- Address both operational (Help Desk, Network Operations, system maintenance, operational IT Security, infrastructure, etc.) and developmental tasks.
- Address the WBS and other topics for operational tasks at a suitable summary level.
- Address all topics for developmental tasks in detail. EVM measures apply to developmental tasks;
- Use operational analysis methods to track the performance of operational tasks.

IT Manager – Pebblestone Technologies, LLC, Madison, MS (May 2011 – Apr 2014)
- Manage and developed IT consulting projects including software and website development, networking/infrastructure, and technical support. Software projects developed using ASP.NET, VB.NET and SQL technologies.
- Designed database models, created tables, stored procedures, and triggers using SQL Server 2008.
- Developed app using .NET and SQL Server to automate processes for food processing plant
- Developed app with .NET technologies that improved reporting procedures for pharmaceutical industry
- Managed installation and sourcing of company's low voltage security solutions

Senior Programmer Analyst – Mississippi Dept. of Education, Jackson, MS (Aug 2009 – Apr 2011)
- Developed technical solutions to automate data requirements using SQL, PL/SQL, & .NET technologies

- Analyzed departmental reporting requirements and provide automated solutions to streamline processes
- Documented and reported automated processes to upper management

Director of Information Technology – Cypress/Hawthorn Pharmaceuticals, Madison, MS (Jan 2002 – Sep 2008)

- Managed and coordinated all IT resources and projects, including employee training, outsourced projects, internal projects, vendors, service providers, consultants, company systems, procurement and inventory.
- Developed short and long range goals for IT services according to business goals and objectives.
- Assessed IT needs and provided solutions accordingly, to include vendor evaluation and selection, technology selection, training, supervision, and project management
- Established IT standards and operating procedures
- Developed IT departmental budget for procurement and services, and tracked spending
- Managed and co-developed technical solutions to automate company's processes and work flows.
- Implemented Disaster Recovery Solution to provide minimal downtime in case of natural disaster
- Managed implementation of a full Warehouse Management System (Radio Beacon), including hardware, software and vendor coordination. This system successfully integrated with current ERP system.
- Managed development of "Customer relationship management" software and website designed to improve sales representatives' effectiveness and increase sales. Project included Pocket PCs implementation, website development, and SharePoint development.
- Designed and modeled relational databases for software applications using SQL Server, and MS Access
- Designed and wrote software code as needed to improve company processes using .NET technologies (ASP.NET / VB.NET / C#) and PHP/My SQL
- Managed and supported company's Local and Wide Area Network (LAN/WAN) according to security policies. Network includes: Windows 2003 servers; Active Directory; Windows XP Desktops; Imail Email server; VPN tunnels; Sonicwall firewall; High speed internet connections; Nortel Phone system and voice mail; IIS web servers; SQL Server 2000/2005; Backup Exec; CAT6, fiber optic and wireless infrastructure.

Software Engineer 2 – Raytheon Systems Company, Garland, TX (Jan 2001 – Jun 2001)

- Developed and maintained software to accommodate requirements using C/C++ in UNIX/IBM MVS (DB2) environment
- Received extensive training in: Software Engineering Design, Software Code Inspections, and Software Quality Assurance
- Participated in software code peer reviews

Software Engineer (Contract) – Quality Research ERDC-ITL, Vicksburg, MS (Nov 2000 – Jan 2001)

- Developed Internet/Intranet based software and relational databases using Oracle 8i, SQL, PLSQL, and HTML.
- Modified existing relational data models by changing the structure of existing tables that were producing inconsistent data.

DBA/Programmer Analyst – City of Vicksburg, Vicksburg, MS (Nov 1997 – Nov 2000)

- Analyzed user requirements in the initial stage of determining requirements (beginning stage of Full Life Cycle) and develop technical solutions accordingly (hardware & software)
- Provided training classes to city employees on all computer hardware and software
- Developed software that automated IT support requests for Call Center. Software allowed IT personnel to track each request through its lifecycle. Application used to support 200+ users. It also provided a reference of completed work for IT personnel and managers. This application was written in Dbase

- Developed Client/Server software and GUI Interfaces (Forms) using Dbase, Visual Basic, and Java
- Designed and Developed relational databases and data models using SQL (Oracle, Dbase, Access)
- Developed reports from relational data models using Crystal Reports
- Developed and maintained legacy COBOL code (Unisys mainframe)
- Configured Novell Netware servers
- Provided installation, testing, and support for city's LAN/WAN which consisted of: approx. 200+ Windows workstations; Unix, Novell, and Windows NT Servers; Ethernet, Fiber optic, and Wireless communications

Computer Programmer/Technician – Engineer Research Development Center-CHL, Vicksburg, MS (Sep 1996 – Nov 1997)

- Developed relational databases and Client/Server software using Visual FoxPro 5 RDBMS and MS Access
- Provided installation, configuration, and support for Windows NT / NetWare servers, and Windows 95, 3.X workstations
- Provided installation, testing, and support for office LAN

Computer Assistant (Intern) – USDA, APHS, Gulfport, MS (May 1996 – Sep 1996 & May 1995 – Sep 1995)

- Developed and maintain software code and databases using Visual FoxPro 3.0 / FoxPro 2.6 RDBMS
- Provided technical support and instructions to office personnel on use of current software
- Provided installation, testing, and support for office LAN

Senior IT Project Manager

Summary
- Over twenty-five years of IT project management expertise providing direction to executives in numerous industries.
- Extensive experience in strategy, planning, budgeting, business operations, infrastructure transformation, application development, testing and production management.
- Has established and managed numerous large programs for major multi-million dollar initiatives with a specialization of legacy conversions.
- Expertise includes M&As, Infrastructure System Standardization, Legacy Consolidation and Conversion; Strategic Initiatives & Transformations across IT and the business incorporating ITO; BPR and Outsourcing; ERP system selection and enterprise integration.
- Extensive experience with complex multi-vendor environments including onsite/offshore models, SLAs, MSAs and SOWs.

Education & Certification
- M.B.A. from Finance, New York University
- M.S.M.E. from Polytechnic University, Full Corporate Fellowship/Scholarship
- B.S.M.E. from Polytechnic University, Cum Laude
- A.A.S. from Academy of Aeronautics, Summa Cum Laude
- Program Management Institute Member, PMP Certified

Professional Experience

Elegant Enterprise-Wide Solutions, Inc. / New York City Employees' Retirement System (NYCERS), NY – Project Manager (Apr 2016 – Present)
- Lead the planning and implementation of medium to large projects from end to end.
- Facilitate the definition of project scope, goals and deliverables.
- Define project tasks and resource requirements (specify goals, schedule tasks, identify risks, plan contingencies).
- Provide direction and support to project team.
- Work to understand scope of new projects and identify preliminary impacts for estimation.
- Translate business needs into actionable documentation/specifications, including use case scenarios, models and conceptual design diagrams to support iterative development.
- Communicate clear information to ensure project teams understand project plans and requirements.
- Conduct internal project status meetings cross-functional, integrated teams.
- Prepare project status, meeting notes, and resource reports; keeps management and others informed of project status.
- Generates innovative ideas to resolve problems.
- Achieving all defined target goals and milestone dates for the project in order to ensure its overall success.
- Participate in QA led test prep and planning activities, as well as defect triage to ensure projects are on track.

Nordic Bear Consulting, Inc., NY – Project Manager (Nov 2015 – Apr 2016)
- Provide Project Management Consulting services to business and IT clients throughout the SDLC.

SDG Group, Norwalk, CT – Project Manager; (May 2014 – Nov 2015)
- Managed all Identity Management, Governance, Risk and Security projects at UTC and Univision.
- Responsible for creating and managing the projects totaling over $3M. Performed all P&L, budgets, forecasting and modeling. Managed teams in the support of and conversion of legacy systems.

iGATE Technology Solutions, Iselin, NJ – VP/Project Manager (May 2012 – Apr 2014)

- Responsible for all projects, deliverables, budgeting, resourcing, forecasting, client relationships and growth at MetLife in the US, EMEA and APAC.
- Managed a portfolio of over $82M combined of legacy applications, conversions and new technologies.
- Successfully transforming the Infrastructure Support Services, Applications Development, QA and Production Management Operating and Delivery models.

Cognizant Technology Solutions, Teaneck, NJ – Director/Project Manager (2004 - 2012)

- Managed various Programs and Projects: MetLife Business and IT Program offices for a $50M multi-year, multi-vendor program to replace numerous current legacy 'home-grown' applications; $40M Legacy standardization of prior M&A Architectures; $30M TLA Acquisition (IT & Business) from Day 1 to Steady State Ops. Developed all processes, tools, project plans, KPIs and measurements for ensuring success.

Independent Consulting, NY – Project Manager (2002 – 2004)

JPMC: 4/03-5/04

- Managed the requirements program for the redesign of legacy reference data, legal entities and architectural platforms. **AIG:** 8/02-3/03: Reporting directly to the CIO, managed the program to overhaul all onsite/offshore vendor management as well as a major Re-Insurance legacy conversion program.

Police Pension Fund: 1/02-7/02:

- Project Manager to replace and reengineer legacy applications for all police pension processing.

Efunds, NY – Director/Project Manager; 2000 - 2001

- Managed the projects for the consulting practice. Accountable for all deliverables and client relationships.
- Managed all Hi-Impact IT and business projects at EquiServe, including legacy system upgrades and conversions, compliance, Ops & finance.

KPMG, NY – Sr. Manager/Project Manager (1996 - 2000)

Project Management:

- Managed all projects to formulate Global IT M&As, Legacy consolidations and Divestitures. Business functions include Finance, Operations, Sales, Customer Service, HR, and Shared Services.

IT Due Diligence:

- Directed confidential acquisition analyses presented to the Bd. of Dir's including discovered risks & unanticipated IT expenditures associated with converting legacy applications.

Business Process Improvement, Business Requirements and System Selection

- Managed the Enterprise teams to redesign all legacy business processes and requirements. Expertise in all business operations and finance (Supply Chain Mgmt, Ops, Customer Service, Sales, W/H, A/R, A/P, G/L, closing, financial reporting).

Senior Project Leader

- Directed the implementation team to convert a legacy system to BaaN (ERP) at MCMS.
- Managed the combined groups of 100+ to implement an image-enabled dispute resolution system for Prudential.

Deloitte & Touche - Manager/Project Manager (1994 - 1996)

- Systems Integration and M&As: Managed the project teams for the integration of successful M &A's from 'Day 1' and on. Document Imaging, Workflow and Reengineering:
- Developed complete integration options &cost analysis for legacy conversions and consolidations.
- Developed all imaging user requirements, BPI, system requirements, image-enabled forms, cost benefit and implementation plans to convert from legacy apps.
- System Assessments: Created financial & operational systems and interfaces for Pru, Cigna, AIG, and American Re-Insurance.

- Developed strategic recommendations and tactical transition plans to migrate from legacy systems.

NYC Transit Authority – Project Manager/Computer Systems Manager (1989 – 1994)

- Managed the full Development, Implementation, Integration and Support of all train dispatching & time and attendance systems – Requirements, Applications and Databases, Standards, Testing, Migration and Support. Full DBA mgmt responsibility for all production databases.
- Provided budgeting and manpower estimates, task plans, issue tracking and resolution.
- Primary business executive liaison. Successfully implemented FLSA requirements.
- Developed the plan and ROI to convert from existing legacy (home-grown) applications.

Microsoft Office Specialist Trainer

Summary
- Extensive experience of 38 years working as a technical trainer.
- Developed and delivered customized training for the technical support staff.
- Developed the "Presidents Club" program to strengthen team spirit and company pride in training. Delivered Aplus and Windows 2000 certification track training.
- Customized and Created Courseware for technical and application training.
- Initiated Train the Trainer program for all instructors, reviewing evaluations and implementing new practical dynamic teaching techniques.
- Designed Courseware and was Lead trainer on long-term projects for Caltrans, Allergan, HP and IBM UNIX training.
- Maintenance and servicing of network Servers and desktop computers for Corporate Offices and classrooms nationwide.

Education & certifications
- Four years College General Education/Music from Santa Barbara City College GPA 3.25
- Microsoft Certified Trainer (MCT) 1994 – 2004
- Microsoft Certified Systems Engineer (MCSE) Windows XP, 2000 and NT 4.0
- A-Plus Instructor Certification, 1999-2003
- Microsoft Office Premium, 1994-2003
- Lotus Notes R3 ND6.5

Professional Experience

Contract Technical Instructor – Technical Training (Mar 2001 – Present)

Responsibilities
- Technical Training and Consulting for Fortune 500 Companies delivering Instructor led and online courses covering Windows XP, 2000, Exchange 2000, Lotus Notes R3 - ND6, A Plus, Outlook and Microsoft Office applications for Helpdesk, Desktop Support and Network Administrators.
- Developed and designed a W2000 and Exchange 2000 upgrade course at Sempra Energy for their network administrators and Help Desk Support Personnel
- Currently working for Kaiser Permanente planning, developing, designing custom curriculum while delivering technical training of Windows 2000 and Lotus Notes R5 to Domino ND6 migration and deployment nationwide effecting 80,000 employees
- Customized Training and Planned R4 to R5 migration deployment for Southern California Edison teaching over 15,000 employees and Help Desk Support Team.
- Developed and delivered customized training for the technical support staff in XP Professional at Southern California Edison.
- Delivered Aplus and Windows 2000 certification track training for Verizon and Boeing Corporations, World Vision, and WorldForce Inc.
- Delivered Lotus Notes R3 ND6 Training in Administration, Help Desk Support, and End Users for Toshiba of America
- Customized and Created Courseware for technical and application training Configuring and Installing Computer Networks, Servers, Workstations and software for small to mid-size companies.

Instructor Program Manager/ Lead Instructor – Infotec Commercial Systems, Corporate Offices (Sep 1993 – Mar 2001)

- Implemented a nation-wide Instructors programs and projects for Infotec while still training full-time.
- Developed the "Presidents Club" program to strengthen team spirit and company pride in training.

- Led the "Full House Project" in conjunction with Microsoft to create four-day classes covering the five-day customized courseware.
- Managed training coordination for all locations involving instructor schedules and inter-company travel.
- Initiated Train the Trainer program for all instructors, reviewing evaluations and implementing new practical dynamic teaching techniques.

Lead Instructor

- Delivered a minimum of 15 days a month MCSE Certified Courses day and night classes.
- Created CTP and JTPA program for career transitions for MCSE certification, working Boeing, MacDonald-Douglas, Hughes, and Bank of America.
- Developed and delivered the MCSE Boot camp project for corporate customers, KPMG, Trident INC., World Force of America and Nike. Implemented and delivered a transition training program for Edison International in Lotus Notes R4 - R5.5 for Help Desk Personnel. One of the Top 10 revenue producing Trainers 5 years in a row.
- Interfaced with Sales Force as technical support, dealing with customers concerns and customization of courses.
- Designed Courseware and was Lead trainer on long-term projects for Caltrans, Allergan, HP and IBM UNIX training.

Independent Consultant (Jan 1990 – Aug 1993)

- WordPerfect Training, Self-employed software training for Fortune 500 companies.
- Lotus 1-2-3, end user and programming
- Dbase III+ Basics and programming MS Office 4.2 ,(Word, Excel, Access, PowerPoint)

PC Systems Administrator – AT&T, PDC, Anaheim, CA (Jan 1987 – Jan 1990)

- Managed the Professional Development Center in Anaheim California.
- Worked as a Lead Instructor in charge of the building site, Network and Computer classroom setups, scheduling classes, managing instructor staff while teaching Basic Unix and Administration, Informix, 20/20, WordPerfect, Lotus, Dbase, Windows 3x, Dos.
- Built and repaired PCs and interfaced with Sales Force to educate, guide, and provide technical support for customers.

PC Software Trainer/ Lead Instructor – Computer Software International Inc (Jan 1986 – Dec 1986)

- WordPerfect Training, Lotus 1-2-3, end user and programming
- Dbase III+ Basics and programming
- Dos / Windows 3x for end users and programmers.

Professional Entertainer Band Leader/ Musician (Jun 1976 – Jan 1986)

- Band Leader for Musical group Tunesmith recorded and performed internationally

Cyber Security Auditor

Summary

- As an experienced Information Security Professional, leverage a diverse set of skills to ensure the successful mitigation of risk and provide leadership and guidance to develop an effective cybersecurity architecture for a company's information systems.
- In-depth security experience creating enterprise policy, compliance monitoring, auditing, and conducting risk assessments and risk mitigation strategies associated with software and network vulnerability in a mixed computing platform environment.
- Orchestrated team performance between Windows, UNIX, Mainframe, and Network Security Professionals across many enterprises.
- Solid experience in IT Best Practices, Security Policy development, Security Architecture, Certification and Accreditation, Regulatory Compliance, Security Organization and Security Operations. Strong organizational, communications, team building, and leadership skills.
- Over 30 years of direct client facing experience with high levels of communication, both written and oral, and extensive experience managing customer expectations.
- Owned and monitored Industrial Control Systems and also lead teams to assess them with Risk Management Framework.

Education & Certifications

- Bachelor of Science in Business Management from University Nebraska, Lincoln, NE

Professional Experience

Senior Cyber Security Engineer – Raytheon (Sep 2007 – Present)

- Developed Security Operational Procedures for global Cyber Security Officers for Incident Response and 14 other core functions. Provided ISO/IEC 2700 series transition for commercial clients
- DigitalGlobe, developed enterprise cyber security architecture and guidance
- Documented Security Plans and Test Cases for ICD-503 Assessment Joint Polar Satellite System, polar-orbiting operational environmental satellite. Supported a NASA/NOAA Information Assurance group by developing FISMA, 800-53, compliance program and risk management framework.
- Provided Information Assurance (IA) policy analysis for different projects including in depth knowledge of DoD 5200.40, DoD 8500.1, 8500.2, and NIST 800-53
- Developed Annual Security Awareness Training for general users and privileged users.
- Conducted annual 5-year strategic project planning and annual detailed planning efforts for Information Assurance including tasks, staffing, and capital and expense accounts. Coordinated Information Assurance impacts to two development teams on strategic and tactical planning.
- Provide technical security leadership to ground segments, technical working groups, change control boards, special projects, and risk management boards. Responsible for ongoing continuous monitoring activities in assessing the project's operational information security posture.
- Technical Subcontract Manager for an Information Assurance subcontractor conducting IA documentation, test case preparation, and security testing to obtain Accreditation.
- Provide specialty engineering support to numerous winning proposals by coordinating developers, engineers, and operations security administrators.

Principal Consultant – G&B Solutions (Nov 2003 – Jul 2007)

- Conducted annual Internal Controls Review and Risk Assessments on 25 major applications and 7 data centers using FISMA, FIPS 199, NIST 800-60, 800-26, 800-30, and NIST 800-53A assessment standards. Developed templates for Risk Assessments in accordance with NIST SP 800-30.
- Developed System Security Plans (SSP), Risk Assessments, and Residual Risk Reports
- Designed and delivered a policy based security control matrix to facilitate the C&A process.

- Led the Certification & Accreditation (C&A) and System Test and Evaluation (ST&E) effort for the Department of the Interior's National Business Center. Composed of 3 mainframes, 500+ UNIX servers, and 500+ Intel servers supporting more than 350,000 clients.
- Managed and lead two project teams across multiple sites to test and evaluate 25 major applications and 7 general support systems.
- Produced written evaluations of managerial, operational, and technical security controls for audited applications and systems. Compiled Residual Risk documents and Plans of Actions and Milestones (POA&M) for reporting to Office of Management and Budget.
- Developed a marketing campaign to make Interconnect Security Agreements in accordance with NIST SP 800-47 with 60 client agencies. Review client agencies Security Plans, Security Assessment Reports, and POA&M to grade security maturity level and FISMA compliance. Coordinate client contacts in making agreements and memorandum of understanding between hosting agency and clients.

Next Generation Firewall (NGFW) Administrator

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 Wireshark (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, Route redistribution/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
- **SecurityTechnologies:** Cisco FWSM/PIX/ASDM, Nokia Checkpoint NG, Juniper SRX
- **Cisco Routers:** Cisco GSR 12416, 12418, Cisco 7200vxr, Cisco 3640, Cisco 3600

- **Cisco Switches:** Cisco 2960, Cisco 3560, Cisco 3750, Cisco 6500 series
- **Firewall:** CheckPoint, Palo Alto, CISCO ASA
- **Cisco Nexus Switches**: Cisco 7010, Cisco 7018, Cisco 5020, Cisco 2148, 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

Firewall Engineer – HealthFirst, New York (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.
- Successfully installed firewalls to protect Data Center and provided L3 support for routers/switches/firewalls.
- 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)
- 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 the 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.

Network Security Engineer – Lexis-Nexis, Miamisburg, OH (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).

Network and Security Engineer – Unisys, Roseville, MN (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.

Network Engineer – MatchLight Solutions, IN (Jun 2009 – Dec 2011)

- Tuned BGP internal and external peers with manipulation of attributes such as metric, origin and local preference. Implemented ISL and 802.1Q for communicating through VTP.
- Packet capturing, troubleshooting on network problems with Wireshark, identifying and fixing problems. Migration of RIP V2 to OSPF, BGP routing protocols.
- 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. Configured EIGRP for Lab Environment.
- Implementing, configuring, and troubleshooting various routing protocols like RIP, EIGRP, OSPF, and BGP etc. Maintaining Core Switches, creating VLANs and configuring VTP.
- Working with Client teams to find out requirements for their Network Requirements.
- Designing solutions for frozen requirements using Cisco Routers and Switches.
- Negotiate VPN tunnels using IPSec encryption standards and also configured and implemented site-to-site VPN, Remote VPN. 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.

Network Engineer

Summary

- A driven CCNP professional with over seven years of experience in Engineering, Administration, and support of Information Systems and Networks.
- Participate in the maintenance of a large enterprise network, which includes an Enterprise WAN, three corporate data centers, remote access, and several corporate campuses.
- Experience and Expertise in data networking technology, including TCP/IP, OSI, OSPF, BGP, EIGRP, HSRP, VRRP, static and floating routes.
- Expert level of understanding of Layer 2 technologies like Spanning-Tree, VLANs and trunking (802.1Qp and ISL) and LAN Cabling including copper and fiber.
- In-depth knowledge and experience on IP (CIDR and VLSM), concepts and technologies, including but not limited to Network connectivity sub-netting, VLSM, ARP, Proxy ARP, Ping concepts.
- LAN technologies including but not limited to Ethernet (Switched, FastE, GigE, 10Gig 40Gig).
- Strong product knowledge as it applies to: Cisco IOS, XR; All Cisco router and switch products Cat6000 XR12000, 76XX, N7K, 5K.
- Network Security technologies including Firewalls, checkpoint, IPSec VPNs, SSL VPNs, 2 Factor Authentication, RADIUS, and Access Control.
- Good Knowledge of wireless standards.
- Good knowledge of McAfee firewalls.
- Good verbal and written communication skills and a very efficient team member.
- Good prioritization and event management skills.
- WAN technologies including MLPS, T1/E1, T3/E3.
- Worked on WAN optimization techniques for F5 networks.

Education & Certifications

- Bachelors of Electronics and Communication Engineering, JNTU, Hyderabad, India.
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Network Associate (CCNA-Routing and Switching)

Technical Skills

- **Routers :** GSR, CRS, ASR, 1001, 1013, ASR 9K, 7200, 2500, 2600, 2800, 3600, 3800, 1800 series, R60, R60e, R61, 65, R67, R77.
- **Catalyst Switches:** Nexus 7K, 5K, 6500, 4900, 2900, 3500, 3750 series, HP, 3COM.
- **Cisco IOS :** 11x, 12x, PIX OS 6.x, 7.x,
- **PBX :** Avaya, Cisco
- **Load Balancers :** F5 (LTM/GTM) (1600, 3600), ACE 4710
- **Juniper:** Router M320, T640.
- **Routing Protocols:** RIP, IGRP, EIGRP, OSPF, IS-IS, Spanning Tree and BGP.
- **LAN technologies :** Ethernet, Fast & Gigabit Ethernet, VLANS, VTP, STP, RSTP, MST, HSRP, PVST, GLBP, VRRP, Ether channel and Inter VLAN Routing.
- **Network Security**: NAT/PAT, VPN, Palo Alto, Checkpoint, Load Balancing, IDS, Juniper SRX, IPSEC, McAfee IPS, SIEM, Authentication AAA TACAS, RADIUS.
- **WAN technologies:** Frame Relay, ISDN, PPP, ATM, MPLS, leased lines & exposure to DS1, DS3, OC3, OC12, OC48 & T1 /T3, Cisco WAAS, Riverbed.
- **VPN Technologies:** GRE, IPSEC (Transport & Tunnel Mode), VPN.
- **Infrastructure Services:** SNMP, TELNET, SSH, DHCP, DNS, ICMP, HTTP, FTP, TFTP**.**
- **Network Management:** SNMP, Cisco Works LMS, HP Open View, Ethereal, Solarwinds**.**
- **Applications:** MS Visio, MSOffice/Windows, UNIX, Linux, Juno OS, Python and MS- DOS, MS Office Suite.

Professional Experience

F5 Network Engineer – Time Warner Cable (TWC); (Apr 2014 – Present)

- Hands on technical experience configuring, installing, maintaining and troubleshooting Cisco routers, switches, Load Balancers and F5.
- Proficient in troubleshooting F5 LTM load Balancer related issues.
- Strong technical experience in configuring, maintaining of complex LAN/WAN infrastructure and troubleshooting various routing protocols including BGP, EIGRP, and OSPF.
- Designed network connectivity between various offices and data center. Installed and configured routers including 1800, 2600 along with Cisco switches including 3750 and 6500.
- Configuring and troubleshooting Cisco 1800, 1900, 2800, 3800, 3900 series routers and Cisco 2900 and 3500 series catalyst switches.
- Support production environment of Juniper products within the Customer infrastructure for layer 2 and 3 devices.
- Designed, tested and implemented cost effective customized Voice solutions for clients including full and fractional ISDN-T1 circuits.
- Deep understanding of network stack, including TCP/IP, and various over-IP/Ethernet technologies.
- Integrated Cisco Contact Center express with Cisco Unified Communications Manager.
- Demonstrated thorough understanding of Voice Gateways (H323, MGCP), Protocols (H323, SIP, and MGCP), IP Contact Center technologies (ACD, IVR) and CTI application in providing solutions to customer.
- Thorough understanding of advanced datacenter technologies such as Fabric Path.
- Configuration of layer-2 Spanning tree protocol and layer-3 dynamic routing protocol like OSPF, EIGRP, and BGP
- Good experience configuring and troubleshooting a wide range of load-balanced services like iRules, SSL, Health check Scripting etc.
- Creating of Health Monitor and associating them to Pool Members, configuring Virtual Server.
- Creation of Persistence profile and associating it to the pool and Creation of client and server SSL Profile, SSL certificate upload and installation on F5 Load Balancer.
- Getting TCP Dump files from the Load balancer and analysing them using Wireshark to get to the root cause of the issue.
- Working on vendor related issues by providing them Qkview, show Tech and other information and working with TAC to get to the root cause.
- Worked on Advanced F5 server and global server load balancing request fulfilment and troubleshooting and correlate detected network events to identify potential problems or root causes.
- Experience with Layer 2 network concepts including spanning tree, VPC, and VLAN design.
- Configured MPLS L3 & L2 VPNS for Customer Connectivity.
- Worked with static NAT, dynamic NAT, TCP overload distribution, Overlapping Address Translation.
- Designed and implemented an IP addressing scheme with subnets for different departments.
- Managed the LAN Switching Environment including creating and maintaining VLANs, STP, Trunking, Port Security, VLAN Security etc.
- Key contributions include troubleshooting of complex LAN/WAN infrastructure that include routing protocols EIGRP, OSPF & BGP
- Provided complex technical consulting with clients, which identified and specified business requirements and processes that would affect their day-to-day tasks.
- Design, installation, and configuration of Cisco routers and Switches
- Configuration of layer-2 Spanning tree protocol and layer-3 dynamic routing protocol like OSPF, EIGRP, and BGP.
- Configuration of VLAN, VTP Domain, Root Bridge on various Catalyst switches like 3500, 4500, 6500
- Enhanced performance and better security on network by statically assigning STP Root Bridge, implemented port-fast and bpdu-guard configuration across entire network.

- Experience in Troubleshooting and response to network incidents relate to routing and switching and problems including afterhours support via on call rotation.
- Worked with our internal Team to gather complex network requirements to be used in creating highly reliable and scalable networking designs.
- Produce detailed design documents such as Visio diagrams, IP spreadsheets, device descriptions and narratives.
- Creating extensive architecture and design documents and well aware of and follow existing network management change procedures
- Implement network change in the context of incident resolution, problem management and service requests.

Network Engineer - AT&T/State Street bank, Quincy, MA (Feb 2013 – Apr 2014)

- Configured various routing protocols including EIGRP and OSPF (Single Area, Multi Area), BGP, MP-BGP.
- Resolved various Router configuration issues to provide redundancy and alternate routing using EBGP attributes like AS-PATH, local Pref.
- Tested Cisco telepresence meeting room equipment and tested step by step process how to initiate, maintain and troubleshoot the meeting experience.
- Involved in leading design sessions, installing ICM/UCCE, developing call flows; compose technical documentation, and mentoring other team members.
- Configured and Installed Cisco routers 3550's and 3750's.
- Supporting AT&T client State street Bank 24x7 on rotation basis working in NOC using Remedy and ITSM ticketing system.
- Provide assistance for the complex LAN Network Infrastructure including switches, routers, load balancers, DNS and iron proxy devices owned by State Street Bank by continuously Monitoring Net cool alerts and clearing the alert and troubleshooting the issue on the specific device in the network and worked on DMZ networks.
- Provide in depth analysis and real time trouble resolution of incidents associated with cisco, juniper, Iron proxy and load balancers associated operations support system, and Data communications network technology platforms.
- Worked with customer on critical network outage issues providing them resolution on a timely basis.
- Check network path connectivity from end to end, check CPU utilization, check logs, memory allocation of all the network devices in path and check Vitalnet Graphs on Nexus 7K(7010), Nexus 5K(5548) and Cat 6500.
- Configuring Small-Scale Routing Protocols between PE and CE Routers like OSPF between M40 and 6509s then to uplink GSRs.
- Configured and deployed VOIP, QOS and defined class of service (COS) WRED and WFQ for bandwidth management.
- Monitoring and troubleshooting MPLS AVPN Operations.
- Configure SPAN on the Nexus switches and check for packet loss, Resets, Duplicate packets by analysing sniffer traces using wire shark tool.
- Assisting in break/fix network incidents and make necessary configuration changes like creating multiple logical switches by creating VDC's on Cisco 9k.
- Implement MPLS Layer 3 VPN configurations for vendor lab environments including MP-BGP integration across the VPNs as required.
- Configuring VLAN trunking protocols like 802.1Q, HSRP and STP.
- Managing Infoblox and perform state street Domain name DNS failover of URL's and host records on Infoblox, check the records if it delegating to GSS and if not and implement the changes on the internal grid when scheduled.
- Providing support and Implementing PLS (Port Level security) on Juniper Infranet controllers and checking for the authenticated Profiles in Great Beacon servers, collectors.

- Configured ACE (4710), ACE 20 Modules like creating server farms, allocating resources on contexts. Installed and configured f5 Big IP to provide Load Balancing for server.
- Manage vendor relations and placement of orders to support successful deployment of Network projects, both on the Edge and Core. Worked on F5 networks configured and maintained them.
- Involved in configuration of various PE routers such as Cisco GSR 12416,12816,7200 VXR with Uplinks speeds of 10 GigE and Downlinks up to T3.
- Worked in a stressful environment on a 24x7 rotation basis and working on Severity 1 which involves financial transaction loss providing resolution in an hour or so and engaging TAC specific vendors when issue is specifically related to the device and work with them to find Root cause of the issue.
- Configured and troubleshooting issues related to Layer 2 technologies like STP, RSTP, PVST and MST. Performed packet captures via Wire shark when needed to provide outside vendors packet level analysis data required to troubleshoot complex data flow related issues
- Worked on traffic monitoring tools. Assisted as needed with VPN connectivity establishment and troubleshooting. Manage troubleshooting of packet flows across MPLS backbone.

Network Administrator – TJMAX, Framingham, MA (Apr 2011 – Jan 2013)
- Engaging in designing, staging, and installation then configuring and troubleshooting of data networks. Configuring routing protocols (OSPF, RIP, IGRP and EIGRP) on network devices.
- Analysing corporate LAN and WAN to determine the major problems and improvements needed to be made to the network infrastructure.
- Working on configuring routing protocols (OSPF, BGP4, RIP, IGRP and EIGRP) and enterprise class switches-router management (Cisco 6509, 2800, 2900, 3750, 3800, 3900).
- Worked on supporting a wide variety of networking components including Cisco Routers, Switches, Wireless Access Points, MPLS, Frame-Relay, ATM, ISDN, BGP, EIGRP, OSPF and RIPv2.
- Worked in troubleshooting networks, to identify the problems faced by the developers and network engineers. Worked on Cisco ASA firewall devices, IPS.
- Tuned BGP internal and external peers with manipulation of attributes such as metric, origin and local Preference. Cisco Secure Access Control Server (ACS) for Windows to authenticate users that connects to a VPN 3000 Concentrator.
- Worked on FTP, HTTP, DNS, DHCP servers in windows server-client environment with resource allocation to desired Virtual LANs of network.
- Configured Multiprotocol Label Switching (MPLS) VPN with Routing Information Protocol (RIP) on the customer's Site. Involved in provide higher technical support to NOC and other operation teams regards to IP/MPLS infrastructure.
- Responsible for day-to-day management of Cisco Devices, Traffic management and monitoring.
- Helped team members in configuration of Juniper 4350, 6350, and 2320 routers as well as EX 2200, 4200, 6200 and 8200 switches. Member of Network testing team. Also worked with QOS.
- Responsible for Manual testing, reporting defects and working closely with development in narrowing down issues. Performed installation and configuration of VMware hosts and guests.
- Work with customers to resolve problems facing with Network Monitoring platform.
- Trained NOC personnel's and NMS operators on using of Network Monitoring Platform.
- Worked on documenting all the stages of Network Management solution implementation.
- Worked on creating and documenting the process flow of Network Monitoring process.
- In-depth knowledge of TCP/IP, IP Routing, OSPF, SSL VPN, SNMP, PPP, NAT/PAT, TACACS+.

Network Engineer – Chevron, Bakersfield, CA (Sep 2010 – Mar 2011)
- Worked on Routers Cisco 2520, 2620, Cisco 3750, and Cisco 2950 Switches & Link sys wireless access points. Configured and troubleshoot VLAN, VTP, STP and Trunks.
- Switching related tasks included implementing VLANS and configuring ISL trunk on Fast-Ethernet and Gigabit Ethernet channel between switches. Configured ether channels using PAgP and LACP.
- Experience in Cisco switches and routers: Physical cabling, IP addressing, Wide Area Network configurations (Frame-relay and ATM). Escalation procedures and customer notifications.

- Performed troubleshooting, while maintaining trouble ticket tracking, following internal/external.
- Experience on automating the devices by using Python environment for this project.
- Maintained complex LAN/WAN networks with several VLANS and provided support for routing protocols. Managed IP addressing and implemented IP Access Lists
- Configuring and Maintaining TACACS+ for AAA. Installing and configuring protocols like TCP/IP and Internet protocols including Local Area Networking, routing and HTTP.
- RMA's and provided 24x7 supports. Responsible for the configuration, implementation and operation of Cisco 3745 routers Cisco 6509 and 3560 L2/L3 switches
- Removed Cisco 3600 and 2600 series routers and Cisco 2900 series switches from the current infrastructure and replaced them with the Cisco 6509 or 3560 L2/L3 switches.
- Configured RSTP, MST and used VTP with 802.1q trunk encapsulation. Provided port binding and port security wherever required. Provided router redundancy through HSRP.
- Designed ACLs, VLANs, troubleshooting IP addressing issues and taking back up of configurations on switches and routers. Designing solution to facilitate Customer's Security and Voice requirements.
- Implementation of Cisco PIX 525 for DMZ requirements in Data Center.
- Designing and configuration of the access policy for various applications and resources in Cisco PIX.
- Experience in Cisco switches and routers: Physical cabling, IP addressing, Wide Area Network configurations (Frame-relay and ATM). Configurations of Cisco PIX cluster with hot standby.
- Implementation of IPT to facilitate 300 users, using Cisco Call
- Manager 4.x, Cisco Unity 4.x, Cisco Voice Gateway PSTN Integration and Cisco SRST.
- Performed troubleshooting, while maintaining trouble ticket tracking, following internal/external.

Network Engineer – Airtel, Hyderabad, India (Jun 2008 – Aug 2010)

- Responsible for Internal and external accounts and, managing LAN/WAN and checking for Security Settings of the networking devices (Cisco Router, switches) co-coordinating with the system/Network administrator during any major changes and implementation.
- Designed and implemented an IP addressing scheme with subnets for different departments.
- Involved in the design & configured a LAN using 2691 series Routers and 2950 series Switches
- Used and maintained routing protocols like EIGRP on the Routers in the network.
- Configurations of Cisco PIX cluster with hot standby. Managed the LAN Switching Environment including creating and maintaining VLANs, STP, Trunking, Port Security, Vlan Security etc.
- Set up and troubleshoot secured wireless access points for broadband Internet.
- Involved in configuration of WAN connection using a 3600 series Router and Frame relay method.
- Implementation of NAT with a pool of 2 public IP addresses. Involved in Installing and Configuring a Cisco secure ACS server for AAA authentication (TACACS).
- Designed network connectivity and network security, between various offices and data center. Installed and configured routers including 1800, 2600 along with Cisco switches including 3750 and 6500. Install and maintain voice, video and data communications infrastructure systems and cabling.
- Support the telephony specialist in the phased migration from PBX based systems to VOIP. Configured separate Vlans for VOIP to implement QoS and security for VOIP.
- Involved with the Systems team to Install, configure, & maintain AD, DNS, DHCP on Windows 2000 Server, also configured a FTP server; Installed configured & maintained MS Exchange Server.
- Support a video conferencing network of distributed video units across U.S. and optimize the network infrastructure over which they run. Escalation procedures and customer notifications.
- Used various Network sniffers like Ethereal, TCPdump etc. SNMP network management using MRTG and Cisco works. Participate in 24 x 7 incident & problem support.
- Configured Cisco Routers for OSPF, IGRP, RIPv2, EIGRP, Static and default route.
- Worked on HSRP and GLBP for first hop redundancy and load balancing.
- Prepare, update, and maintain technical and logistical network documentation.

VoIP Engineer

Summary
- Experience in VoIP Telephony and expert knowledge of SIP - signaling protocol and IMS
- Around 6+ years of IT experience providing Quality Assurance for IT-Telecom and VoIP Networking products. Knowledge of PBX, media gateways and gateway controller.
- Highly proficient in QA strategies, processes and lifecycle.
- Experience in Functional testing, Regression testing and Feature testing.
- Expertise in Test execution and defect reporting using various BUG tracking tools.
- Executing the test script and analyze logs of various defect.
- Knowledge on end-to-end call flow (Call hold, Call Forward, Call parking, call conference etc.)
- Extensive hands on experience on working with troubleshooting of VoIP network using Cisco call manger, Third Party voice mail server, voice gateways, Avaya CM and Broadsoft Application server
- Expertise in configuring Broadworks Server platform.
- Strong design knowledge and support of IP-PBX, AVAYA systems, Data, VoIP, Video networks.
- Troubleshooting VoIP protocols SIP, RTP, H.248, H.323, IAX, and MGCP.
- Strong knowledge of relevant IETF RFCs, IEEE & ITU-T standards
- Experience in SIP trunking and working knowledge of Broadworks trunking algorithms.
- Experience with handling and troubleshooting SBC (Acme) and ESBC.
- Experience with working on WIRESHARK, Abacus and Agilent network analyzer.
- Experience in software sanity, acceptance, progression testing, automation design, development and support. Full understanding of the life cycle of a software development and testing process.
- Worked on Sonus policy server(PSX) and PSTN gateway (GSX). Excellent Team Co-ordination skills and good team player with both excellent communication, Interpersonal skills
- Wide system view, excellent analytical skills, ability to handle complex tasks, high learning.

Technical Skills
- SIP, SIP trunking, SDP, H.323, H.248, IPv6/IPv4, OSPF, BGP, MPLS, PPP, PIM-SM, PIM-DM, SS7, ISDN (Q.931), DHCP, DNS, PPPoE, Asterisks PBX, ICMP, IGMP, HTTP, SMTP, TCP, UDP, STP, 802.1x, RADIUS (AAA), STR, STA IADs, Cx/Dx, Sh/Dh, Rf/Ro, VoIP and ATM Protocol suites.
- **Tools:** Wireshark, Empirix Hammer, IRIS call analyzer, Linux (Solaris, Ubuntu and Fedora distributions), C++, Unix shell scripting, XML, Switches, Routers, Debuggers, ATAs, eMTAs, OLTs, ONTs, Packet analysis tools, Sun Virtual box, VmWare, VoIP gateways & Simulators, HP Quality Centre, Snort (IDS & IPS).

Professional Experience

VoIP /Network Engineer – TrueValue, IL (Apr 2014 – Present)
- Worked on BVE certification involving polycom phone config files, Edgemarc firmware 13.11.2.
- Responsible for testing Unified Communication seat services like telephony toolbar, hunt group, busy lamp field, voicemail box, etc. Efficiently solved the SIP issues using IRIS call analyzer.
- Tested Camiant IPV6 regressing involving PCMM gate creation and verification of AAA, STR, STA diameter messages. Conducted a test approach for Unified Soft-Disconnect for commercial voice.
- Tested the mobility services like voicemail to email integration, remote office, BW Anywhere.
- Worked on the bandwidth allocation procedure the phone uses while making calls.
- Troubleshoot, maintain, upgrade, and provide solutions to complex hardware/software problems.
- Setting up and testing the Avaya IPV2 500 PBX for SIP and PRI trunking.
- Manage internal VoIP lab network routing and ensure external connectivity with production environment. Tested the business phone features and failover scenarios.
- Built a secondary environment for Business Voice Edge (BVE) platform through Broadsoft.
- Substantial understanding of networking technologies including TCP/IP, DHCP, TFTP, VLAN, VoIP, SCCP, MGCP, H.323. Installation of broadsoft servers/ their synchronization issues.

- Installed the applications in broadsoft servers and linked it to the BVE environment.
- Reviewing (FSD) Functional Specification Document, writing test plans, collecting test data and building IP test bed networks based for VoIP testing. Performing all aspects of software verification including functional, regression, integration and unit testing.

VoIP Test Engineer – Adtran, Inc., Huntsville, AL (Oct 2012 – Aug 2014)
- Troubleshoot end to end call flow issues in enterprise market involving various voip elements.
- Troubleshoot call flow issues throughout the network flow from on-net to off-net calls.
- Developing test cases based on business requirements using Mercury Quality Center
- Requirements and Test Plan modules. Testing SIP Trunking solutions using Avaya, Cisco UCM.
- Testing CDRs for various call scenarios. Testing enterprise solutions for Broadsoft customers including AS1, NS. Executing test cases using Mercury Quality Center Test Lab module
- Executing voice services test cases using Mercury Quality Center Test Lab module
- Designing, implementing, and maintaining voice services validation test bed
- Provision Voice lines for the Broadsoft, Avaya, Cisco UCM, and Cisco UC500.
- Capture the SIP, UDP and RTP using the Wireshark network Analyzer, Empirix-Hammer and Broadsoft logs. Setting up the Cisco UCM, Broadsoft and Avaya for interoperability testing.
- Performing all aspects of software verification including functional, regression, integration and unit testing. Document, troubleshoot and isolate problems encountered during testing.
- Physical lab maintenance including installing equipment, running and patching cables, etc.

Test Engineer – Rrootshell Technologies Pvt. Ltd. (Sep 2011 – Oct 2012)
- Responsible for the SIP Protocol Compliance Testing and related Feature Testing using SIPp Tool.
- Member of System Release 4.3, 5.0, 5.1 and 5.2 Testing Team doing Regression Testing of already existing features for SIP and H.323 features and functional testing of new features in IPsec, TLS, IM and Presence, Handling Forked Requests, Pass Unknown Headers.
- Executing SCRUM activities, attending Functional Specification Document reviews for above features, Bug reporting while executing test cases, verification of bugs reported by Testing Team and also customer reported bugs by simulating customer scenarios in the lab.
- Mentoring new members on the Product MSX and the Domain.

Software Engineer/QA – F1 Interop Solutions Pvt. Ltd., Bangalore, Karnataka (Jan 2011 – Sep 2011)
- Responsible for the SIP Protocol Compliance Testing using SIPp Tool.
- Automated 120 Test Cases, by using TCL Scripting Language for checking VX's SIP functionality as User Agent Client (UAC) and User Agent Server (UAS).
- Integrated the same into client's existing Automation Framework.
- Member of System Release 4.1, 4.2 and 4.3 Testing Team, involved in new feature testing for RTCP compliance, SRTP compliance and Information Assurance right from functional document review, writing the test plan, executing and automating the same, reporting bugs and verifying the fixed bugs. Mentoring new team members on the product (VX) and the domain.

Test Engineer – Velankani Software Pvt. Ltd. (Aug 2010 – Jan 2011)
- Gone Through the requirement specification, Perform Sip call flow testing on the server
- Maintenance and testing the new feature of SIP protocol stack.
- Verified call flow like Call Hold, Call forward, Call Transfer etc.
- RFC (3261) standard compliance testing. System Testing.
- Understanding of Functional Requirements of an application.
- Verifying the SIP Call Flow with all positive and negative case.
- Test Case preparation and execution during Regression and Feature Test.
- Responsible for identifying, reporting and reproducing bugs.

Environment: C, WINDOWS, Linux, SIP (Session Initiation Protocol), Wireshark, Softphones, SipP, RFC (3261)

Windows Server System Administrator

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

Skills
- Vmware, Citrix, Microsoft Windows Server, Remedy, Microsoft Exchange, Epic, Active Directory, SharePoint.

Professional Experience

Windows System Administrator – Beaumont Health, Dearborn, MI (Jun 2012 – Present)
- Primary responsibilities include system administration for 100+ Microsoft Windows Server 2003, 2008 R2, 2012 server systems. VMware / Citrix hardware and software support.
- VMware 6.0 SRM virtual data center site migrations, monitoring, vm deployments, and ESX administration. IBM / DELL hardware infrastructure service and support.
- Citrix XenApp 7.0 Farm Administrator. Publishing applications for clinical use and handling escalated service requests via Remedy ticketing system.

Windows System Administrator – Red Level Networks, Novi, MI (2011 – 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. Proactive monitoring and reactive support for variety of Microsoft Windows Server systems. Creation of customer procedural and best practice documentation for staff.

Systems Engineer – Blue Rocks Technologies, Troy, MI (2011 - 2012)
- 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.

Windows System Administrator – Logicorps, Charter Township of Clinton, MI (2007 - 2010)
- Network Administrator for IT managed services provider focusing in the consultation, administration and support of Microsoft networked environments. Provided hardware, software, and networking support services for ITC Transmission and SMB users through onsite and remote assistance.
- Experience with VMWare ESX infrastructure, Kaseya monitoring/ maintenance and ticket/ documentation management. Experience with Microsoft deployment and management tools while working at ITC Transmission corporate headquarters. Migrated users into an updated infrastructure with Windows 7 Professional, and Windows 2008 Servers. Worked through Windows 7 application compatibility issues with older industrial applications.

Network Engineer – Bluewater Technologies, Southfield, MI (2002 - 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.

Information System Technician – US Navy, Jacksonville, FL (1998 - 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.

RedHat Linux Server System Administrator

Summary

- Around 6+ years of IT experience providing Quality Assurance for IT-Telecom and VoIP Networking products.
- 17+ years of IT experience.
- 7+ years of experience in UNIX / LINUX Administration in Specializing in Red Hat Enterprise Linuxand 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 & Certifications

- BS in Computer Sciences from Northeastern University, Boston, MA
- 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, Ipv6, 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

UNIX AIX/LINUX Red Hat Administrator – Object Technology Solutions, Inc., Plano, TX (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 platformsfor 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 Serverin SAN Environment.
- Installing client/server Software, like Oracle, BMC-Patrol/Bladelogic/ProactiveNet, Autosys, TM Art, Veritas etc.

UNIX AIX/LINUX Redhat Administrator – Disney, Burbank, CA (Jun 2012 – March 2012)

- 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 Linuxsystem 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.

UNIX AIX Administrator – Disney, Burbank, CA (May 2010 – Jun 2012)

- 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 Linuxsystem 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
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- 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.

UNIX Administrator – Northwestern Mutual, Milwaukee, WI (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 Aixsystems
- 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.

UNIX Administrator – New World IQ, Sunnyvale, CA (Oct 2004 – Apr 2008)
- Provided 24x7, production support which involved giving production support to AIX , HPUX 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 HPUX environment. Also set up DD disks for a quick recovery of the servers.

UNIX Administrator – Order Trust, Lowell, MA (Jan 2004 – Sep 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.
- Ensuring high reliability and uptime of critical systems.
- Installing and Upgrading the ORACLE Instance and the application tools.

Technical Staffing Service Title	Quantity/Estimated Hours	Unit of Measure	Unit Price/Hourly Rate
IT Project Coordinator/Business Analyst	2000	Hour	$90.00
IT Project Manager	2000	Hour	$110.00
Senior IT Project Manager	2000	Hour	$130.00
Microsoft Office Specialist Trainer	2000	Hour	$80.00
Cyber Security Auditor	2000	Hour	$105.00
Firewall Administrator	2000	Hour	$90.00
Network Engineer	2000	Hour	$85.00
VoIP Engineer	2000	Hour	$85.00
Windows Server System Administrator	2000	Hour	$85.00
RedHat Linux Server System Administrator	2000	Hour	$85.00

*** 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