

**Response to Centralized Request for Quote (CRFQ)**

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WV PURCHASING  
DIVISION

**The West Virginia Purchasing Division**

2019 Washington Street East

Post Office Box 50130

Charleston, WV 25305-0130

West Virginia Department of Health and Human Resources (WVDHHR)

Office of Management Information Services (OMIS)

**Temporary IT Staffing Contract for WVDHHR/OMIS**

Proc Type: Central Master Agreement

Solicitation No: CRFQ 0511 MIS2100000002

Due Date: September 17<sup>th</sup>, 2020 – 1:30

**Submitted By**



**Nivid Infotech Inc,  
(DBA: Nivid Technologies)**

21515 Ridgetop Circle, STE 390, Sterling, VA

20166 703.718.5999

[www.nividit.com](http://www.nividit.com)

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## Acronym List

Acronym	Description
CRFQ	Centralized Request for Quotation
WVDHHR	West Virginia Department of Health and Human Resources
OMIS	Office of Management Information Services
DBA	Doing Business As
VA	Virginia
ITIL	Information Technology Infrastructure Library
PMBOK	Project Management Body of Knowledge





September 17th, 2020

**Crystal G Hustead**

2019 Washington Street, East  
Charleston, WV 25305  
Crystal.G.Hustead@wv.gov

Ms. Crystal,

On behalf of Nivid Infotech Inc (DBA: Nivid Technologies), I would like to thank you for the opportunity to provide a formal offer in response to The West Virginia Purchasing Division - Centralized Request for Quote (CRFQ) to provide Temporary IT Staffing Contract for WVDHHR/OMIS for #CRFQ 0511 MIS2100000001.

As a technology company, we have taken a consultative approach in our response and endeavored to present a proposal that provides The West Virginia Purchasing Division with highly qualified candidates and pricing that we are confident will meet your expectations.

Our proposal is based on our proven track record of working on technology that will meet The West Virginia Purchasing Division's needs today & aligns well with future requirements. This proposal focuses on an effective proposal that is supported by a proven partner ecosystem and a proven delivery methodology.

- Highly qualified and experienced experts.
- Flexible engagement with Deep Industry Insights.
- A dedicated team to manage the ongoing relationship with The West Virginia Purchasing Division.

Nivid has responded to the requirements and demand set as defined in your CRFQ. We are proposing to continue a journey to align with The West Virginia Purchasing Division's future vision.

Thank You.

Best Regards,

*SatishChenchal*

**Satish Chenchal**

Partner - Technology & Business  
703-554-9702  
Satish.Chenchal@nividit.com

## Designated Contact and Certification & Signature

**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.

Satish Chenchal

(Name, Title)

Partner - Technology and Business

(Printed Name and Title)

21515 Ridgeway Circle, STE 390, Sterling, VA 20166

(Address)

703-554-9702 / 703-649-6409

(Phone Number) / (Fax Number)

satish.chenchal@nividit.com

(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Nivid Infotech Inc.

(Company)

*SatishChenchal*

Satish Chenchal, Partner - Technology and Business

(Authorized Signature) (Representative Name, Title)

Satish Chenchal, Partner - Technology and Business

(Printed Name and Title of Authorized Representative)

09-17-2020

(Date)

703-554-9702 / 703-649-6409

(Phone Number) (Fax Number)

## Miscellaneous

### REQUEST FOR QUOTATION Temporary IT Staffing contract for WVDHHR/OMIS

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#### 11. MISCELLANEOUS:

**11.1. Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

**Contract Manager:** Satish Chenchal, Partner - Technology and Business  
**Telephone Number:** 703-554-9702  
**Fax Number:** 703-649-6409  
**Email Address:** Satish.Chenchal@nividit.com

## Addendum Acknowledgment Form

### ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: CRFQ MIS2100000002

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

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

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

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

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

Nivid Infotech Inc.

Company

*SatishChenchal*

Authorized Signature

09-17-2020

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



### Section 3: Qualification

Nivid is a leading solutions provider of digital-ready technology infrastructure, full-cycle managed services, and staffing resources. With deep experience in delivering world-class infrastructure technology services, Nivid enables enterprises on a global scale to grow strategically.

Nivid Infotech Inc. was a small, disadvantage and minority business doing business as (DBA) Nivid Technologies. Nivid is a privately owned for-profit organization established in 2012. Since inception we have grown into a highly sought-after technology and Technical recruitment services provider. Nivid's Head Quartered in Sterling, VA and a satellite office located in Manhattan, New York. We have over 40 large customers, spanning private and public sector customers. Nivid is an ISO 9001:2015, ISO 20000 Quality Management and ISO 27001 Security Management System Process organization along with ITIL and PMBOK certifications. Nivid recently recognized as America's fastest growing 500 companies by INC and by Forbes Technology Council.








Nivid offers The West Virginia Purchasing Division (WV DHHR and OMIS) an end-to-end recruitment process to successfully provide all the position classifications as mentioned in the scope. As a proven Technology staffing partner with a strong track record of supplying resources to State and Federal Governments, we are confident that we can deliver on your requirement efficiently and cost-effectively.

Our team with diverse educational and technology backgrounds will work with you closely, to make the hiring process easier, faster, budget-friendly, and more importantly, to ensure "The Right Fit". At Nivid, we know that the quality and reliability of our staff is the product we offer to recruit your needs. Over the years, we have developed a well-honed process of identifying, vetting and recruiting talent for our customer needs, both temporary and permanent.

#### Our 5-Point Recruitment Approach:

A summary of the elements included in our 5-Point Method is detailed below.

	<p><b>Critical Resume Review</b> – We review each resume to ensure prospective candidates meet the qualification, skillset, and requisite knowledge.</p>
	<p><b>In-Depth Phone Screen</b> – We have an in-depth phone conversation with candidates chosen from the critical resume review process. During this conversation, we discuss cultural fit, work history, expectations, and qualifications.</p>

	<b>In-Person Interview</b> – Once a candidate has successfully passed our in-depth phone screen, we then meet them in person or via web conference to ensure culture fit and social workplace skills.
	<b>Skill Testing</b> – We leverage various industry-leading test tools to determine the level of a candidate’s aptitude, critical thinking, and problem-solving skills.
	<b>Professional References</b> – To ensure candidate quality, we contact two professional references for all successful candidates before we submit to the HR/Leadership team at West Virginia Purchasing Division. You can be sure that any profile submitted to you has a positive prior work history.

Nivid employs a premium 5-Point Recruitment methodology by utilizing employee referrals; our own talent database and vendor networks to source the ideal candidate(s). Factors and approach that differentiate Nivid from other technology staffing firms from delivering technology staffing services include:

- Understanding the requisition and assigning the same to a talent acquisition team.
- Identifying the right set of candidates using sources such as referrals, job boards, passive / active job seeker talent communities, in-house employee talent database and sub-contractors.
- Reviewing / validating the candidate profile/skills with the requirements from the client.
- Various phases of pre-screening and technical evaluation prior to submission.
- Verify and validate professional references.
- Background verification etc.

#### Staffing Methodology and Approach:

We understand that each customer has a unique culture that has been established by leadership and embraced by employees. It is very important to us that we discover your unique culture in-order to find the right candidate with the personality to fit your culture. Once we understand your unique culture, we then proceed to our staffing life cycle process, as illustrated in the figure below, to start your candidate recruitment process.





**Figure 1: Lifecycle Staffing as a Service**

Our recruiting focuses on effective means of identifying, attracting, and hiring those individuals in a non-disruptive manner. Based on successful experience, we will assist in creating position profiles to include at a minimum: duties, skills, knowledge, aptitude, education credentials, and relevant experience. We at Nivid determine this process as the **SPOTLIGHT** kickoff call to best understand the needs and requirements of the positions to be filled. Nivid's PM along with the talent acquisition team and our in-house specific technical engineer will be on the call to do requirement assessment and will come up with detailed job descriptions and roles to be performed. We work with you to set criteria of desired skill sets, qualifications, and roles to be performed.

Our recruiters have access to numerous external, national, and vertical job boards and use them only to supplement our customized recruitment mediums. This is unlike other firms who generally rely on subscription databases. A sampling of websites that we utilize regularly includes:

- Internal Database of Nivid (Over 50,000 Candidates)
- Current and past employee references
- Job Boards: Dice, Monster, CareerBuilder, Techfetch, Indeed etc.
- Social Media (LinkedIn, etc.)
- Local News papers
- Social Media and Traditional Advertising
- Local Recruiting Mediums: Colleges, Universities and technical schools, Community and networking events, Open houses, Job fairs and trade shows, State employment services etc.

The figure below illustrates our internal process with candidates as well as the process with the West Virginia Purchasing Division.

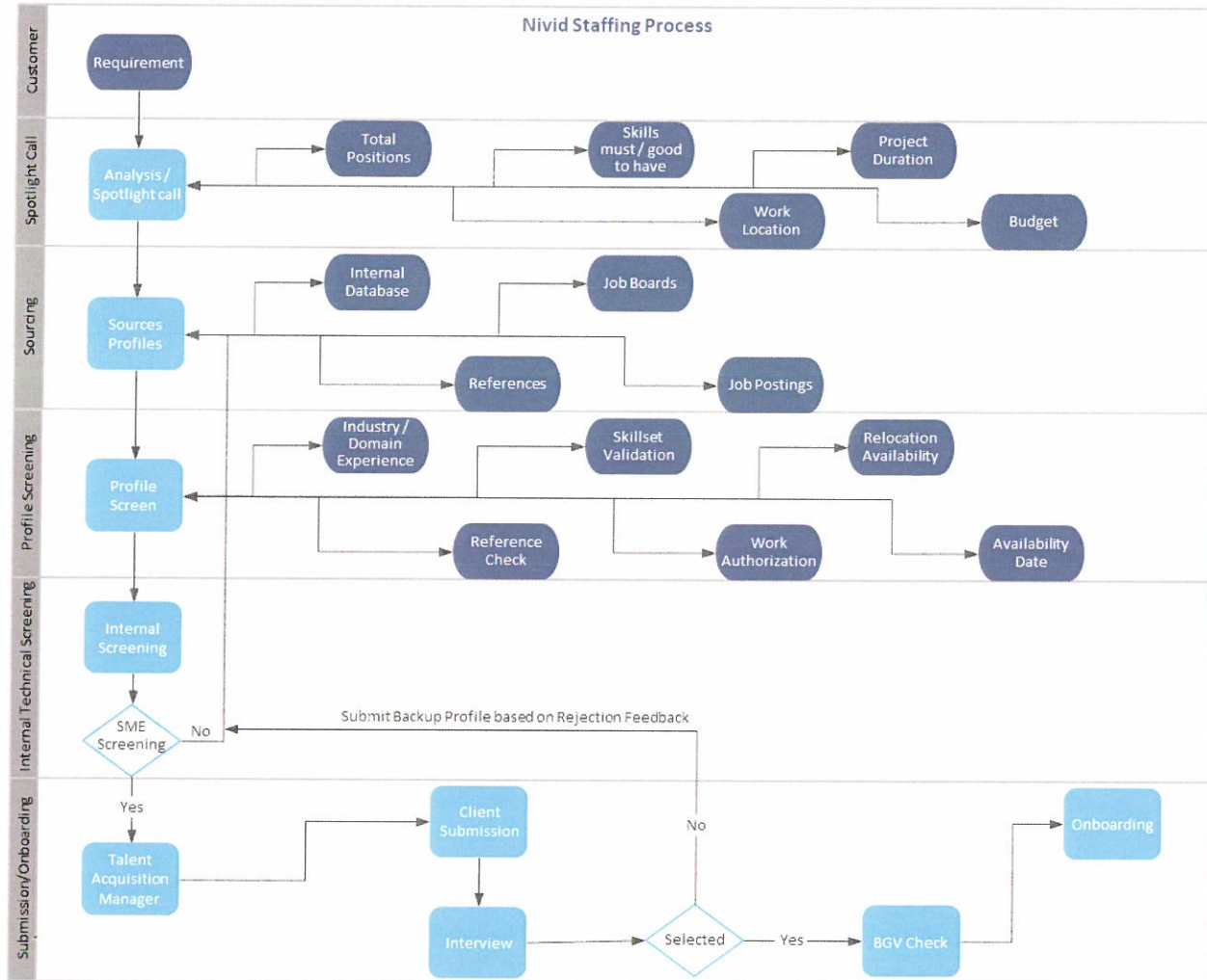


Figure 2: Nivid Staffing Process

Upon identifying the potential candidates, we conduct a thorough validation process which includes:

- Identify most of the current relevant workforce and capture location, job title, contact information, and functional role data in our staffing database.
- Develop job requisitions that describe each position to be filled, including any unique qualifications or clearance requirements.
- Communicate our staffing needs via our public-facing recruiting website, and a variety of job websites.
- Conduct open house job fairs targeted primarily at the place of performance workforce but open to all interested individuals. We will conduct these open house events at locations near the West Virginia Purchasing Division's work locations.
- Determine applicant suitability and assign each qualified resource to the appropriate team member for final review and offer processing based on the following:
  - **Pre-screening** of communication, technical & interpersonal skills, as well as previous experience.
  - **Technical interview** – Nivid Internal Subject Matter Experts rate technical skill proficiency.



- **Soft skills interview** – Interpersonal skills, communication skills, location, environment and business sector preferences, and personality profiling.
- **Behavioral event interview** – Designed to elicit open-ended responses based on prior employment experience.
- A minimum of two **professional references**.
- Appropriate background verification based on the West Virginia Purchasing Division requirements.
- Rigorously track staffing weekly to ensure accurate and precise processing.

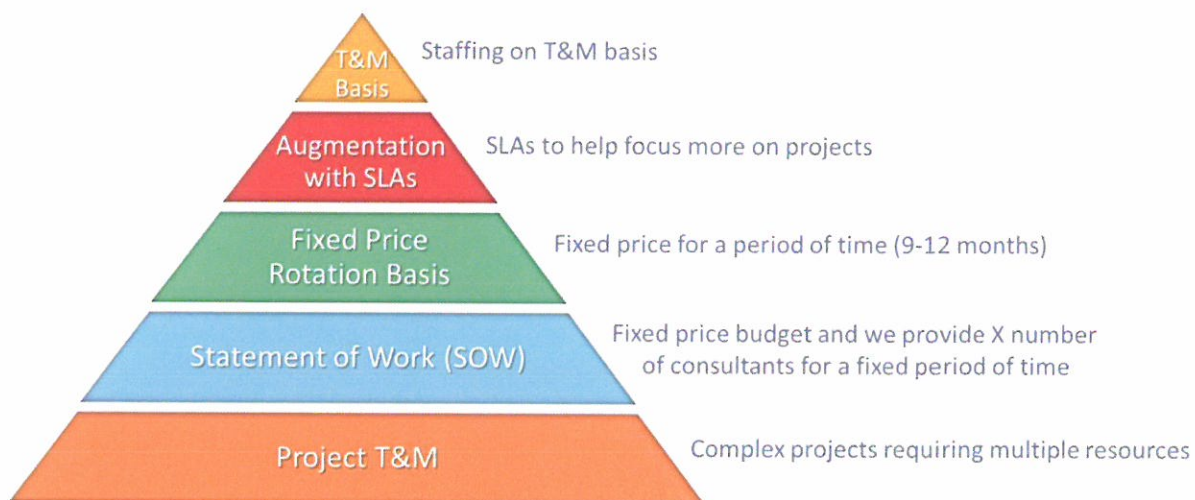
We will provide a detailed tracker with information of all the resources along with the updated status on a weekly basis. After sourcing and submitting the profiles required for each role, recruiting efforts will continue in the backend for backup profiles, which are presented if the need arises.

**Background Screening:** Nivid will work with the West Virginia Purchasing Division to establish business rules and customize a background check process that meets your requirements. Nivid has trusted background partnerships with companies that have the resources to perform a variety of checks at a local, county, and state level, including (but not limited to):

- ✓ Social Security verification
- ✓ Criminal records check
- ✓ Motor vehicle report, if applicable
- ✓ Civil records checks
- ✓ Credit reports
- ✓ Customized background checks

**Drug Testing:** Nivid will continue to work with the West Virginia Purchasing Division to establish business rules and ensure we have a background check and drug screening process that meets your requirements, including pre-placement drug screens, as well as any post-accident drug and alcohol tests. The right to represent consent is taken by us from the resource before presenting the resume.

The figure below illustrates our staffing engagement model:



**Figure 3: Engagement Models of Staffing Solutions**

**Designated Point of Contact:**

Nivid is designating Single Point of Contact, Mr. Satish Chenchal is an accomplished Program Manager with over 22 years of experience. His contact information is listed below.

**Name:** Satish Chenchal

**Title:** Partner - Technology & Business


**Phone No:** 703-554-9702

**Email:** Satish.Chenchal@nividit.com

**Office Location:** 21515 Ridgetop Circle, STE 390, Sterling, VA 20166

Additionally, Nivid has attached sample Candidate Phone Interview Assessment forms and these documents will vary depending upon each Job description, roles and requirements of the Candidate.

**Candidate Phone Interview Form:**



## CANDIDATE PHONE ASSESSMENT FORM

Candidate Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Interview Date: \_\_\_\_\_

Candidate Location: \_\_\_\_\_

Recruiter Name: \_\_\_\_\_

<b>Key Skill Competencies</b> <i>(Rate on how well they responded when asked to describe how they handled on the job examples)</i>		Wts	Rating (1-5)	Weighted Score
#1	Essential Job Functions	20%	5	20.00
#2	Functional Abilities, Knowledge and Skills	15%	5	15.00
#3	Technical Abilities, Knowledge, and Skills	20%	4	16.00
#4	Training and/or Education	10%	5	10.00
#5	Preferred Experience, Skills and exposure	25%	4	20.00
#6	Special Requirements	10%	5	10.00
<b>Overall Skill Competency Rating</b>		<b>100%</b>		<b>91.00</b>

**Interviewer Comments:**

Skill Matrix					
S.No	Skill	Required Exp.	Actual Exp.	Name of Projects Worked	Self Rating
1		XX years	XX years		Expert
2		XX years	XX years		Expert
3		XX years	XX years		Expert
4		XX years	XX years		Expert
5		XX years	XX years		Expert

**Required Experience:**  
 One (1) to two (2) Years Working in an IT operational capacity.  
 Minimum of one (1) to three (3) years in IT Audit, Risk Management, and Governance required.

**Preferred Experience:**  
 Three (3) to five (5) years working in an IT Operational Capacity.  
 Cross domain IT experience.  
 CISA, and other IT Audit and Risk Management certifications preferred.



**Candidate Assessment Form:** The below sample form is provided for Job title: 5G IMS (Info Mgmt. Svcs) Engineer.



Interview Date: \_\_\_\_\_  
Position to Place: 5G IMS (Info Mgmt Svcs) Engineer  
Hiring Manager: \_\_\_\_\_  
Name of Candidate: \_\_\_\_\_

**Pre-Screen Requirement Checklist:**

- BS in Telecom/Computer Science Engineering preferred, or 3+ yrs of exp with wireless communication.: ☒  
Proven record of accomplishment in working with large mobile network integrators: ☒  
Leadership in implementing DevOps, CI/CD, SRE: ☒  
Proven experience in a vendor-facing role: ☒

**Interview Questions:**

1. What motivates you professionally?  
XXXXXXXXXX
2. Talk to me about how you have led an IMS project without having a selected vendor yet.  
XXXXXXXXXX
3. Tell me about your experience on E911 Call Routing projects, what languages did you use?  
XXXXXXXXXX
4. VoIP, Voice over 5G  
XXXXXXXXXX
5. Additional Experience?  
XXXXXXXXXX

**General Questions:**

1. Educational Background - Does the candidate have the appropriate educational qualifications or training for this position?  
XXXXXXXXXX
2. Prior Work Experience - Has the candidate acquired similar skills or qualifications through past work experiences?  
XXXXXXXXXX
3. Technical Qualifications/Experience - Does the candidate have the technical skills necessary for this position?  
XXXXXXXXXX
4. Verbal Communication - How were the candidate's communication skills during the interview?  
XXXXXXXXXX
5. Candidate Enthusiasm - How much interest did the candidate show in the position and the organization  
XXXXXXXXXX
6. Knowledge of Organization - Did the candidate research about the company/Client prior to the interview?  
XXXXXXXXXX
7. Teambuilding/Interpersonal Skills - Did the candidate demonstrate, through their answers, good teambuilding / interpersonal skills?  
XXXXXXXXXX
8. Initiative - Did the candidate demonstrate, through their answers, a high degree of initiative?  
XXXXXXXXXX
9. Time Management - Did the candidate demonstrate, through their answers, good time management skills?  
XXXXXXXXXX
10. Customer Service - Did the candidate demonstrate, through their answers, a high level of customer service skills/abilities?  
XXXXXXXXXX





Interview Date: \_\_\_\_\_  
Position to Place: 5G IMS (Info Mgmt Svcs) Engineer  
Hiring Manager: \_\_\_\_\_  
Name of Candidate: \_\_\_\_\_

**SKILL MATRIX:**

Skill	Projects/Clients Worked	Years of Experience	Self-Rating (0-5)	Write-up/brief on the work done
CSCF Functions (call session)	ATT, VZW, BofA, ViVo, Rogers, Sprint, etc.	15 years	4	From design to integration w/ 3rd party vendors. Using REGEX for specific HSS configs to support multiple data centers using the same numbers.
E911	Nextel and Rogers	10 years	2	PSAP config with wireless cell sites and routing tables in Soft switch
MRF (media resource)	ATT, VZW, BofA, ViVo, Rogers, Sprint, etc.	15 years	4	Config specific announcements for auto attendant and other features, moh, treatments...etc.
MGCF & MGW (media gateway)	ATT, VZW, BofA, ViVo, Rogers, Sprint, etc.	15 years	4	Integrate IMS w/ legacy networks (SIP trunks, SIP-T) BGCF routing and so on.
ENUM & DNS (policy / charging)	ATT, VZW, BofA, ViVo, Rogers, Sprint, etc.	15 years	3	Adding NS, A, AAA records for hosts and fqdns
BCF – Border control – includes the following: SIP security, SIP message forwarding, routing and load-balancing, SIP message manipulation and normalization, NAT and firewall traversal, IPv6-IPv4 interworking, Lawful intercept (signaling)	ATT, VZW, BofA, ViVo, Rogers, Sprint, etc.	15 years	3	Configured for routing and network optimization, in cases for security using TLS
TAS – telecom application – includes the following calling features: call forwarding, voicemail, conference bridges, unified messaging, video calling, integration of softphone clients on multiple devices	ATT, VZW, BofA, ViVo, Rogers, Sprint, etc.	15 years	4	Worked across many platforms, Broadsoft, Cisco, Telica, Nokia and many more where I have applied configurations to support class 5 features for endpoints. (hunt groups, Simultaneous ring and much more etc.)

## References:

### Reference 1:

<b>Name of the Customer Company</b>	Orange Business Services
<b>Point of Contact</b>	Gregg DeMarco
<b>Current Telephone Number</b>	212-251-2000
<b>Current Email Address</b>	<a href="mailto:gregory.demarco@orange.com">gregory.demarco@orange.com</a>
<b>Current Mailing Address</b>	13775 McLearn Rd, Herndon, VA 20171
<b>Staffing Type Services Provided</b>	Temp to Hire, Direct Hire and Contracting
<b>Beginning and end dates of staffing type service provided</b>	2019 to Present
<b>Position(s) Description</b>	Cloud Engineer, Sr. Network Engineer, System Administrator, IT Helpdesk, Project Manager.

### Reference 2:

<b>Name of the Customer Company</b>	Infogain
<b>Point of Contact</b>	Sreedhar BuddaReddy
<b>Current Telephone Number</b>	408-355-6025
<b>Current Email Address</b>	<a href="mailto:Sreedhar.B@infogain.com">Sreedhar.B@infogain.com</a>
<b>Current Mailing Address</b>	485 Alberto Way, Suite 100 Los Gatos, CA 95032
<b>Staffing Type Services Provided</b>	Temp to Hire, Direct Hire and Contracting
<b>Beginning and end dates of staffing type service provided</b>	2018 to Present
<b>Position(s) Description</b>	Java Developers, Tester/QA, Recruiter, IT Network Engineer, Application Developer, Database Developer.

### Reference 3:

<b>Name of the Customer Company</b>	Altran
<b>Point of Contact</b>	Jesica Alexander
<b>Current Telephone Number</b>	408-701-7059
<b>Current Email Address</b>	<a href="mailto:jesica2.alexander@altran.com">jesica2.alexander@altran.com</a>
<b>Current Mailing Address</b>	3979 Freedom Circle Suite 950, Santa Clara, CA 95054
<b>Staffing Type Services Provided</b>	Temp to Hire, Direct Hire and Contracting
<b>Beginning and end dates of staffing type service provided</b>	2019 to Present
<b>Position(s) Description</b>	Sr. Network Engineer, Database Administrator, IT Project Manager, Help Desk Technician, Application Developer, Database Developer, Tester/QA.



## Resumes

### 1. Senior Web Application Analyst

#### Professional Summary:

Microsoft Certified Professional Developer with **14+ years** of software engineering experience in system requirements analysis, design, development, testing, maintenance and deployment of Web Applications, Client/Server and Enterprise Wide Applications using **Microsoft .NET Framework 4.7, C#.NET, VB.NET, ASP.NET, MVC, Web API and ADO.NET**. Proven experience in Complete Software Development Life Cycle models like Waterfall, RAD, Agile development environment. Driven by a passion for designing scalable systems and continued challenge of adapting to emerging technologies. Ability to function well within a team environment complemented by excellent writing and communication skills.

- Extensive experience in leading the architecture and development of cutting - edge distributed systems and enterprise wide web applications in **C#.NET, VB.NET, ASP.NET, ASP.NET MVC, Web API, ADO.NET, WCF, LINQ, Ajax and XML Web Services**.
- Experience in Object Oriented Analysis and Design, requirements gathering & analysis and n-tier Architecture model of **Web applications, Client-Server and Enterprise applications**.
- Extensively worked on .NET Framework **4.7/4.6.2/4.5/4.0/3.5/3.0/2.0** and **.NET Core 1.1/2.0** and worked with Git/Bitbucket, Team Foundation Server, Visual Source Safe and Mercurial Subversion.
- Expertise in **C#.NET, ASP.NET, ASP.NET MVC, ADO.NET, jQuery, NodeJS, Web API, WCF, Web Services** hosted on **Microsoft Azure**.
- Extensive working experience in Developing User Interface (UI) Rich Web Applications, and Web Service applications using Front End/User Interface (UI) Technologies like **Angular 6, HTML5, JavaScript, TypeScript, NodeJS** and used **Bootstrap** Framework for responsive UI.
- Experience with security frameworks like **OATH2** for **Web API** security.
- Expertise on assessment and rationalization of the applications migration from on premise to Cloud (**Azure, AWS**) environment.
- Solid experience working in DevOps platform, build/release engineering, unit testing and continuous-integration/continuous delivery using Team Foundation Server and **Azure DevOps**.
- Proficient in Data Analysis, Design and Data Modeling, using **ADO.NET, LINQ** (LINQ to SQL, LINQ to XML), **Entity Framework**, and **T-SQL** in developing Data Access Layer, writing **SQL** Queries, Stored Procedures and User Defined Functions.
- Hands on experience in **SQL Server 2017/2014/2012/2008/2005/2000, Oracle 9i**.
- Solid experience with **JavaScript, jQuery, JSON** client-side light weight programming language skills.
- Experienced in **T-SQL** for writing **Stored Procedures, Functions, Indexes, Views, Cursors, Triggers, DTS**, Transaction management, **code optimization** and **performance Tuning creating tables and Indexes**.
- Good experience in setup, configuring, managing production, test, staging servers and deploying and testing web applications on IIS/Web Servers using **Team City and Octopus**.
- Experience in designing, modifying and integrating reports with reporting tools like **Crystal Reports, SSRS**.
- Strong experience on various domains such as education online assessment, hospitality, healthcare insurance, e-commerce, banking, investment, sales and inventory, CRM, ERP, billing, warehouse Management, trading and financial.



- Excellent analytical, organizational and communication skills, problem solving skills, team leader with ability to work under pressure, decision making skills, fast learning and grasping capability of new emerging technology/solutions.

**Technical Skills:**

<b>Microsoft Technologies</b>	.NET Framework 4.7/4.6.2/4.5/4.0/3.5/3.0/2.0, .NET Core 2.0, C#.NET, VB.NET, ASP.NET, ASP.NET Core, MVC, Web API, ADO.NET, Entity Framework, WCF, WPF, SharePoint Server, Web Forms, WinForms, ASP.NET Web Services, <b>Angular 6</b> , NodeJS, <b>Typescript</b>
<b>Languages</b>	C#.NET, VB.NET, jQuery, HTML, CSS, XML, XSL, XSLT, C, C++, <b>Angular 6</b> , NodeJS
<b>Web Development/Client Scripting</b>	ASP.NET, ASP.NET Core, ASP.NET MVC, Razor Pages, Web API, jQuery, JavaScript, <b>TypeScript</b> , <b>Angular 6</b> , NodeJS, LINQ, HTML5 / CSS, XML, ASP.NET Web Services, Ajax
<b>Cloud Technologies</b>	Microsoft Azure, Amazon Web Service (AWS)
<b>Databases</b>	SQL Server 2017/2014/2008 R2/2005/2000, TSQL, Oracle 9i
<b>Design and Development Tools</b>	Visual Studio 2017/2012/2010/2008/2005/2003, ReSharper, Visual Studio 6.0, Microsoft Visio, TOAD
<b>Version Control</b>	GIT, Team Foundation Server (TFS), Visual Source Safe (VSS), Subversion (SVN), Bitbucket, Source Tree
<b>Reporting Tools</b>	MS SQL Reporting Services (SSRS), Crystal Reports, SSIS, DTS
<b>Methodologies</b>	Agile Methodology, Waterfall Model, UML, Object-Oriented Analysis/Design, DevOps platform
<b>Operating Systems</b>	Windows 10/7/Vista/2003/XP/2000/NT/98/95

**Professional Experience:**

**American Institutes for Research (AIR), Washington DC**  
**Senior .NET Developer**

**March 2009 – Present**

**Project: Item Tracking System (ITS) and Item Authoring Tool (IAT)**

- Gathering and analyzing system requirements, system design, n-tier architecture, developing, implementing and maintaining Item Tracking System ITS3 and Item Authoring Tool (IAT) Applications.
- Designed, development, and maintenance of various modules of system such as creating/editing items, item attributes, stimulus, stimulus attributes, associating items with passage, upload, download item/stimulus content and IAT item sharing content, resources, item cards, manage review levels, content rater system and content standards etc using **ASP.NET Core**, **MVC** and **C#.NET**.
- Collaborate with a cross-functional team of business analysts, architects, developers, and technical managers to aggregate business requirements.
- Designed and developed various reports in ITS such as PDF reports, Custom PDF reports, PDF item cards and online item cards using **ASP.NET MVC 5**, **C#.NET**, JQuery and NodeJS.
- Implemented middle tier components and APIs for Puppeteer API screenshot service to process screenshot request from ITS and to generate screenshot PDF for items/stimulus content using **C#, ASP.NET Core**, **Web API 2** and **SQL Server 2014/2017**.
- Created Razor Views, Models, Controllers and Model Views using ASP.NET MVC 5.



- Design and build custom APIs hosted on **Microsoft Azure** for Revise, KVS, File Conversion service and IAT services using Web API/C#.
- Worked on **DevOps** platform, created build/releases, unit testing and continuous-integration/continuous delivery using **Azure DevOps**.
- Developed REST Web APIs and integrated with client server applications for content team using **Angular 6**.
- Responsible for responsive web UI design with **Angular 6, NodeJS, Bootstrap, HTML5, CSS3**.
- Created tabbed interface for the ITSX application using **Angular 6, HTML and Typescript**.
- Implemented security framework using Oath2 for Web API security.
- Logged application errors, system exceptions and custom exceptions using **NLogger, Log4Net and SQL Server 2014/2017 Database**.
- Developed customized code to export the content packages, RECON packages and IAT packages from ITS using **C# and ASP.NET MVC**.
- Designing and creating SQL Server Tables, T-SQL, hands-on creating complex stored procedures, triggers, indexes, views, and user defined functions using **SQL Server 2014/2017**.
- Developed Import and Export processes having items/stimulus content and configs for several district schools across states using **C#.NET, XML and SQL Server 2017**.
- Used **Angular 6, Type Script** and JQuery/Javascript for client-side validations and also to create dynamic and interactive web pages.
- Used **Jira** for issue tracking, bug tracking purposes, troubleshooting and resolved various issues reported by content team and QA team.
- Mentored junior developers through code reviews, pair programming, and tech talk sessions.
- Participated in daily scum meetings, storytelling and retrospective sessions with the developers and Business Analysts.
- Used **Postman** and SoapUI to test web services and Web APIs.
- Setup, configured and migrated several ITS servers into another data center for production, test and staging environments.
- Used **TeamCity** for creating applications builds and **Octopus** for deploying applications to Test and Production Servers environment.
- Used **Git** and **Bitbucket** for version control management of codebase.
- Performed system debugging, unit testing and integration testing.

#### **World Wildlife Fund (WWF), Washington DC**

##### **Senior .NET Developer**

##### **Project: TA Portal, Online Gift Center (OGC)**

- Responsible for system design/analysis, requirements gathering, development, documentation and unit testing of the TA Portal and Online Gift Center (OGC) in World Wildlife Fund.
- Developed and enhanced several system modules such as DRM Mailplan, Mailplan Tool, Mailplan Administration, Component Administration, Package Code/Holder Admin, Member Services, Nightly Schedule, GL Interfaces, Benefits Administrations and Several Business Reports using **ASP.NET, C#.NET, VB.NET in the .NET Framework 3.5/4.0 and LINQ to SQL**.
- Extensively interact and communicate effectively with marketing team, business analysts and customers/internal clients in support of business objectives.
- Developed UI design and prototype of Build Your Own Bucket Project for Online Gift Center using **ASP.NET, C#.NET and JQuery**.
- Implemented Core Web services and WCF Services for system using **WCF, C#.NET, ASP.NET and SQL Server 2008 R2**.

- Configured WebAPI's using Windows **Azure** API manager.
- Used SoapUI to test WCF Web services and logged application and custom exceptions.
- Developed Business Entities, Business Logic Layer and Data Access Layer methods and classes using **C#.NET** and **ADO.NET**
- Modeled Business View Models and Core Modules adhering to the business logics using **C#.NET** and **LINQ to SQL**.
- Implemented T-SQL scripts, Stored Procedures, Views, User Defined Functions, Triggers and Cursors using **SQL Server 2008 R2**.
- Performed system unit testing, module testing and regression testing.

**Time Warner Cable Inc, Herndon VA**

**Senior .NET Developer**

**Project: BuyFlow E-Commerce Online Portal**

- Involved in gathering business requirements from the business and documentation of enhancement of the project.
- Implemented and Enhanced the various modules like Serviceability, Offers List, Offer Configuration, TV Configuration, Internet Configuration module, Voice Configuration module, Review Order and Schedule Modules for the new customers and existing customers using **ASP.NET, C#.NET** and **JQuery** in the **.NET Framework 3.5/4.0**.
- Developed and Maintained Account/Billing Modules, Shipping Modules, First Time Payment Module and Digital Phone Authorization using **ASP.NET, JQuery, C#.NET** and **User Controls**.
- Enhanced BuyFlow Web Services, BuyFlow Services and BuyFlow AppServices using **WCF, ASP.NET** and **SQL Server 2005**.
- Performed Metrics tracking and generated the close rates and reporting suites of system using Omnidata Metrics by interacting with Ogilvy team.
- Created Business Entities, Business Logic Layer and Data Access Layer methods using **C#.NET** and **ADO.NET**.
- Implemented **ASP.NET globalization** and **localization** for handling resources based on thread culture.
- Generated Order Request/Order Response XMLs, Order Manager, Schedule Request/Schedule Response XMLs, Schedule Manager, Order Summary and Order Confirmation modules using **ASP.NET, C#.NET** and **JQuery**.
- Developed **T-SQL scripts, Stored Procedures, User Defined Functions, Views and Database Backup and Maintenance Plans** using **MS SQL Server 2005**.
- Used JQuery for client-side validations and also to perform responsive, interactive elements for web pages and enhanced user experience.

**Kaiser Permanente, Denver CO**

**Senior .NET Developer**

**Project: KPAS, PCGAE, Recon Audit, Migration of Servers**

- Performed system requirements analysis, development, documentation and testing.
- Developed and support of several modules of system such as Applications Portal Listing, Access Log – My Access and All Access, Users Management, Users List, Manage Users Permissions, Application Management, Applications List, Manage App Permissions, Manage Template Permissions using **ASP.NET** and **C#.NET** in the **.NET Framework 4.0**.
- Designed the logical flow of the system using **Microsoft Visio**.
- Developed Prototype of various user interfaces and custom controls using **ASP.NET**.



- Implemented Data Access Layer, Business Entities and Business Logic Layer using **C#.NET** and **ADO.NET**.
- Added **AJAX** controls in the various modules of the project to minimize server round trip and enhance the excellent performance.
- Designed the Database Diagrams, Tables Design and their Relationships using **SQL Server 2005**.
- Wrote various **T-SQL scripts, Stored procedures, Triggers, Functions, Views** and **Cursors on MS SQL Server 2005**.
- Implemented and maintained the several **DTS Packages, SQL Jobs** and **DB Maintenance Plans** in **SQL Server 2005**.
- Used **JavaScript** for client-side validations.
- Resolved the issues and problems with the various **DTS Packages and SQL Server Jobs** that we get in the Migration Process.

**AEGON USA, Cedar Rapids, IA**

**Senior .NET Developer**

**Project: DTS (Derivative Trading System), WCF SOA Services**

- Developed and Maintained various modules of the system such as Online Trading, Swap Adjustment/Transfer, Search, Futures Trading/Search, Notification/Search, Asset Purchase/Sale, Compliance Module, Synthetic Asset Purchase/Asset Sale using **ASP.NET** and **C#.NET** in the **.NET Framework 3.5**.
- Designed several user-friendly GUI's and Dynamic Web Pages, reusable controls and classes, functions, etc. using **ASP.NET 3.5**.
- Implemented **WCF SOA Services** such as IDW Data Out Service, FTP Service, CUSIP Service, GEAC Service, Logging Service etc. using **C#.NET** and **Microsoft Enterprise Library 3.1/4.1**.
- Developed various Test Plans and performed Unit Testing and Manual Testing for DTS Modules and **WCF SOA Services** using **C#.NET** and **SQL Server 2008**.
- Implemented various Middle Tier Components, Business Logic Layer, Data Access layer Components and Investments Systems Compliance Rules and Checks using **ADO.NET**.
- Used **SharePoint Server 2007** in order to share and maintain the documents among the team members in the central repository SharePoint Server.
- Created **T-SQL scripts, Complex Stored procedures, triggers, functions, views** and **indexes on MS SQL Server 2008 and Oracle 10g** by embedding needed **business logics** and validations in **SQL Server**.

**Hilton Hotels Corporation, Memphis TN**

**June 2007 – Feb 2009**

**Senior .NET Developer**

**Project: Property Management System (PMS)**

- Performed system analysis, design and development of the enhancements in application and coordinated with business analysts, facilitating client engagement and meeting.
- Developed flexible, more user interactive and user-friendly and dynamic Web Pages, reusable classes, functions, etc using **ASP.NET** and **C#.NET in .NET Framework 2.0**.
- Provided Support and maintenance of their existing legacy system using **Visual Basic 6.0** and **SQL Server 2000**.
- Responsible for migration of the modules of their existing system into the **.NET Framework**.
- Created Component Design, prototyped the necessary Business and Data layer Components in **ADO.NET**.
- Implemented new functionalities in the User Interface and Application logic using **C#, ASP.NET** and **JavaScript**.

- All User Interface layers web pages are created and integrated to maintain the performance of data flow and data integrity using **ASP.Net User Controls, Web Server Controls, ADO.Net in the .NET Framework 3.5.**
- Middle Tier Components and Business objects were programmed in **VB.NET.**
- Worked with the Business Analysts and Team Leads of the system to identify the Business and Functional requirements, business processes, rules and application user requirements.
- Created various **T-SQL Queries, Complex and heavy Stored procedures, triggers, functions, views, indexes, cursors on SQL Server 2005 and Oracle 9i.** Strong in building nested queries, testing and debugging **SQL** related problems.

**Humana Inc., Louisville KY**

**Jan 2007 – May 2007**

**Programmer Analyst**

**Project: Fast App, DBAdmin Tool, Feeds**

- Implemented various Business Objects, Data Access Layer, Data Transfer Objects DTOs and Web Services for various modules of the system based on the business requirements using **ASP.NET** and **C#.NET** in the **.NET Framework 2.0.**
- Developed various modules such as Plans Listing, Plans Mapping, Plan Details, Plan State County Mapping, Fast App Filter, Fast App Search, Rate Calculator, Member Benefits, Monthly Premium Calculation etc using **ASP.NET** and **AJAX.**
- Extensively used **ADO.NET** for Data Access.
- Designed and Coded various reusable components, web user controls and web custom controls using **C#.NET.**
- Used several **AJAX** controls in the various modules of the projects.
- Used **JavaScript** for client-side validations.
- Used Exception handling application block for checking errors/exceptions across the web site using **Microsoft Enterprise Library 3.1.**
- Designed, Tested and Integrated various reports based on the functional specifications using **Crystal Reports 10.**
- Wrote several **Queries, Complex Stored Procedures, Triggers, Indexes, Views, Cursors** and **User Defined Functions** using **SQL Server 2005 and Oracle 9i** to handle all kinds of transactions.

**Nable Solutions Pvt. Ltd, Mumbai India**

**May 2006– Oct 2006**

**Software Engineer**

**Project: Extreme and Trapeze Networks (E-Commerce Web Portal)**

- Involved in review and analysis of system requirements.
- Involved with database modeling and development of the object model.
- Worked with the team to design and develop the UI of the entire web site using **ASP.NET** in the **.NET Framework 2.0.**
- Designed several web user controls and custom controls using **ASP.NET.**
- Coded the UI, Business and Data Layers in **C#.NET.**
- Wrote and consumed **XML** web services using **C#.NET.**
- Implemented data access using **ADO.NET.**
- Maintained and Track the change sets of the code in **Visual Source Safe.**
- Designed database tables in **SQL Server 2000.**
- Created various **T-SQL Queries, Stored Procedures, Views, Functions, Triggers and Cursors** using **SQL Server 2000** for retrieval and manipulation of data.



- Extensively used **DTS Packages** in order to import/export various Tables, Data, Stored Procedures and Functions using **SQL Server 2000**.
- Developed several customer reports using **Crystal Reports 9.0** based on the various business requirements.
- Performed the unit and integration tests.

**Cybernette India Pvt Ltd, Mumbai India**

**Sept 05 – April 06**

**Software Engineer**

**Project: Sales Management System**

- Involved in the analysis and implementation of the system.
- Developed Opportunity, Effort Monitoring, Offline Module, Quotation and Invoice modules using **VB 6.0**.
- Involved in the migration of some of the modules of their existing system into **.NET Framework 1.1**.
- Created Use Case, Class diagrams and Sequence diagrams using **UML**.
- Involved in Database design using ER Diagrams.
- Developed scripts for database creation.
- Integrated several custom reports into the system using **Crystal Reports 9.0** based on the business requirements.
- Wrote SQL, PL/SQL scripts, Stored Procedures, Indexes in **Oracle 9** using **TOAD**.
- Designed T-SQL Queries, Procedures, Views, Indexes, Cursors, Functions and Triggers to perform automated rules, updating to related tables in **SQL Server 2000**.

**Star Computer Systems, Mumbai India**

**Sep 03 – Aug 05**

**Software Developer**

**Project: HRM Web**

- Involved in the development of various modules such as HRD, (human resource development), HRA, (human resource administration), Training Needs Analysis (TNA), Manpower Skills Inventory (MSI) of HRMWeb using **ASP.NET** and **VB.NET**.
- Worked on other modules of the system such as HR, Payroll, Accounts, leave, attendance, salary, perks and Bonus calculation using **ASP.NET** and **VB.NET**.
- Developed various **Web based reports** based on the customer requirements using **Crystal Reports 8.5**.
- Supported their existing legacy systems, helped in the resolution of bugs and issues in **Visual Basic 6.0** and **ASP**.
- Maintained various **T-SQL Queries, Stored Procedures, User Defined Functions, Views, Index and Triggers** using **SQL Server 2000** and **MS-Access 2000** in order to handle all kinds of transactions.
- Designed Master Tables for HR, Payroll and Accounts modules.
- Utilized XML web services using **VB.NET**.

**Certifications:**

- Microsoft Certified Solution Developer (MCSD.NET)
- Microsoft Certified Application Developer (MCAD.NET)
- Microsoft Certified Professional (MCP.NET)

**Education:**

Bachelor of Engineering, Major in Computer Science – University of Mumbai, India

## 2. Web Application Analyst

### Professional Summary:

- Experience in implementation of N-Tier Architecture in windows and web based, Client/Server applications in Microsoft technologies through all stages of the SDLC (Software Development Life Cycle).
- Experience in developing applications using MVC and knowledge on architecture and design patterns.
- Good knowledge on reporting and analysis using Crystal Reports, SQL Server Reporting Services (SSRS) and SQL Server Integration Services (SSIS) with the .Net environment.
- Experienced in architecting and managing AWS cloud infrastructure. Developed Python modules to automate processes in AWS (AWS Cloud Formation)
- Extensive database designing and programming skills using SQL Server, XML data source and MS Access.
- SharePoint on Premise/Online and enterprise Office 365 deployment services: customization, development, document management, and training. Custom solutions development, business analysis, business process automation.
- Hands on experience in installing or supporting the software component and application to maintain process flow, documentation to work from pre-written specifications and guidelines.
- Highly skilled in creating reports using SSRS, Schema, Crystal Reports XI/10/9.0
- Skilled in web building technologies like XML, XSL, XSLT, DTD/Schemas, HTML, DHTML, JavaScript, CSS, AJAX, Infragistics and Telerik Controls.
- Hands on experience in providing business intelligence solutions for big data environments using MSBI suite (SSRS, SSAS, SSIS).

### Technical Skills:

<b>.NET framework versions</b>	.NET 1.0 – .NET 4.7, .NET Core 1.0-2.0
<b>Languages</b>	C#, Visual Basic .NET, F#, C++ .NET, HTML, CSS, Python
<b>Web frameworks</b>	ASP.NET MVC 1-5, ASP.NET Web API 1-2, ASP.NET Web Forms (old school)
<b>Desktop frameworks</b>	WPF, Windows Forms (old school)
<b>Communication frameworks*</b>	WCF, ASP.NET Web API, 1-2, Web Services (old school)
<b>IoC Containers</b>	Castle Windsor Container, Unity, Structure Map, Ninject, AutoFac
<b>ORM</b>	Entity Framework 1-6, nHibernate 1-5, Linq2SQL (deprecated), ADO.NET
<b>C# unit testing frameworks</b>	nUnit, SpecFlow, MSTest, xUnit
<b>C# build tools</b>	TFS, Team City, Jenkins, Cruise Control .NET, Azure DevOps (old TFS)

### Professional Experience:

#### Anthem - Indianapolis, IN

June 2017 – Present

#### C# .NET Developer

Migrated the monolithic application built on .NET into microservices based architecture using Python and Django. Worked on delivering queue and case management software to fulfill our customer's needs. Worked with team to create automated test algorithms which were implemented using JUnit and Selenium. Provided programming and network expertise to troubleshoot issues and deploy proactive measures to prevent future occurrences. Creating SQL scripts to automate deployments into the field, reducing deployment time from hours to minutes.

- Worked on a completely DB Driven architecture using which the physician can decide and choose the Lab in which a particular test can be done. The system had interface with any Lab without altering the



backbone much. Incorporated business logic in C#, .NET and handled transactions from database using ADO.NET

- Worked for developing a portal to manage and entities in a content management system using Flask. Developed Restful microservices using Flask and Django and deployed on AWS servers using EBS and EC2.
- Worked on Amazon Web Services (AWS) infrastructure with automation and configuration management tools such as Chef and Puppet. Worked on Python Open stack API's.
- Worked with COM interop support in Core 3 and used various cases with .net framework for multithreading, Runtime Callable Wrappers lifetime, C# COM object lifetimes, reference counting and garbage collection.
- Writing complex SQL Queries to analyze SQL objects and to facilitate verification tests. Perform analysis and testing for Index Split out Project written in SQL/Server 2012, ETL
- Developed Azure DevOps process to shorten product development life cycle, delivering features, fixes, and updates in close alignment with business objectives.
- Modified the existing ETL scripts (T- SQL) for any improvements and changes in the data loading requirements. Assisted in ETL development during the migration of the legacy ETL stored procedures to SSIS packages.
- Implemented the changes to for the functionality of the Orders to the outside labs which were sent by employing many techniques like secure web service, TCP/IP over VPN, SFTP and other methods.
- Worked on debugging an application, with the help tools and specific techniques such as logs, memory dumps and Event Tracing for Windows (ETW).
- Worked on HIPAA compliant application done with a complete PMS system, DMS system, LIMS System, Data Integration System, Online Pharmacy Ordering, and many other support systems that an EMR would require to interact with.
- Wrote a multi-step SQL job to test the daily feed process for about a week of old data used to verify iterated changes including using SQL CDC to capture changes to the key tables involved.

**Verizon – New York, NY**

**August 2015 - May 2017**

**C# .NET Developer**

Developed, debugged and maintained web and mobile applications serving 700+ websites and tens of thousands of iOS and Android users. Developed, debugged, and deployed more than 200 iOS and Android applications with XCode and Eclipse, using Java, ObjectiveC, Push Notifications, WCF web services, REST, JSON, Microsoft SQL Server and SQLite to ensure quality and efficacy. Leveraged XML formatting and XSLT to revitalize and improve existing pages. Worked closely with Professional Services team to define and meet client customization needs.

- Utilized established development tools, guidelines and conventions including but not limited to Visual Studio, ASP.NET, MVC4+, Microsoft SQL, HTML, CSS, Java Script, jQuery, Angular 2+ and .NET C#
- Designed and developed WCF Web Services so that the systems existing can communicate and pass accurate information. Used Asynchronous JavaScript and XML (AJAX) techniques to improve performance of the portal.
- Designing data modeling for .NET application of projects and reviewing high- and low-level designs using VB.net. Used jQuery, ASP.NET, AJAX toolkit controls and CSS to enhance the performance and richness to the user interface.
- Developed ASP.NET web pages (C# code behind) for authentication, registration, maintenance, documents uploading and faculty approval system.
- Modified ASIS application code and screens to include additional information and to fix logic to populate right data on various forms to be compliant with FCC regulations.



- Maintained web based snapshot reporting application used to deploy reports and provision locations and enterprises.
- Architected, developed and managed public web applications using C#, VB.Net, ASP.Net and Infragistics tools.
- Enhanced existing and developed new benchmark reports for suppliers as per the business requirements. Developed complex web applications in Visual Studio 2008 and .NET 3.5 framework utilizing improved AJAX controls and LINQ. Used Web services to implement the various services such as the QA Services, the Treatment Services, etc.

**Petco – Baltimore, MD**

**August 2013 - July 2015**

**Software Developer**

Development of a web-based order/supply/stock management system, allowing worldwide franchises to order products and for the order supplies and transit to be automatically consolidated from a global supplier network. Involved estimating, design, coding and testing.

- Develop Generic repository to provide Insert, update, Select, Delete function using ASP.NET core, C#.
- Develop Model classes for deal capture and admin module. Developed services for module implementing generic repositories.
- Register services using ASP.NET Core's dependency injection to inject repository to services.
- Modeled Star Schema Database Design to Process Business Reports using Oracle Business Intelligence Enterprise Edition OBIEE.
- Create Restful services to load trade and history data from external file using Python and DJANGO.
- Gathered Business Requirements to Model and Deploy Relational Entity Objects in SQL Server 2008 using Referential Integrity through Foreign Key as well as Unique Constraints and SQL Triggers to ensure Auditing Features.
- Collected SQL-Profler Traces to Determine Long Running T-SQL Procedures
- Create specific restful micro services for deal (FOREX, Securities, derivatives, future, loan & deposit) capture and admin module to provide GET, POST, PUT, Remove, Patch actions using C#
- Work with Quants to provide scripts using Python to perform calculation and other scientific processes using NUMPY and PANDAS.
- Access restful services using GET, POST, PUT, DELETE, HEAD and OPTIONS methods of HTTP.

**Education:**

Bachelor of Science in Computer Science

### 3. Senior Mainframe Application Analyst

#### Professional Summary:

- Over 12 years of total IT experience in system analysis, design, development, testing, implementation and production support of databases and Mainframe applications for various industries
- Total 12 years of experience in Mainframe Technology with COBOL, DB2, VSAM, IMS DB, CICS, REXX, Kafka, JCICS, JVM, Zconnect API, WAS WOLA, HTML, VisualForce, APEX, Java, Salesforce and ETL Talend for Credit ACAPS/Lending/Deposit, Mortgage, Retail & Insurance.
- Strong experience in client interaction and understanding business application, business data flow and data relations from them.
- Extensive experience in Indexes, SQL, Stored Procedures, Functions, Packages, Database Triggers and SQL query tuning concepts.
- Experience in performance tuning of SQL queries by providing hints, obtaining Explain Plan, analyzing tables and adding indexes.
- Experience in cucumber for automation of different tasks in the projects
- Exposure to Automation testing covering QC, QTP, HTML.
- Knowledge of complete process starting from development to implementation and monitoring and quick problem solving for PROD issues.
- Extensive knowledge of Software Development Life Cycle (SDLC) and Agile, having thorough understanding of various phases like Requirements, Analysis/Design, Development and Deployment.
- Strong Client Handling, Team Building, Communication, Presentation and Interpersonal Skills.
- Good exposure to project co-ordination skills in Client & Team Management.
- Training and presentation to team members for functional, technical and client specific enhancements.
- Willing and able to adapt to new environments and learn new technologies quickly.
- Handled team as a technical lead and got customer appreciations for quality deliver.

#### Technical Skills:

Software Products	Tools	Added skills set
COBOL JCL DB2 VSAM CICS IMS DB JCICS Java on Mainframe	QC – Quality center QTP - Quick test Professional File-Aid - File handling Tool Endevor - Version control Tool Changeman - Version control Tool IntelliJ Maven Salesforce Developer console ACAPS Application Development	EZT Stored procedures REXX Native SQL Kafka APEX VisualForce WAS WOLA API ZConnect MQ

#### Professional Experience:

GEICO, Macon, GA, USA  
Developer & Team Lead

Jan 2020 – Present

#### Project: Exceed Legacy Payments System

The primary objective of the project is developing code in Mainframes to support the existing mainframe application called Exceed Legacy Payments system. This application mainly used for onetime or recurring payments for Auto and Umbrella policies. There are numerous payment methods that application



supports, namely electronic and paper check, credit card, remittance center and agent branches. This application processes the form that customer opted to make payment for their policy and process the payment to post to GEICO account. The customer can see the payment history for whatever they paid so far and can enroll, de-enroll, change or cancel the payment method they opted for at any time.

- Accountable for designing, coding, development, testing, documentation and debugging of applications to fulfill the requirements of one or more user areas
- Provide support for enhancing and maintaining existing applications
- Coordinate with the operations areas and lines of business to spot out and specify complex business requirements and processes
- Offer assistance for troubleshooting current Mainframe environment
- Integrate system on allocated software projects
- Review designs for custom application and execute features and functions
- Coordinate with varied systems and integration infrastructure
- Perform designing, coding, testing, debugging and documenting application development process.
- Providing Application knowledge to Offshore team and leading the team

**Technical Platform:** Operating System: Windows, Languages: COBOL, SQL, SAS, EZT, REXX, CICS, .Net, C#, Database: DB2, VSAM, IMS DB, SQL Server & Special Software: Endeavor, Control-M.

**JP Morgan Chase (JPMC), Wilmington, DE, USA**

**Oct 2017 – Jan 2020**

**Developer & Tech Lead**

**Project: Chase Card Originations & ACAPS Development**

ORI provides decision support for credit cards application processing, portfolio request application processing, and Business Banking loan processing. Automated Credit Application Processing System (ACAPS) and Credit Decisioning Engine (CDE) are the two main engines supported by ORI. ACAPS is an online instant response system that supports the capture, investigation, approval, closing, documentation, and booking of card application. Credit Decisioning Platform is build around suite of applications, Bureaulink-Interface to Credit Bureaus, Strata- Business Rule Engine, Custom build processing and interfaces. These applications can be used standalone or a bundle to build custom solution for Credit Decisioning.

- Responsible for effort estimation, preparing release schedule and review the same with JPMC management
- Put a detailed project plan, approach for project execution, and review the same with client managers
- Identify the Risks and prepare mitigation plan for the same
- Work on High Level Design, Low Level Design and review with JPMC Tech leads
- Preparing unit test cases and unit test results
- Performing reviews and ensure the overall quality of the project
- Implement the changes in Production by casting the packages and provide post implementation support
- Establish “Best Practices” and plan for continuous improvement of processes.
- Providing Application knowledge to entire team and leading the overall project

**Technical Platform:** Operating System: Windows, Languages: COBOL, SQL, SAS, EZT, REXX, JCICS, JVM, Kafka, ZConnect API, MQ, WAS WOLA, Database: DB2, VSAM, IMS DB, Special Software: Changeman, CICS



**Freddie Mac, Mclean, VA, USA**

**Sep 2016 – Sep 2017**

**Onsite Lead & Coordinator**

**Project: IRCI (Investor Reporting Change Initiative)**

The Investor Reporting Change Initiative will convert Freddie Mac's Single-Family investor reporting requirements to be closer to an industry standard. The initiative will also help support the disclosure and buyout requirements of the upcoming Single Security.

- Analyzed MIDAS Servicing system to identify LLR process critical process.
- Modification and ARM adjustments etc.,
- Evaluate and create the Level of Effort(LOE) for project requirements deliverables
- Analyzed complex Legacy system to find out areas of interest.
- Write design which explains Mainframe flow diagram, technology chosen, input and output and interaction between other components and system.
- Write detailed design which details about all elements and application program detailed logic and their connection between each other components
- Set up SFTP to securely send files to NAS location for other systems to consume
- Developed Secure FTP JCL to send a file to UNIX server
- Review application design and code with internal and external team for meeting requirement and compliance to design and coding standard
- Develop Unit Test Plan, test Cases, and Test steps for various Business Services/methods covering both Positive and Negative testing.
- Facilitated Project Status Meeting QA Team, and Business team
- Created and executed complex SQL Queries to perform Back-end testing
- Reviewed the Test plan, strategy and test cases for SIT and UAT team
- Read and Mock up Uniform Loan Delivery Dataset (ULDD) for the assigned test cases
- Document test results, and compile results of other testers into consolidated report for management, clients and application staff. Perform regression and analysis for presentation in project meeting. Open and track reports/data defects and liaise with development team to resolve issues
- Develop and test data extractions and reports from requests/requirements for supporting both SIT and UAT team

**Technical Platform:** Operating System: Windows, Languages: COBOL, SQL, SAS, EZT, Database: DB2, VSAM, IMS DB, Special Software: Endevor, CICS.

**Branch Banking & Trust (BB&T) Corporation, Wilson, NC, USA**

**Sep 2015 – Aug 2016**

**Onsite Lead & Coordinator**

**Project: CIF Conversion**

The project involves the activities that to migrate the CIF-DB2 data and existing mainframe modules to the MDM (Master Data Management) where the equivalent customer data and functionalities of customer information system modules will be implemented.

The team will work for testing the migration data of Customer Information System module and will create the high-level documents as well. The team is constituted of 9 members (2 onshore and 7 offshore).

- Analyzing the functionalities existing customer information system modules which are running in mainframe
- Analyzing the business functionalities of the existing modules of Customer information system

- Analyzing the other affected modules which are directly has the link with Customer information system Mainframe module.
- Testing the modules which migration happens for CIF system
- Handling weekly status meeting with the offshore team, Line of business and updating status of the tasks
- Creating the high-level documents for each module which will have the business functionalities
- Providing Application knowledge to entire team and leading the overall project

**Technical Platform:** Operating System: Windows, Languages: COBOL, SQL, SAS, EZT, Database: DB2, VSAM, IMS DB, Special Software: Endeavor, CICS.

**The Home Depot Inc, Atlanta, USA**

**Apr 2012 – Aug 2015**

**Module & Project Lead**

**Project: THD Financial System Support**

The Home Depot is the world's largest home improvement retailer. Enterprise Financial Initiative is a business transformation project focused on integration of their financial business processes. The project gives Production support to various modules including AP, AR, purchasing, project accounting, Cash and Asset accounting. In addition, it also carries out enhancements to the existing objects to include additional functionality, improve performance development of new program objects based on the requirement.

- Assistance in analyzing business and functional requirement to design test cases based on the production change requests and developments
- Coding the new COBOL-DB2 Stored procedure programs, JCL and PROC
- Maintain the new versions of elements that underwent changes using the version control tool Endeavor
- Preparing unit test cases and unit test results
- Performing reviews and ensure the overall quality of the project
- Implement the changes in Production by casting the packages and provide post implementation support
- Establish "Best Practices" and plan for continuous improvement of processes.

**Technical Platform:** Operating System: Windows, Languages: COBOL, SQL, SAS, EZT, REXX, Database: DB2, VSAM, IMS DB, Special Software: Endeavor, Stored procedures, CICS.

**Chartis Insurance (AIG), New Jersey, USA**

**Apr 2011 – Mar 2012**

**Developer, Offshore and Onshore Integration Support**

**Project: Next Generation Producer Licensing System (NGPLS)**

PLS is used to maintain the agent/agency, license and appointment details. A separate PL Search (View only) application is used by the business user community to view Agency / Agent, License and Appointment information in PLS. A recent Strategic Management Solutions group discovery project (in Q309) identified inconsistencies in producer data utilized across the Commercial Insurance (CI) organization and recommended a number of steps to improve the quality of data across CI, also it identified multiple scenarios where premium was booked to unlicensed producers. Underwriting Systems do not track or validate individual Agent, License or Appointments with exception of Surplus Lines / tax purposes apart from validating that producer code entered exists in the PLS Database. Some Underwriting Systems (UW) allows transactions with Producer Code status other than Active. This results in premium/policy being booked to inactive producers.



- Involved in the design and development of the programs used to re-calibrate
- Preparing unit test cases and unit test results
- Review of Test Result and Defects
- Handling weekly status meeting with the onsite team and updating status of the tasks
- Involved in the complete end to end Testing and Install

**Technology:** Mainframe, Db2, CICS, VSAM, JCL, REXX, SAS

**KBank - Bangkok, Thailand**

**Feb 2009 – Mar 2011**

**Developer and Onshore Integration Support**

**Project: Interface Design and Development – Core Banking**

The interfaces application is a flexible module which is having ability to work as the middle tier between TCB and the K-Bank client. K bank has lot of systems that has to talk with TCB and vice versa. This module is responsible for all the interactions between TCB and other legacy systems in K bank

- Coding and unit testing for online and batch interface.
- Extensive program analysis and preparation of specification documents.
- Technical design for the business requirements.
- Review of the program specifications.
- Involved in SIT (System Integration Testing) along with the client
- Batch support and coordination with vendors
- Attend weekly project status with client
- Handle the internal batch team for functional test and bug fixing
- Support batch performance testing team for tuning the batch interface jobs
- Mentoring less experienced team members in case of complex issues during development

**Technology:** Talend data integration, Oracle 10g, Data stage 9.1, DB2, Mainframes, Stored procedures

**Certifications:**

- Certificate in IBM DB2 UDB fundamentals
- Foundation Certificate in Banking, US banking, Retail banking
- Certificate in Mainframe technology and one-year experience in Mainframe Trainer

**Education:**

Bachelor of Engineering, Computer Science and Engineering - Anna University, Chennai, India - 2006



#### 4. Mainframe Application Analyst

##### Professional Summary:

- Excellent communication skills, team-worker, quick and inquisitive learner aid to step in a competitive role.
- Highly motivated individual driven towards adapting to existing technology to simplify and streamline real life situations as well as ability to learn new technologies swiftly.
- Efficient in collaborating tasks with multiple teams delivering quality solutions indicating perfect team player.
- Over 6 years of IT experience with primary focus on Mainframe application development and support.
- Extensively worked on as COBOL, DB2, CICS, IMS, JCL, TSO/ISPF.
- Competent in documenting the issues and procedures that are well spread within the team for future references and helped in quick resolutions.
- 6 years of experience in Banking Institutions with great amount of knowledge in Banking procedures/standards and applauded for fine analytical skills.
- Worked on SCLM tool for version control and efficient migrating code to production
- Experience in reverse engineering COBOL and JCL based application and created system maintenance technical document
- Involved in all stages of developments from analysis to warranty support.
- Very good communication skill in both Verbal and written.
- Having Experience in Waterfall and Agile Models.
- Good multitasking abilities and efficient in tracking and monitoring progress
- Have been a part of the complete Software Development Life Cycle (SDLC) in an onsite/ offshore based development model.
- Received Star performer award in completing the critical development project on time. Also, contributed as a team to receive Star Team award.

##### Technical Skills:

**Databases** : DB2, IMS, MS Access.

**Languages** : COBOL, JCL

**Software** : TN3270.

**Operating Systems** : z/OS, Windows.

**Expertise** : DB2, MVS JCL, VSAM, ISPF, SDSF, SPUFI, CLIST, JCL, IDCAMS, Filemaster, File Aud, TSO, MS Office, Sort, Eagle88, DB2 Stored Procedures, GDG, DB2 Workbench, Spufi, MQ, Rapid SQL, Microsoft Visio, SDLC, ITIL, Password Vault, SharePoint, ServiceNow.

##### Professional Experience:

**Northern Trust, Chicago, IL**

**May 2013 - Present**

**Software Developer**

##### **Project: Banking Systems Development and Support**

The project does back-end processing of all banking processing and involves maintenance and enhancement of system application programs. The project can be categorized as Application Development and Maintenance project. I was involved in the development and maintenance activities. I

also handle customer queries and support activities to keep the system up and running. Most applications are implemented in Mainframes and I play the role of mainframes developer.

Requirement gathering for new system / System enhancements through interaction with Client / Business partners / Users.

- Perform impact analysis and estimation of effort based on functional requirements obtained from the client / Business Partner / User. The efforts include effort to carry out or new change / design, perform code changes and unit testing activities. Estimation of testing is done using estimation tools for other Software development phases.
- Integrate and implement code changes using SCLM tool and perform migration activities using Northern Trust's IT Service Management Suite (Service Now).
- Monitored daily processing jobs for Northern Trust which include internal Intraday processing, ACH processing and vendor files from Lincoln/Chase/Fiserv to process thru Northern Trust's banking stream.
- Developed report for ACH processing files that list advices and various return codes from the instream files that would pass thru Northern Trust banking process.
- Developed COBOL DB2 Stored Procedures to provide Northern Trust's services to clients where the information is processed and stored in VSAM and IMS DB2 tables. Single handedly coded, tested and implemented with zero defects receiving high accolades and profits to the company.
- Designed IMS screen to ease banking at Northern Trust where bankers can use the screen to add/modify a client requirement. DB2 tables are created to store the data which reduced several hundreds of customer representative manual work to process client requests.
- Developed Banker's Application for Northern Trust Bankers to work with clients on queries and return the updates. Created SQL server stored procedures to update databases in real-time by a banker with the requests received by the clients which will be sent as a GDG file from Java and processed using DB2 COBOL Stored Procedures. Team of 7 is managed and the complete responsibility for analysis, design specifications, code review, System Testing, User Acceptance Testing and implementation are handled.
- Sending Weekly Status Report to the client for updating the Weekly activities.

**Education:**

- Bachelor of Engineering (ECE) - K.S. Rangasamy College of Technology, Namakkal, India – 2012
- HSC - Reliance Matric Higher Secondary School, Namakkal, India – 2008
- SSLC - GV High School, Mettur, India - 2006



## 5. Senior CRM Application Analyst

### Professional Summary:

**Microsoft Certified** Technical CRM and .Net developer specializing in the technical and functional delivery of **Microsoft Dynamics CRM 4, CRM 2011, CRM 2013, CRM 2015 and Dynamics 365**. Responsible for managing the development of CRM solutions according to business requirements involving requirements understanding, specification, solution design and development. Recognized for being agile with excellent communication and a much-focused work ethic to guarantee project delivery according to timescales. Excellence in the field of business solutions - with dedication, focus positive attitude and passion and utilize my knowledge and skills in the best possible way for the fulfilment of the business goals and deadlines.

- Around 10 years of experience with deep knowledge in **C#, ASP.NET, Microsoft Dynamics CRM, Dynamics 365, SSRS, Silverlight, Telerik, Angularjs, MVC, JavaScript, JQuery, WCF, Web API, Windows Azure, SQL, SharePoint, HTML5, Power platform**.
- Hands-on experience in CRM configuration, standard customization, standard workflows, dashboards, forms, views and standard reports development
- Worked on **Dynamics 365 Unified interface**.
- Hands on experience in writing **CRM Plugins, Custom Workflows, Integration, Client-side custom code**.
- Experience in Designing CRM Data Models to implement complex business requirements
- Experience in data migration from on-premise and cloud systems
- Experience of writing technical specifications for planned work
- An understanding of Dynamics CRM DB Schema and Business Data Model including the customization and development of Business Data Models for different solutions.
- Extending Dynamics365 using **PowerApps, Microsoft Flow, Logic Apps and PCF controls**.
- Worked on the **upgrade of Dynamic CRM**.
- **Configuration of Dynamics 365 apps, Custom Portal, Web API**.
- Developed Custom pages using **Angular.js and HTML5** and integrated with **Microsoft Dynamic CRM**.
- Other technical skills include **MVC, CSS, SOAP, Ajax, WCF, Web Services, Windows services, XML, VBA Macro, Word add in and setup**.
- Extensive knowledge in leveraging third party tools that integrated with Dynamics CRM (**KendoUI, CKEditor, ADX, SharePoint, Open XML SDK, Word Addin, GroupDocs, VBA, SOS, SSIS**)
- **Sage pay integration with Portal. It is Payment Gateway**.
- **Windows Azure** deployment of portals.
- **Macro VBA, Word add in and Open XML SDK**.
- **SharePoint integration, SQL and Dynamic CRM Integration**.
- **Dynamics CRM Implementations that includes (Sales, Service, Marketing and XRM modules)**.
- Responsible for **requirement analysis, estimations, design, coding, debugging** with impact analysis with regards to Change Request and production support issues.
- Hands on knowledge of **implementing and maintaining access controls in CRM based on roles and access conditions**.
- Extensive knowledge in **fine tuning and optimizing** both Dynamics CRM **Client and Server side**.
- **Reverse engineering** of applications for **optimizing performance of CRM**.
- Set up Microsoft CRM Environments to demonstrate to the potential prospects.
- Develop Microsoft Dynamics CRM Custom parts (**Plug in, workflow, new web forms, sitemap, JavaScript, ISV functions, SSRS Reports, Ajax, HTML, Soap, Rest**).

- **SSRS reports (including fetch XML)** to meet specific business requirements by using SQL Reporting Service.
- Used **Agile Methodology** for development.
- Data Migration, Bulk Data loading into CRM using OOB tools and 3rd party solutions.
- I have involved in complex data **migration** and **Integrations** with Dynamics CRM.
- Actively participated in client interaction for requirement understanding & scoping.
- Good knowledge of Windows Communication Foundation **WCF**, Windows Workflow Foundation **WF**, and Microsoft Web Server like **IIS 6.0/7.0**.
- Expertise in Database Systems, **SQL**, and Stored Procedure
- Good knowledge of Web Development skills like **HTML, XML, XSLT, JavaScript, and Visual Studio 2005/2008/2010/2012/2015/2017**
- Deployment of solution to different environments.
- Excellent logical, analytical and interpersonal skills. Hard working and quick learner with self-motivated personality.
- Load test

**Technical Skills:**

- |  |   |
|--|---|
| • CRM Plugin Development                   | • PCF Control                               |
| • SharePoint Integration with CRM          | • Workflow development                      |
| • ASP.NET / C# development/ VB.Net         | • ASP.NET custom Dev - CRM / XRM            |
| • Windows & Web Services                   | • JavaScript and Client customization       |
| • MVC and 3 tier patterns                  | • Windows and Console Application           |
| • Dashboards development                   | • JavaScript Web Resources                  |
| • SSRS reports, SQL, FetchXML and Power bi | • Business Rules and Business process flow. |
| • SSIS packages and development            | • Silverlight Web Resources                 |
| • AdxStudio XRM portal                     | • CRM SDK, REST, SOAP, Web Api              |
| • Dashboards development                   | • SSRS reports, SQL, Fetch XML              |
| • SSIS packages and development            | • HTML and Telerik Kendo UI                 |
| • Windows 8 App                            | • VBA Macro and Open XML SDK                |
| • Word Addin                               | • Basic Knockout                            |
| • MVC pattern                              | • Linq                                      |
| • SQL                                      | • Windows Azure                             |
| • WCF and Ajax                             | • Sage pay Integration                      |
| • Angularjs                                | • Bootstrap.css                             |
| • Power Apps and flows                     | • Load Test                                 |
| • Dynamics 365                             | • Kingwaysoft                               |
| • Power Platform                           | • Power Automate                            |

**Professional Experience:**

**Dept. of Developmental Disabilities (Ohio State Department), Columbus, Ohio** Jan 2016 – Present  
**Microsoft Dynamics CRM Consultant**

**RDS & Imagine** are tools built to support person-centered work and streamline administrative processes while creating opportunities to engage the person accessing supportive services, their family and their entire team. Imagine offers real-time access to information available to the person at the center of service



planning, County Board of Developmental Disabilities staff, providers and families making it easier to discuss outcomes, communicate needed supports and implement or revise action plans while integrating with state business applications eliminating the need to enter data into multiple systems.

Imagine has other sub system 'RDS' - (Review Data System) to do compliance review of providers providing service to individuals.

PSM is a **Provider Service Management** System. It manages **Providers** of services to people with developmental disabilities. Providers may be self-employed individuals (independent providers) or agencies.

DODD **certifies** both agency and independent providers of services.

An individual or agency is prohibited from providing any service until certification is obtained from DODD

**Technology and Environment:** Microsoft CRM 2013, CRM 2015, Dynamics 365, .NET 4.5, 4.5.2 Framework, Visual Studio 2012/2013/2015/2017, Asp.Net ,MVC, ADX, SSRS, JavaScript, Ajax, WCF Service, HTML5, Angular js, SQL Server 2012, JQuery, Odata and Soap, LINQ, Visual Studio Load test, Web Api, PCF control, Power Platform, Power Apps and flows (Power Automate).

- Part of development and Architecture Involved into Design and Development.
- Was involved in lots of various **entity, Views and Form customizations** to streamline various business processes for the company.
- Used **Business Process flow and business rules** to guide user while creating application.
- Created **Custom Review Process using Angular.js, Bootstrap.css, HTML5, JQuery, JavaScript** and other client Side frameworks.
- Created **Custom Dashboard, Grids, and Ribbon buttons using Angular.js, Bootstrap.css, HTML5, JQuery, JavaScript** and other client Side frameworks.
- Customized **existing OOB CRM entities**.
- Used **LINQ** especially for Data operation through Microsoft Dynamics CRM.
- **Unit Testing** along the different environments of Microsoft Dynamics CRM.
- Was involved in **design modifications** and subsequent **SSRS reporting requirements**.
- Worked with **CRM services** and **SDK** and integrate it with **MVC.net**.
- **SharePoint Integration with Microsoft CRM**.
- Used lots of **SQL Server Reporting Services SSRS** to make **custom reports** and generate it on a weekly and monthly basis.
- Worked on all the new Out of Box features like Business Rules, Business Process flows, Synchronous Workflows etc in MS CRM.
- Extensively used Kingsway Soft ETL tool for migrating data from various data sources in to CRM.
- Was involved in lots of hands on **plug in development** across the Microsoft CRM platform.
- **Deployed customizations and Solutions, custom applications** to different Environment.
- Created **automated Synchronous and Asynchronous workflows** to generate **Email Reminder Series**.
- Used **Windows Communication Foundation WCF** in the **.Net Framework** for building connected, service-oriented applications.
- Used **Team Foundation Server TFS for Development, branching and merging**.
- **Worked on wcf services that integrates with other departments database**.
- Used **Agile Methodology**.
- Experience in working with Web Services, WCF Services.
- Worked with the **Database Team, BA Team** and the **QA Team** to meet the **deadlines** of the project

- Worked on the upgrade of Dynamic CRM 2015 to **Dynamics 365**. Converted Soap and OData queries to **Web API 9.0**. Worked on the dynamics 365 Apps and Portal.
- Worked on **unified interface**. Worked to change all deprecated code and Web Api.
- Worked with Data export service, **PCF Control**, **Model Driven Apps**, Power apps and Microsoft flows (**Power Automate**).

**Adisys Incident Management System, Bellevue, Seattle**  
**Software System Analyst**

**Oct - Dec 2015**

**Technology & Environment:** Microsoft CRM 2013, CRM 2015, .NET 4.5 Framework, Asp.net, SQL Server 2012.

- Part of development team involves into Design and Development.
- Enhance and develop new functionality using CRM 2015 Business Rules. Enhance Navigation, Client-side rules. Develop Plug-Ins and workflows based on business rules.
- Develop custom web page to show the customer dashboard
- Testing and Deployment

**Healthcare Financial Management Association (HFMA)**  
**Lead MCRM Developer**

**Dec 2014 – Sep 2015**

The **Healthcare Financial Management Association (HFMA)** is the leading membership organization for healthcare financial management professionals in the UK. It represents some 5,000 finance staff working in UK healthcare and provides practical resources, insightful thought leadership, support through Continuing Professional Development and access to an influential network.

**Technology and Environment:** Microsoft CRM 2013 Online, CRM 2015 Online, .NET 4.5 Framework, Asp.Net, ADX, Azure, SSRS, JavaScript, Ajax, WCF Service, HTML5 and Kendo Ui, JQuery, Odata and Soap, Actions, Business rules.

- Analysis and creation of technical document
- Customization of entities, Attributes and team setup.
- Plugin Development: Synchronize Marketing list and Event plugin, Rollup operation, Order and invoicing creation, Auto Number etc.
- Workflow Development: Assign of membership based on condition and setting team.
- Ribbon customizations and custom rules and JavaScript.
- Business Rules and Business Process flow to Setup the tickets and event Management system. Business rules for validation and field show hide and requirement level.
- Actions: I have setup action and called through Soap JavaScript and plugin.
- WCF Service to interact with third Part database for payment transaction.
- Windows Azure deployment through Cloud Service.
- HTML 5, Kendo Ui, Ajax, odata and Soap used for creating responsive dynamic pages as per the personal and system view setup, Html 5 pages for copying the members, List and Contacts to list selected.
- Sage Pay integration and invoicing system and Payment management.
- Created Membership management using ADX Studio and Asp.net
- Event management system using ADX Studio and Asp.net.
- Used OOB CRM invoicing, Marketing List, Order, Products features to fulfill client's requirement.
- SSRS Report for Activities for case and time spent on cases and Ticket Summery Report.



- ADX and Asp.net: Developed ADX portal for membership and Event organization for tickets and booking for member or delegates.
- Testing and Deployment

#### **Shelter**

**Feb 2014 – Nov 2014**

##### **Microsoft Dynamics Senior CRM Developer**

**Shelter is a registered charity that campaigns to end homelessness** and bad housing in England and Scotland. It gives advice, information and advocacy to people in need, and tackles the root causes of bad housing by lobbying government and local authorities for new laws and policies to improve the lives of homeless and badly housed people.

**Technology and Environment:** Microsoft CRM 2013 online, .NET 4.5 Framework, Silverlight 4.0, SSRS, HTML 5, SSRS, WCF, Scripting, JQuery, SOS Integration, Kendo telerik, SharePoint etc.

A customized Dynamics CRM so it could capture information including the caller's contact details, the nature of the problem and any significant issues. It was important that the data entry into the system was as streamlined as possible while retaining the necessary structure to allow meaningful reporting. The case form to be completed in Dynamics CRM for each call was radically enhanced to enable single-click creation of contacts, and JScript was used to pre-populate as many fields as possible – all configurable on a user by user basis.

- Customize the CRM environment and setup of business units.
- SSRS FetchXml reports, Sandbox Plugin development, Java Script, JQuery.
- Silverlight Applications and Ribbon Customizations
- Case management functionality of Dynamics CRM, allowing Shelter to track activities on each case with a full audit trail across all the stakeholders involved, again increasing overall efficiency and productivity.
- HTML Telerik Kendo and Ribbon Customizations
- WCF and SOS integration to manage billing and legal cases
- Integrated CRM with SharePoint
- Alert Monitor was important part of solution. When cases are entered in the system it is essential that any safeguarding and welfare concerns recorded against potentially vulnerable clients are instantly flagged. Microsoft Silverlight was leveraged to provide real-time interactive visibility of any alert records directly or indirectly linked to a client via other cases or connections.
- Conflict Search a Silverlight application was built to provide enhanced search capabilities to identify related contacts and cases that could represent a conflict. To facilitate Helpline workers to able to terminate such calls at an early stage of the process, avoiding time wastage and legal compliance issues.
- Load performance testing in multi-user environment
- Testing and Deployment
- Support to Users.

#### **Rathbones**

**Sep 2013 – Feb 2014**

##### **Microsoft Dynamics Senior CRM Developer**

Rathbone Brothers is one of the leading providers of investment management services for private clients, charities and professional advisers. Rathbones provides personalized discretionary investment management services to private clients, charities and professional advisers.

**Technology and Environment:** Microsoft CRM 2013, .NET 4.5 Framework, HTML 5, Word addin, Macro, Open XML, Asp.Net, GroupDocs, Web Service and javascript, JQuery, Bootstrap.

- Analysis of requirement
- HTML 5, JavaScript & Plugin, Ribbon customization
- Web Service and Asp.Net like Linked file, multiple phone call, Client file preview and GroupDocs integration.
- Visual studio Word Ad-in, VBA Macro and Open XML Sdk integration
- Improved Mail merge and word addin update functionality.
- Testing and Deployment

#### **PMI Health Care**

**Feb 2013 – Aug 2013**

##### **Microsoft Dynamics CRM Developer**

PMI provides healthcare and insurance facilities for Individual or Company. PMI is UK's largest independent provider of employee healthcare and risk management services, PMI Health Group helps individual and company staff stay fit for business. Through Business plans PMI helps business to cut the cost and incidence of sickness absence of employees. PMI works with some insurance companies like Aviva, Pruhealth, AXA PPP and BUPA etc.

**Technology and Environment:** Microsoft CRM 2011, .NET 2010 Framework, ASP.NET, ADX studio, XRM Portal, Silverlight 4.0, Telerik control, SSRS, SQL Server 2008.

- Analysis and Reverse Engineering of existing applications
- ADX Membership Management Portal (Forms Authorization)
- SSRS reports and scheduling, workflow, plugin and Java Script
- Silverlight applications
- SharePoint Integration
- Unit Testing and Deployment.

#### **In-house Gap**

**Oct 2012 – Jan 2013**

##### **Microsoft Dynamic CRM Developer**

**Technology and Environment:** Microsoft CRM 2011, .NET 2010 Framework, ASP.NET, ADX studio, XRM Portal, Silverlight 4.0, SSRS, SQL Server 2008, Windows 8 App for CRM 2011.

In-house development\Enhancement work for Gap that includes Product enhancement, ADX Portal, JavaScript, Plugin, Workflow, tools. Gap manages clients and projects in CRM. To manage all these things, we have customized CRM.

- Customize the CRM environment
- SSRS SQL reports, Plugin development, Workflows, Java Script
- Silverlight Applications
- Project Management ADX Portal
- Enhancement to Auto SMS Application that is integrated with Radoxygen and textanywhere
- Auto Number Enhancement FRD and enhancement through inbuilt transaction
- Console application and ADX Web Page copy tool enhancements
- Windows 8 app for CRM



## **Hitachi Novus**

**April 2012-Sep 2012**

### **Microsoft Dynamic CRM Developer**

Novus is restaurant and they have around 52 braches. We have customized their CRM system as per their business needs. The customization includes plugin, JavaScript, Silverlight application, ASP.Net application. This is a restaurant where user books a table or entire venue.

**Technology and Environment:** Microsoft CRM 2011 online, .NET 2010 Framework, ASP.NET, Silverlight 4.0, SSRS, Azure.

Customize the CRM environment

- Plugin development, Java Script
- Silverlight Applications
- ASP.Net Application
- Online booking system
- Products and pricing system for special occasions
- SSRS Report

## **Hitachi Clearesult**

**Oct 2011 - March 2012**

### **Microsoft Dynamic CRM Developer**

**Technology:** Microsoft CRM 2011, .NET 2010 Framework, Silverlight 4.0, SSRS.

- Customize the CRM environment
- Plugin development, Java Script
- Silverlight Applications
- Run time calculator, Auto Number generic plugin and Rollup operations etc.
- Enhanced Duplicate detection system
- SSRS Report

We have customized the whole system of Clearesult. The customization includes Plugin, Workflow, JavaScript and Silverlight application.

- **Silverlight Application:** We have created various Silverlight applications to create invoice, clone record and move records from one environment to another, editable grids. I have also created application to show metadata of related entity and export data to excel.
- **CRM Plugin Development:** We have also created custom assemblies like generic auto-number plugin, rollup plug-ins and runtime calculator (calculate savings dynamically based on formula) etc.
- **SSRS Reports Development:** We have created SSRS reports to show invoice data and also to show activities of related custom entities.
- **JavaScript Development:** We have written a script to customize the forms and for checking duplicate records as OOB duplicate detection was not smart enough to handle that situation.
- **Workflow Development:** Developed various workflows like creating child records and maintaining status of both child and parent record.
- Developed and **hosted WCF service** which consumes **CRM 2011** service and provides CRM data to the outside world.
- Developed **SSIS packages** that were scheduled to perform bulk synchronization of data between external database and CRM.

**CSG ITSA**

**May 2011- Sep 2011**

**Microsoft Dynamic CRM Developer**

The Insolvency and Trustee Service Australia (ITSA) is the government agency responsible for the administration and regulation of the personal insolvency system in Australia.

Designed the workflows, Plug-in and Silver light pages to manage the files on the network drive and proper security to the files copied.

**Technology:** Microsoft CRM 2011, .NET 2010 Framework, Silverlight 4.0, SQL 2008.

- Analysis of Requirements
- Customize the CRM environment like Entity, Attributes creation, System architecture etc.
- Plugin development, Java Script, Windows application
- Silverlight Applications
- Agent\User Time Management
- SSRS Report & Testing

**VOXISM RTE**

**June 2010- Apr 2011**

**Microsoft Dynamic CRM Developer**

Voxism is a consultancy firm. We have customized their CRM to track their projects, wbs and time spent by employee. We have customized their CRM and done some development which includes Custom pages application, Plugin development and reports.

**Technology and Environment:** Microsoft CRM 4.0, Microsoft CRM 2011 .NET 3 Framework, SSRS 2005, Asp.Net, Enterprise Library, Silverlight, SSRS, SQL 2008.

- Analysis of Requirement and Customization like Custom entities and attributes
- Plugin development, Java Script
- Rapid Time entry management system
- Upgrade from CRM 4.0 to CRM 2011
- Plugin development, Java Script
- Silverlight Applications
- Time management and Expense management system & SSRS Report

**Certifications:**

- Microsoft Power Platform + Dynamics 365 Core
- Microsoft Dynamics CRM 2013 Extending
- Microsoft Dynamics CRM 2013 Customizations & Configurations
- Microsoft Dynamics CRM 2011 Extending
- Microsoft Dynamics CRM 2011 Applications
- Microsoft Dynamics CRM 2011 Customizations & Configurations

**Education:**

- M.C.A. - I.T - S.M.U. (Sikkim Manipal University) – 2012 to 2015
- GNIIT Software – NIIT (Vashi) – 2007 to 2012
- Graduation Commerce - ICL Degree College (Vashi) - Mumbai University – 2006 to 2009
- H. S. C - ICL Degree College (Vashi) - Mumbai University – 2005 to 2006
- S.S.C - Sai Nath School (Vashi) - Mumbai University – 2003 to 2004



## 6. CRM Application Analyst

### Professional Summary:

- 6+ years of Experience in **Microsoft Dynamics CRM** and Business Development solutions using **Microsoft** Technologies like **.NET, MS Dynamics CRM** and **SQL Server**.
- 5 Years of experience in Customization and Configuring **Microsoft Dynamics CRM 2016, 2015, 2013 and 2011, AX 2012** and Integration MSCRM web service with **JavaScript, jQuery** and **ASP.NET**.
- Extensively used **Plugins Registration Tool** to register C# plugins and **Custom Workflow** activities in CRM.
- Developed Multiple **Custom Plugins/Workflow** Activities to perform **CRUD** operations in both **Synchronous** and **Asynchronous** ways and registered steps using **Plugin Registration tool**.
- Knowledge in configuring several security policies on various entities in the system to manage and implement appropriate access controls in **MS Dynamics CRM 2015** using **XRM Toolbox**.
- Experience in Microsoft Dynamics CRM Data integration towards import/export of data using **SSIS, KingswaySoft Adapter** and **Scribe**.
- Worked extensively on **Dynamics CRM CE** especially sales, customer service and social engagement.
- Have good experience of **SSRS (SQL Server Reporting Services)** and **SSIS (SQL Server Integration Services)**, **Dashboard customization** with complex charts built from SSRS.
- Built **RESTful** API's using **ASP.NET Web API** by elimination **SOAP**.
- Hands - on experience in Azure Cloud Services (PaaS & IaaS), Storage, Web Apps, Active Directory, Application Insights, Logic Apps, Data Factory, Visual Studio Online (VSO), SQL Azure.
- Experience deploying web applications to **Azure**.
- Experience using **PowerApps** and **Flow** in **SharePoint Online**.
- Experience in use of Web Services and interacting with MS CRM database through the use of web service methods.
- Worked extensively with Iterative **Agile** Methodologies (**SCRUM**), **Waterfall** methodologies and Test-Driven Development (TDD).
- Experienced in developing Advanced JavaScript and CSS frameworks like **Knockout.JS, Angular.JS, Node.JS, Backbone.js** and **Bootstrap** etc.
- Adapted **Model-View-Controller** frameworks for developing Web application using **Angular JS**.
- Experience in Consuming **CRM API** for development of **custom API Libraries** for front-end development.
- Working experience in **Web Services, Windows Communication Foundation (WCF), Windows Presentation Foundation (WPF)** and **Windows Workflow Foundation (WWF)**.
- Proficient in building Web User Interface (UI) using **HTML5, DHTML, XHTML, CSS, JavaScript** and **Angular JS** that follows **W3C** Standards and are browser compatible.
- Experience in developing web applications using **.NET Framework, ADO.NET, ASP**.
- Subject Matter Expert for MS Dynamics CRM platform and Microsoft technologies including Dynamics CRM architecture, development, administration and migration
- Knowledge on developing the web applications using framework like **Language Integrated Query (LINQ)** and Entity Framework.
- Experience in Database Analysis/Design/Normalization/Manipulation processes using **SQL Server** and **Oracle Databases**.
- Used **delegates** and batch processing for asynchronous server calls.

- Experienced in **MS SQL Server & Oracle** database design and development in writing Stored Procedures, Views, Triggers, Packages, Sequences, Jobs and User Defined Functions.
- Hands on experience using Source Code Control Systems like **MS Visual Source Safe, Subversion** and **TFS**.
- Performed Peer Code Reviews.

**Technical Skills:**

<b>Languages:</b>	.NET 4.0/3.5/2.0, ASP.NET 4.0/3.5/2.0, VB.NET, C#, XML, Web Services, WCF, WPF, Win Forms, Web Forms, T-SQL, PL/SQL, Power shell scripting
<b>Web Technologies:</b>	JavaScript, HTML5, DHTML, CSS, Ajax, XML XLST, SOAP, WSDL, UDDI, jQuery, OData, VB script, Fetch XML, JSON.
<b>Development tools:</b>	Visual Studio 2003/2005/2008/2010/2012 Team Edition and MS Dynamics CRM 2011,2013,2015,2016, Dynamics 365, Dynamics AX 2012, Dynamics CRM CE, Ribbon Work Bench, SharePoint 2010/2013, Power Apps Studio, App Designer, GitLab, Jenkins
<b>Web Server:</b>	Internet Information Services (IIS) 7.0/8.0, SSRS, SSIS, SSAS
<b>Methodologies:</b>	Agile, Scrum, Waterfall, Iterative model
<b>Database:</b>	Oracle (version -11g, 10g), JDBC, SQL, MySQL, PL/SQL, T-SQL, SQL Server 2005/2008/2012.
<b>Versioning:</b>	Team Foundation Server (TFS), Visual Source Safe (VFS), Subversion, Tortoise SVN.
<b>Reporting tools:</b>	MS SQL Reporting Services, Crystal reports and Excel.
<b>Cloud Services:</b>	Azure, AWS
<b>Operating Systems:</b>	Windows 10/8.1/7/XP, Linux

**Professional Experience:**

**Illinois Dept. of Human Services, Springfield, IL**

**June 2019 – July 2020**

**Microsoft Dynamics CRM Consultant**

- Business Requirement gathering, mockup design, process definition, development and testing the application and providing knowledge transfer and training to the target user.
- Consult with clients in multiple industries and provide customized solutions.
- Following with users to design best possible setup for workflow design and development.
- Conduct Q & A sessions to introduce new features and customized processes to the users.
- Create documentation for the external users for using the new web-based system.
- Performed Implementation of **Dynamics CRM 365 Online** in the organization.
- Worked on **Dynamics CRM CE** solution for our business needs.
- Optimized organization CRM instances using Dynamics CRM CE.
- Collect the new technologies and tools and introduced them to the company; in which way it helped the company build up an agile development environment. It improved the product quantity and the work efficiency.
- Trained new employees and worked on new web projects; planned and finished faster than the planed timeline.
- Migration of data from **Excel / Oracle** source to **CRM** using **SSIS** and **KingswaySoft** Adapter.



- Designed and developed **CustomerLookup** tool which is helping customer in expediting **Azure** outage assessment and end-customer communication workflow.
- **Used SQL Azure** extensively for database needs in CustomerLookup.
- Implemented **Azure Application Insights** to store user activities and error logging.
- Deployed the tools **Microsoft Azure Cloud Service** (PaaS, IaaS), and Web Apps.
- Improved application performance using **Azure Search** and SQL query optimization.
- Used **SSIS JSON** Source Task to make call to **Microsoft Dynamics 365 API**.
- Profiling, Troubleshooting & Bugs fixes for the high-volume application resulting in system performance and scalability improvements.
- **Customized MS Dynamics CRM 2016** application based on the business requirement.
- Configuration of MS Dynamics **CRM** solution with **Microsoft Outlook** using **Server-Side Sync**.
- Using **XRM Toolkit** to integrate with CRM **Web Services – REST/SOAP** based integration with **Jscript**.
- Used **Microsoft CRM SDK** for updating **Custom Workflow** Activities and Plugins.
- Involved in various meeting held based on upgrade of the current **CRM 2016 version** to the **Dynamics 365 version**.
- Created many **Web Resources, Plug-in, Workflows, Entities** and **Relationships**. Worked on customization of ribbons using **Ribbon Editor Tool**.
- Provide internal support and resolve technical issues for cross functional teams.
- Train end users on best practices.
- Developed **custom plugins** using **C#, SQL** and **JavaScript** in Agile development environment.
- Designed and synchronized custom apps using **Power Apps**
- Create mobile application using **Power Apps**.
- On-field interactive application using **Power Apps** based on user requirements.
- Started a program on knowledge management for development, help new developer and current developer to improve their product knowledge and programming skill.
- Created **users** in the CRM and have assigned the **security roles** based on the security privileges and Access rights in the organization.
- Implemented **Option sets** on various forms as per the requirement.
- Using the **Advance find View**, created and pulled up the data for the users to use their day-to-day activities.
- Implemented **Learning Path - Guided Task and Sidebars** in MS Dynamics 365 Online solution.
- Created **SSIS packages** for different data loading operations for many applications.
- Involved in developing **WCF service** using **SOAP/HTTP** to communicate with legacy systems and deployed web services as per the business requirements.
- Created **WCF service** that performs a search on various entities as well as consumed the web services in the application.
- Published **Web services** using **C#.NET** to interact with the other applications and exposed them using **SOAP** and **HTTP**.
- Used **ADO.NET** (Data Adapters, Data Sets) for database connectivity to **SQL Server** database.
- Implemented **Multi-Threading** and **Asynchronous WEB API** calls to improve the Performance of the application.
- Created **Solutions** in development and pushed them to the test environment.
- Used Different Reports like **Charts, Sub Reports** and **Tables** to generate reports in **SSRS**.

- Worked on changing the **Process Template** from Agile methodology to **CMMI** and customize the template for reporting purposes.
- Experience in Project Management with **Team Foundation Server**.
- Created the project documentation.

**Environment:** MS CRM 2016, MS Dynamics 365, C#, .NET, ASP.NET, Microsoft SQL Server 2012, SSIS, KingswaySoft Adapter, SSRS, JavaScript, WCF, AJAX, XRM Toolkit, SDK, Plugin Registration Tool, Ribbon Editor Tool, Visual studio 2015, ODATA, Angular 2, PL/SQL and Team Foundation Server.

**Fairfax County Government, Virginia**

**Jan 2018 – May 2019**

**Senior Dynamic CRM Developer**

- Responsible for overseeing the company's requirements, development, testing and deployment of Microsoft CRM projects.
- Followed up with other projects and departments to ensure the constant compatibility between Dynamics CRM application and other systems.
- Designed and developed process for data integration with other departments.
- Performed UAT testing of both existing and newly developed functionalities to ensure performance.
- Designed the project plan according to the user requirements and project timeline.
- Redesign and maintain existing internal web application utilizing **HTML, CSS, JavaScript** and **jQuery, Angular JS**.
- Extensively used **AngularJS** components like Calendar, Grid, Select, up loader etc.
- Extensively used **jQuery** for client-side validation and DOM manipulation and UI controls such as accordion, date picker and many more.
- Designed and developed Dynamics-AAA (Access, Authorize & Audit) Portal which provides secure access to **Azure** resources and assigns custom roles.
- Conducting A/B testing related to the critical single page application resulted in improved content engagement and content shareability.
- Established process automation for the internal processes using **PowerApps**.
- Created mobile application for field service management using **PowerApps**.
- Used multiple **OOTB Connectors** with **PowerApps** and **Flow** and created custom connectors for PowerApps and Microsoft Flow.
- Customized and integrated various **Power Platform Suite** tools.
- Integrating with third-party services and external APIs as a part of implementation of the high-profile single page application adopting an improved way of reports producing amongst different solutions and mitigating the code duplicity.
- Created **Custom Entities, Custom attributes** for individual business units in **MS Dynamics CRM 365**, according to their business process.
- Customized MS Dynamics CRM application based on the business requirement.
- Using **SSIS** to migrate data to the **SQL Server database** from various sources like Excel sheets, Microsoft Access and System Sources.
- Extensively used **CRM SDK** and retrieved data from CRM using **REST Endpoint** with **JavaScript** and **jQuery**.
- Integrated with **SSRS** to support **reporting, data analysis** and business planning.
- Customized forms and views for new modules to add into existing MS Dynamics CRM System.



- Developed **REST Web API** to integrate business processes and data flows between CRM and other applications.
- Created **Custom Web Resources** using JavaScript to validate forms.
- Used Power BI Desktop for Creating Dashboards and Creating Pie Graphs.
- Customized Workflows and Plugin for automated processes, based on requirement from sales and marketing department to increase visibility and efficiency.
- Enhanced MS Dynamics CRM 2016 usability by designing and optimizing navigation, forms and layouts.
- Modified **application ribbon** and introduced **custom buttons** that mapped to web resources in Dynamics CRM.
- Wrote JavaScript for **form customizations**, which included the use of **jQuery** and **FetchXML**.
- Proficiency in **client-side scripting** using JavaScript and **server-side programming** with Plugins and **Custom workflows** using C#.NET to extend the capability of Dynamics CRM system.
- Created **organizations, business units, groups** and their **relationships**. Created **groups** and **sub-groups** (teams) to work accordingly for the requirements.
- Developing **custom plug-ins/ workflows Synchronous/Asynchronous Sandbox plug-ins** compatible for CRM on cloud.
- Extensively used **Business Processes Flows** on Leads, Opportunities and Custom Entities.
- Involved in functional analysis, design documentation, requirement gathering and development.
- Involved in Dynamics CRM 2015 **data capture, integration, auditing, data mapping, importing data** and **creation of interfaces**.
- Improved **page load performance** of CRM forms by changing Synchronous SOAP Calls to Asynchronous REST/ JSON calls using jQuery.
- Extensively used C# 4.0 features such as **object initializers, Anonymous types, Lambda expressions, Extension methods**.
- Develop complex **MVC Controller, ViewModels** and **Helper** methods linked to backend database.
- Involved in designing and development of **WCF REST services**.
- Worked on **dashboards**. Surveyed variety of users to develop customized dashboards per their security roles.
- Developed **Duplicate detection rules** to prevent Duplication in Cross entities.
- Created all the **security roles and users** accordingly in the system based on roles.
- Integrated **custom WCF service** with other applications.

**Environment:** MS Dynamics CRM 2016, SharePoint, Visual Studio, CRM SDK, C#.NET, Fetch XML, WCF, CSS, JavaScript, Microsoft SQL Server, JQuery, Web Services, XML, QTP/UFT, PL/SQL, TOAD, SSIS and Team Foundation Server.

**Avanade/ NFCU, Nashville TN**  
**Dynamic CRM Developer**

**Oct 2016 – Nov 2017**

- Performed the full **lifecycle development** of CRM applications from installation, configuration, and customization to deployment.
- Performed MS Dynamics CRM administration tasks including managing **site permissions, entities attributes and workflows** and maintain the existing programs, **SQL Server database back up** and performance monitoring and tuning for **MS Dynamics 2013** and **SharePoint 2013** environment.

- Identified data quality issues and worked closely with impacted groups for resolution.
- Analyzed and prioritized requirements for project timeline in improving system usability.
- Created functional specification and detailed test scripts for UAT providing business approval.
- Acted as the liaison between business and the IT department managing requirements and resolving defects.
- Created training documents and PowerPoint presentation for the target users.
- Gave KT to the users about the new features and changes to the system due to new development.
- Designed and introduced **PowerApps** into the projected.
- Created **mobile** applications using **PowerApps** for the in-house processes.
- Automated several workflows using **PowerApps** and **Microsoft Flow**.
- Follow up with **Microsoft CRM roll ups/fixes** and **patches** to maintain the stability and consistency of **CRM application and database**.
- Analyzed the business requirements and advised feasible solutions to achieve business goals.
- Developed scribe integrations to applications and pull data from Online MS Dynamics CRM to local database for analytics and reporting purpose.
- Prepared instructions manual for Installation, Un-installation, Re-installation and configuring **Microsoft CRM Outlook client**.
- Involved in **Agile Sprint** planning meeting performed CRM system administrating including Configure system wide settings and global **auditing**, setting **duplicate detection rules** and **schedule detection jobs**.
- Designed and developed **SharePoint Search** embedded in MS CRM 2013 using tabular view and custom refiners and view by modifying and developing Control, Display and Item templates.
- Cleaning data using **bulk deletion**, **exporting data**, setup data import asynchronous job.
- Used MS Dynamics CRM 2013 customization tools to customize system components such as **forms, views, attributes, relationships** and **entity mappings**.
- Developed **complex reports** using **SSRS** and **deployed** into MS CRM.
- Several **Client-side extensions** using **JavaScript, CSS** and **HTML**.
- Assist and involved in **Upgrade/Migration** from **CRM 2013 to 2015**.
- Troubleshooting and Coordinated deployment between environments with other teams.
- Customized **Dashboards** based on the custom reports and charts created Used Visual Studio test project and performed unit testing including both automated and manual testing.
- Developed **Jscript libraries** for various data validations and customizations.
- **Migration of data** from Excel source to CRM using **SSIS**.
- Created **custom dashboard**, create **custom Ribbon button** and configured **sitemap**
- Develop and integrate Dynamics CRM callouts, workflows, email integration, web forms, and sitemaps to plug in into out-of-the-box Dynamics CRM solution.
- **System test** planning and **Unit testing** using the Microsoft Unit testing.
- Break down, create and test new frameworks utilizing MVC 3 with **C#ASP.NET**.
- Involved in setting up a **Microsoft.NET** and **SQL Server** competency center.

**Environment:** MS Dynamics CRM 2013, MS Dynamics CRM 2015, ASP.NET, CSS, HTML, JavaScript, SQL Server 2012, Outlook 2013, SSIS, SSRS, Sitemap, Ribbon Workbench, SharePoint 2013.



Accenture Pvt. Ltd., Hyderabad, India

June 2013 – August 2016

**Software Engineer (Microsoft Dynamics Resource)**

- Responsible for writing the C# plug in code, Configure the sitemap on Area using the third-party tool XrmToolBox, rename the business entities, define the business rules and JavaScript client-side validation.
- Solely worked and maintained billing Centre.
- Worked on the Billing Center Configuration and **Integration with Dynamics AX.**
- Responsible for cross-environment issues between **Dynamics AX** and **Dynamic CRM** environment.
- Developed SSRS Reports utilizing the incorporated class in AX 2012.
- Analyze requirements and advise on design and configuration settings on Microsoft
- **Dynamics CRM 2011, 2015, Dynamics AX 2012.**
- Assisted in the creation and documentation of business processes and module configurations.
- Configured Billing Plan, payment plans, agency bill plan.
- Worked on billing Centre Web View and configured it with **Dynamics AX** Environment.
- Setup number sequences for **fixed assets, ledger accounts for fixed assets.**
- Extensively used the **Dynamics AX Debugger** to test pieces of code.
- Configuring client invoices, setup accounts payable, **invoice matching**, configuring client payments, client payment formats.
- Implement and customize several operational and **financial AX** reports.
- Analyzed and documented the database architecture and data transformations necessary
- Used Workflow functionality and reused CRM's existing relationship functionalities
- Created automated workflows to generate tasks/activities
- Monitored data transfers from MS SQL Server 2005 to MS SQL server 2012 and wiring SQL queries
- Participate in developing and executing test plans and conduct phase wise User Acceptance Testing
- Create User Guides and System Navigation Documents
- Assist project manager to develop and ensure accuracy of daily, weekly, and monthly metric reports
- Technical issue handling using ASP.Net and C#
- Used JavaScript to write programs to customize and modify users business needs
- Worked on existing application using reverse engineering
- Worked on search functionality
- Worked on build and deployment process for various environments.
- Configured document screens
- Designed a financial reporting page for the client with multilayers access interactions using HTML, XML, JavaScript
- Used SSIS Import data into the system using multiple sources.
- Created various types of reports using SQL Server Reporting Services (SSRS)
- Used SSRS create reports in the system to provide accurate data for business decision making
- Design and develop the technical aspects of the financial system for the client.
- Requirements gathering, analysis and planning
- Individual focus on development and maintenance E-billing process for the client services and website
- Used SharePoint for document collaboration and management
- Developed a whole new billing system and reporting page for the client website
- Handling the emergency issues round the clock

**Environment:** MS dynamic CRM 2011, Visual Studio 2013, SQL Server 2012, .NET 4.0, C#.Net, ASP.NET, VB.NET, AGILE (SCRUM) Methodology, HTML, Photoshop, XML, JavaScript, SQL Reporting Services (SSRS), TFS

**Certifications:**

- Scrum Trained professional (Agile Development and Methods)
- Microsoft Certified Professional
- Certified Microsoft Dynamics CRM Professional – Development and Fundamental



## 7. Senior SharePoint Application Analyst

### Professional Summary:

- Over ten years of experience in the IT industry working with Microsoft SharePoint technologies: SharePoint Portal Administration, Designing and Development (SharePoint/Office365, SharePoint Online, SharePoint 2016/2013/2010, MOSS 2007).
- 3 years of experience in K2 Black Pearl to create K2 solution artifacts like workflows (KPRX), Smart Objects (SODX) and Smart Forms within K2 designer.
- Experience with developing applications using C#, ASP.NET, ADO.NET, HTML, Exchange Server, Active Directory, XML, and SQL Server 2005/2008/2012.
- Extensive experience on planning, installation, deployment, configuration and support of SharePoint 2013/2010, MOSS 2007, SPS 2003, Windows SharePoint Services 3.0 with Windows Server 2003/2008/2010/2013, IIS and SQL Server 2005/2008/2012.
- Extensively worked with List Definition, Site Template, List Template, Custom Web Parts, Connected Web Parts, Event Handlers, Audiences, Security, Search and Single Sign on for SharePoint Services.
- Administering SharePoint 2007/2010/2013 to include installing and configuring medium server farm topology (physical and virtual), applying patches, service packs, and infrastructure updates
- Hands-on experience in designing and implementing various SharePoint Web Parts, Business Data Catalog (BDC), BCS (SharePoint 2010/2013) event handlers, Features, Workflows, Content Types, custom Document Libraries and Lists.
- Good knowledge of working with third-party applications like K2 Black pearl, Nintex workflows and forms, Quest tool, Ave Point, Share Gate migration tool and many more.
- Experienced with REST API, JQUERY and SharePoint APPS.
- Worked extensively on Portal sites, Records and Information Management (RIM), Search, Indexing and Backups.
- Knowledge of plan and design for security of Windows SharePoint Services.
- Strong proficiency in designing and developing InfoPath 2007/2010/2013 forms for workflows.
- Involved in requirement gathering, analysis, design, development and deployment.

### Technical Skills:

<b>Languages</b>	.Net Framework (1.1, 2.0, 3.0,3.5, 4.0, 4.5) Visual VB .NET, C#, ASP.Net, ASP 2.0/3.0, HTML, HTML 5, Java, VBScript, JavaScript.
<b>Operating System</b>	DOS, Windows 2008/2012, Windows 7/10
<b>Server Applications</b>	Microsoft Windows SharePoint Services 3.0, Microsoft Office SharePoint Server 2007, IIS 5.0/ 6.0/7.0, SharePoint 2010, SharePoint 2013
<b>.NET Technologies</b>	ASP.Net, ADO.NET, ADO, XML, XML web Services, Win Forms, Web Form, Web applications
<b>Databases</b>	SQL Server 2005/2008/2012
<b>Security</b>	Microsoft Forefront (Client, Exchange, SharePoint)
<b>IDE</b>	Visual Studio.Net (2005, 2008, 2010, 2012,2015), Visual Basic 6.0, Visual Interdev, Crystal Reports 9, SharePoint Designer 2007/2010/2013, InfoPath 2007/2010/2013, UML, TOAD, Visio 2010/2013
<b>Database Programming</b>	Stored Procedures, Views, Functions and Triggers, Cursors in SQL Server
<b>Methodologies</b>	Client/Server Architecture, N-tier application architecture, OOA, Prototyping, Process Models

<b>Third Party Tools for SharePoint</b>	K2 Black pearl (Forms and Workflows), Nintex, Share Gate (Migration tool), Quest Tool (Lotus Notes to Share Point Migration)
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**Professional Experience:**

**Little Angels PPEC, Orlando, FL**

**May 2018 – Present**

**Share Point Online/Office 365 Consultant**

Dedicated EMR Solutions from vendor's solutions can be extremely expensive, and if the corporate company has no server or cloud infrastructure has nor available, they can drive up the price tag even further. To overcome high cost efficiency, Share Point is the ultimate EMR Platform, several add-ins and advanced features can transform it into a custom EMR solution. Share Point has a search feature which adds a great value to EMR application

**Electronic Medical Record (EMR):**

Description: Little Angels PPEC and Rehab center looking to retire the current EMR application used by its vendor and looking to leverage and develop EMR (Electronic Medical Record) System utilizing Microsoft SharePoint Technology Platform. This custom-built application will replace the current, vendor-based application and paper-based forms to digital or electronic forms using SharePoint platform, resulting in faster, accurate and near real time update and availability of information and data. It will reduce manual computations thereby minimizing errors, reducing processing times, cost efficiency as well as optimizing resources.

- Software developer and test lead in the complete SDLC of project.
- Migrate SharePoint 2013 to SharePoint online/office 365.
- Develop, Build and create a new EMR Intranet site.
- Develop Power Automate workflows to replace SharePoint Designer and SharePoint Out of Box workflows
- Develop Power Apps solution to replace existing Info Path forms
- Design and develop custom solutions to meet the business needs
- Extensive experience building complex Power Apps, Power Automate and SharePoint Development Framework (SPFx) solutions.
- Experience administering and supporting both SharePoint On-premise and SharePoint Online environments.
- Assist with migrating and transitioning sites, applications, forms, workflows and solutions to SharePoint Online
- Experience working in a Microsoft 365/SharePoint Online government tenant.
- Broad and deep knowledge of Microsoft O365 / Cloud Technology stack including: (SharePoint, Power Apps, Power Automate, Power BI, Dynamics, Teams, Azure,).
- Experience with web development frameworks (React, Angular).
- Experience writing complex PowerShell scripts for management, and automation.
- Ability to communicate and collaborate effectively with a diverse group of stakeholders.
- Familiarity with agile principles and frameworks.

**Environment:** Windows Server 2012 R2, SharePoint Server 2013/Office 365, Microsoft .NET Framework 3.5 / 4.0 /4.5, Visual Studio 2013/2016, SharePoint Designer 2013, SQL Server 2012, IIS 8.0, Team Foundation Server.



**Consumers Energy, Jackson, MI**

**Sep 2017 – Feb 2018**

**Share Point Systems Analyst/K2 BlackPearl Consultant**

Consumers Energy is a public utility that provides natural gas and electricity to 6.6 million of Michigan's 10 million residents. It serves customers in all 68 of the state's Lower Peninsula counties. It is the primary subsidiary of CMS Energy.

**Project #1: Lotus Notes to Share Point Migration**

Consumers Energy has around 40 Lotus Notes applications/Databases which need to be migrated. Involved in migration for Compliance Assurance Department (Gas Regulatory Actions Items site) from scratch. Lotus notes application has multiple forms which have been migrated into Share Point Lists using third party tool Quest. Migrated around 2500 records to Share Point Lists. Created Migration Jobs for each form and then mapped Lotus notes fields to Share Point List fields.

**Project #2: Forms and Workflows using K2 BlackPearl**

Developed Forms and workflows using K2 Black Pearl once data is migrated from Lotus notes to Share Point. Created Service Instance, Smart Objects under Share Point Content Broker from K2 Server. Worked on Smart Forms, Views using K2 Designer, Workflows using K2 Studio and K2 Designer.

- Provide functional, technical and design analysis into a number of SharePoint solutions for the corporate portal, collaboration sites, and document management sites using industry best practices.
- Migrated Lotus Notes database to Share Point 2010 using Quest Tool.
- Assist in designing solutions that meet the needs of the business, from enhancing team sites to complete department sites or creating customization of workflows and forms using K2.
- Identify improvement opportunities for SharePoint applications, as the business is not always aware of these possible solutions.
- Designed the whole SharePoint/k2 black pearl/ SQL server 2012 environment plan and implemented accordingly with a team(administrators/developers).
- Developed workflows using K2 black pearl.
- Worked on SharePoint sites and provisioning new sites with K2 workflow
- Worked on deploying K2 packages, modified k2-generated forms for a k2 application.
- Prepare consistent, structured, and effective systems design and/or requirements documents. Providing developers with effective documentation allows for meeting several scheduled phases within the software development life cycle of the project.
- Develop detailed technical design documents that can be turned over to a developer for coding.
- Estimate work efforts for a variety of projects.
- Coordinate with business stakeholders to implement SharePoint solutions.
- Develop partnerships and collaborate with key support, architecture, development, engineering, and security teams.
- Assist with the following projects, currently on the future roadmap: SharePoint 2010 to SharePoint 2016 upgrade, several customized workflow projects, and more.

**Environment:** Windows Server 2008 R2, SharePoint Server 2010, Microsoft .NET Framework3.5/4.0, Visual Studio 2010, C#, SharePoint Designer 2010, SQL Server 2008, IIS 7.0, Team Foundation Server, K2 Black Pearl 4.6.7, Quest Tool, K2 Designer, K2 studio.

**Total Quality Logistics, Cincinnati, OH**

**August 2013 – July 2017**

**Software Developer/SharePoint – II**

TQL is a non-asset-based freight brokerage, provides customers with capacity, flexibility and meeting their expectations for quality and control.



### **Project #1: Carrier Services Workflow Project (CSWF)**

Carrier Services department requests are distributed through a shared mail box; all these requests were processed manually which allowed cherry picking of the requests. Carrier Services Workflow application build in SharePoint captured all the requests coming through the mailbox and puts into the SharePoint list and which are then queued and assigned to the carrier service associate when they click on next request in the order they received. Created CSWF Administration site to help manage the requests by administrators.

### **Project #2: TQL Footprint**

TQL Footprint is a National Expansion Website build in SharePoint which includes a US map with all the TQL offices and future openings. Each Office has its own sub site build with leader information and the number of employees in that satellite location. Each future opening/Opened Office will allow the user to submit their interests in the satellite location which would in turn sends a notification to their managers through SharePoint Workflow and along with their brokerage revenue that would allow them to qualify if they are able to relocate.

### **Project #3: New Hire Form & Termination Notifications Forms**

New Hire Form & Termination Notification Form are InfoPath forms build in SharePoint for HR department. Whenever a new hire is recruited, the recruiters fill out the New Hire Form with all the user details and which also consumes a couple of web services (locations, departments, recruiters) after the form is submitted it triggers SharePoint Workflow which routes to the HR, IT & Phone departments to setup the new user profile. Termination Notification Form is filled by the Managers when an employee is terminated/leaves the company this form is routed through HR, IT & Phone departments using the SharePoint Workflow to disable the user profile of the terminated employee.

- Responsible for a mixture of SharePoint architecture, administration, development, project management, Record management, business analysis and development of SharePoint Applications using SharePoint Server 2013 & 2010
- Administration functions including deploying code solutions (.WSP), PowerShell scripts, server optimization, server management, timer jobs, content deployment, and web and service applications in Central Administration.
- Responsible for implementing Records and Document management program, created Records Retention policies/rules/schedules for all site collections or individual site collection.
- Coordinated with the business users, internal departments (Marketing, IT, Lead Coverage/Sales support, Carrier Services, HR etc.) and gathered records retention requirements.
- Trained site owners on managing document retention policies where they can decide to opt out if the policy does not apply to their content.
- Worked on InfoPath forms (both codes behind and no code) for the applications New Hire Form, Termination Notification (Disable User account and passing Fromm parameter to web service).
- Designed new Footprint page with New Art Work (Map, Dots, Regional Map, and popup) using SharePoint Designer and utilized Bootstrap.js and other third-party libraries. Used GIMP as a designing tool.
- Worked on custom web parts for CSWF Project developed in VS2010/VS2012 using Server side and later converted entire project to Client Side and utilized RESTFUL Services for CRUD operations.
- Troubleshooting CSWF (Carrier Services Workflow project) and SharePoint.
- Created some new pages for Marketing team with Images Carousel and News Carousel apps and used for other departments.
- Migrated SharePoint 2010 to SharePoint 2013.



- Created SharePoint Pages using JavaScript Framework's REACT, Knockout and Vue.js.
- Converted existing applications to SharePoint Hosted and Provider Hosted Apps using Client-Side Technologies and RESTFUL API.
- Used Knockout JavaScript to get all SharePoint List items into a one grid without any threshold limit.
- Develop forms, applications and workflows within SharePoint using InfoPath and SharePoint Designer.
- Create and program responsive SharePoint Website designs with master pages, page layouts, themes, display templates, JavaScript, jQuery, Bootstrap, CSS and SharePoint Designer
- Created and used user controls and custom controls in ASP.NET.
- Worked on creating new CSS files and also modifying out of the box CSS using SharePoint Designer 2013 & SharePoint 2010.
- Extensively used SharePoint Designer and jQuery to design and develop various custom new forms, data form web parts, custom edit forms and custom display forms.
- Developed and customized Display & Edit forms of SharePoint Lists and workflows within SharePoint using InfoPath and SharePoint designer.
- User interface design, front-end web development & branding of SharePoint sites.
- User training, conducting requirements gathering sessions with end users and user testing.

**Environment:** Windows Server 2008 R2/2012 R2, SharePoint Server 2010/2013, Microsoft .NET Framework 3.5/4.0, Visual Studio 2010/2012/2015, C#, SharePoint Designer 2010/2013, SQL Server 2008/2012 R2, IIS 7.0, Team Foundation Server.

**HNI, Muscatine, Iowa**

**February 2013 – June 2013**

**SharePoint 2010 Developer/Admin**

HNI is one of the Leading Office Manufacturing Company in the world. It has approx. 10 operating companies (All Steel, HON, etc.) and each has their own dealers (W.B Mason, etc.). The name of the application is RFP (Request for proposal or proposal builder) provides dealers with limited resources, accurate and easily accessible HNI content, as well as secure location to store and search their reusable proposal content

- Created Functional and Technical specifications to build an RFP (Proposal Builder) application.
- Involved in SharePoint Governance Plan
- Worked on SharePoint production issues and enhancements.
- Worked on rearranging set up SharePoint permissions levels for different users on sites and sub sites and Lists and Libraries.
- Used Power shell script for backup, restore and other requirements.
- Developed Master page and Page-layout based on client input, they provided on mockup (Protos hare)
- Worked on Three modules
- Dashboard: The dashboard provides the logged in user with a landing page that provides quick access to Documents and Content they have rights to edit as well as linking to the New Document Creation screens
- Search: Used FAST search for searching all the Content across Proposal Builder
- Admin: Developed Manage Users, Manage Dealers, Manage Content and Manage setup tab custom web parts and with internal web parts in each of the tabs
- Used Knockout library for binding the list data into the Grid, along with CAML query to pull the SharePoint list data
- Use jQuery for all validations and developed Data Access Layers (DAL) to provide concise way for the application to retrieve the data and entities for converting raw data from data sources using Business Layer.

- Designed Factory Content Deployer tool to push content files to SharePoint Site.
- Implemented performance dashboards to analyze and measure performance of applications supporting large manufacturing units to all operating companies.
- Experienced in developing custom Dashboards, Scorecards, reports and KPI's using Performance Point Services 2010.
- Migrated SharePoint 2010 to SharePoint Online.
- Used SharePoint Modal Popup and Modal Popup extender for developing edit functionality, uploading multiple documents for the operating companies and dealers
- Use As pose library to create and manage documents
- Developed most of the code at client side rather than Server

**Environment:** Windows Server 2008 R2, SharePoint Server 2010, Microsoft .NET Framework 3.5, Visual Studio 2012, C#, SharePoint Designer 2010, SQL Server 2008 R2, IIS 7.0, Team Foundation Server, Windows professional.

**FedEx, Memphis, TN**

**March 2012 – January 2013**

**SharePoint 2010 Admin/Developer**

FedEx has a large number of internal websites that they want to move over to a SharePoint Server 2010, they had EADS (Enterprise Architecture Design Services) web site, which has several service areas and sub sites under each service. Redesigned and moved all of them to SharePoint 2010.

- Developed project plan and External Functional Requirements to build out SharePoint application across EADS.
- Gather requirements from Content Owners of each Service area.
- Responsible for servers in SharePoint farms.
- Installed and configured SharePoint 2010 Server with Windows Server 2008 and SQL server 2008 enterprise edition with across a medium farm.
- Created a Sample Template to Content Owners based upon client Requirement.
- Worked on Two Site Collections, SharePoint Standard 2010(external customers who are in FedEx LDAP can have access) and SharePoint Enterprise 2010(Internal to their service area)
- Developed Custom Mater Pages and Page-Layouts (EADS welcome page, EADS Landing page, EADS Service area page, EADS Blank Page and more)
- Create a Custom CSS files and applied to Mater Page for better look and feel using SharePoint Designer 2010
- Created Nintex Forms for EADs department, Nintex Workflows, SharePoint Designer workflows and InfoPath forms based on Site/department owner's requirements.
- Customized and Branded SharePoint Site using CSS and SharePoint Designer along with HTML, Jscript, jQuery and XSL.
- Worked with Static and Dynamic Reports, Organizational Chart (EADS Personnel Roster), Calendars (Meeting Minutes workspace).
- Worked on Large SharePoint Custom Lists (Task Matrix List) and created a Keyword Search to a List.
- Email functionality to send service area reports directly to their respective libraries with Document Retention.
- Migrated SharePoint 2007 to SharePoint 2013
- Worked with Data bound dropdown list, parameter filters, Excel Services, Access Services, Visio Services and Performance Point Services.



- Worked extensively on Data View Web parts and Content Editor Web parts.
- Created forms using InfoPath Designer, published to SharePoint and save forms to PDF.
- Developed and Implemented SharePoint Governance Plan for EADS.
- Train Content Owners of each service area on basic SharePoint functionality and documented it.

**Environment:** Windows Server 2008 R2, SharePoint Server 2010, Microsoft .NET Framework 3.5, Visual Studio 2010, C#, SharePoint Designer 2010, SQL Server 2008 R2, IIS 7.0.

**General Motors Tech Center, Detroit, MI**  
**SharePoint 2010 Admin/Developer**

**September 2011 – February 2012**

GM-MLP is a manufacturing learning portal, learning portal that is used by manufacturing employees needs to register the course and complete it before a specific time, they are two types of course Job Role courses and Technical courses, some of these courses are mandatory depending on the region, Once the course is completed there will be a test attached to it to complete certification, credit will be calculated. This project is implemented in Agile Scrum Methodology with weekly sprint and monthly release

- Analyze current business requirements and map to SharePoint 2010.
- Installed, configured and designed server farm concepts for medium servers.
- Imported User Profiles from Active Directory by scheduling profile imports using Central Administration and Profile and Import Settings
- Installed and configured search, used the STSADM commands and Power shell commands to deploy features create Web Applications, Site Collections and perform backups
- Identify new areas on an ongoing basis where SharePoint 2010 can be leveraged
- Manage permissions and restrict and revoke access where necessary.
- Create, leverage and manage content types, site columns and templates for re-use in the sites.
- Implemented multilingual features for the user to choose the native language.
- Create custom reusable **workflows** using SharePoint Designer 2010.
- Developed custom InfoPath form to populate the user data from user profile using web service (SOAP).
- Used REST for query the SharePoint List in the client API's
- Setup and manage alerts to monitor activity on business-critical information as required.
- Establish a Governance Forum
- Ensure uniform navigation throughout sites
- Provide guidance to business units on structure of their sites.
- Manage search scopes and best bets with input from business units.
- Constantly revisit and review content to ensure business relevance.
- Customize and maintain landing page to encourage traffic and user adoption
- Monitor site usage and follow up on dormancy on a monthly basis.
- Monitor for excessive complexity and suggest streamlined alternatives.
- Monitor to ensure **workflow** and tasks are working correctly and emails are going out.
- Ongoing research to determine what SharePoint 2010 can do.

**Environment:** Windows Server 2008 R2, SharePoint Server 2010, Microsoft .NET Framework 3.5, Visual Studio 2010, C#, SharePoint Designer 2010, SQL Server 2008 R2, IIS 7.0.

**Niagara Waters, Ontario, CA**  
**SharePoint 2010 Admin/Developer**

**February 2011 – August 2011**

Niagara water provides customers with quality and innovative products. They wanted to implement SharePoint portal to share all their Departments data and information. They have around 14 departments and worked around those departments and deployed SharePoint application across these departments.

- Developed project plan to build out SharePoint application across all the departments.
- Build both Development and Production environments, and installed SharePoint2010 and database on both environments
- Developed and created Functional requirement document for all departments.
- Interviewed all the departments Super user individually and gather requirements of their department
- Worked on HR department, build out HR department site, gather and collected all the information that they want to put on SharePoint
- Worked on forms, links, Corporate calendar, Resource calendar, newsletter, organizational charts both static and dynamic, electronic documents,
- Worked on dashboards and Niagara Scorecards to display data from different files (xml, excel, flat files)
- Worked on Vacation Request Form (using InfoPath2010) by creating a custom list and associated **workflow** to it.
- Added necessary links to their sites so they can open their external links within SharePoint
- Worked on different paper-based forms and converted them into electronic documents
- Created Content deployment path from staging to production.
- Worked on Summary Link web part, content query web part, data view web part, newsletter and announcements.
- Worked on mobile application, where the users can login same SharePoint application in their mobile browser.
- Deployed solutions using content deployment and back/restore to their production environment.
- Used SharePoint Designer 2010 for customizations of SharePoint sites
- Created dynamic organizational charts using SharePoint Object Model and used Content Editor Web parts all around the design page.

**Environment:** Windows 2008 Enterprise R2, SQL Server 2008, Active Directory, IIS, SharePoint 2010, Microsoft Visual Studio ultimate 2010, SharePoint designer 2010.

**Intevac Products, Troy, MI**  
**SharePoint 2010 Developer/Designer**

**December 2010 – February 2011**

Inteva Products is a global experience leader in designing, engineering, manufacturing and supporting Automotive with global resources. They wanted to change their Homepage to a new design with better look and feel, to do some customizations and design master page which applies to their site collections.

- Developed project plan for a successful home page.
- Gathered Graphics, pictures, curves and other information from the company.
- Developed a site with publishing portal template so the manager can publish the site.
- Worked on master page which includes background color, logo change, tagline, global links and menu tabs.
- Worked on Content page which includes subhead image, announcements web parts with image on it, RSS feed.



- Configured Farm based authentication and used it for creating internet websites or portal.
- Handled security setup for different groups of people at different levels with authentication and encryption.
- Used Third-Party Web parts to implement high quality, scalable and extendable SharePoint Solutions
- Worked on Custom Search scopes to show dropdown lists for all sites.
- Added necessary links to their quick launch bar and directed them to a resultant page.
- Worked on Bookmarks so the user can delete or add links.
- Deployed solutions using content deployment and back/restore to their production environment.
- Created custom News Aggregator web parts to display text with image (custom content type, custom page layout and custom web part)
- Used SharePoint Designer 2010 for customizations, created new CSS file for better look and feel, changed HTML code to their default master page.
- Created Auto generated list using SharePoint Object Model and used Content Editor Web parts all around the design page.

**Environment:** Windows 2008 Enterprise Server, SQL Server 2008, Active Directory, IIS 7.0, Microsoft Office SharePoint 2007/SharePoint 2010, Microsoft Visual Studio .NET 2008, SharePoint designer 2007/2010.

**Farmers Insurance, Independence, OH**

**November 2009 – December 2010**

**Share Point Developer**

Farmers Insurance (Bristol West Insurance Group) is a nonstandard auto insurance company with one billion return premiums. They had a SharePoint 2003 website that needs some clean-up, some quick tasks to be completed and do some knowledge transfer to their current full-time staff. They had a QA site that has a forum group and they want to put more logic around that and their QA site doesn't match their production site. They needed to upgrade/migrate from SharePoint 2003 to SharePoint 2007.

- Worked with QA discussion and suggestion enhancements, which includes SQL database changes, SharePoint changes.
- Changed email functionality on QA suggestion and discussion forms.
- Added sort capabilities on QA suggestion form.
- Worked with paging functionality (limit view 10 issues per page).
- Worked on webpage changes which include adding, removing fields.
- Created a new database (ZIP\_REQUEST\_DB) table, new form for a new project (New Zip Code Requests).
- Created a **workflow** for a new form during initial request and during approval/denial process.
- Created a view/list of all Zip Code Requests.
- Migration included consolidating a few hundreds of portals, large number of databases and Custom Applications from SharePoint Portal Server (SPS 2003) to MOSS 2007.
- Used C# and SharePoint Object Model for creating Web parts for manipulation of Custom List.
- Trained the information workers on creating sites, documents libraries, lists, assigning permissions to sites, sub sites, folders, list and documents (item level security).

**Environment:** Windows 2003 Enterprise Server, SQL Server 2005, SharePoint 2007, Visual studio 2005, Visual source safe, Active Directory, IIS, Microsoft Exchange Server 2007, Microsoft Visual Studio .NET 2005.

**Broadgate Inc**  
**System Developer**

**January 2009 – October 2009**

Developed Time Sheet and Invoice applications for employees and HR Department. Employees can able to easily access Electronic Time sheet application to submit their Time sheets electronically and HR department with Invoice application. The applications helped both employees and HR Department to improve efficiency and time saving.

- Installed and configured SharePoint2007.
- Worked with Info path and share Point designer.
- Gained experience in system operations and various types of hardware and software.
- Installed various Operating Systems like Win NT Server, Win XP, win 2003 Server, Win 2008 Server.
- Designed and implemented a daily backup plan.
- Monitor physical operation of all equipment, including servers and modem racks.
- Microsoft Office Suite support and administration
- DNS support and administration

**Education:**

- Bachelor's in Electrical Engineering, JNTU, INDIA
- Master's in Computer Software Engineering, Virginia, USA
- Microsoft Certified Technology Specialist (MCTS) – SharePoint Server Application



## 8. SharePoint Application Analyst

### Professional Summary:

- **4 plus years** of progressive experience in Microsoft SharePoint and .Net Technologies and all phases of Software Development Life Cycle (SDLC).
- **4 plus years** of Hands-on Experience on implementation and maintaining windows servers (2008r2, 2012, 2016), Sharepoint2010/2013/2016, office365, network infrastructure design.
- **2+ years** of experience working with **PowerApps** and **MS flow**
- Strong knowledge of **SharePoint 2010/2013/2016** architecture and experience in performing a migration from SharePoint 2007 to 2010 to 2013 to 2016 to **office 365** and simultaneously enhancing the development in SharePoint new environment and possess knowledge on new features in SharePoint.
- Experience in working with **Metalogix, Sharegate, DocAve and DB attach/detach** methods for SharePoint content migration.
- Created various data connections for PowerApps
- Worked with Model Driven PowerApps application
- Automated business process using Microsoft flow and built PowerApps for SharePoint online
- Created Workflow forms using PowerApps
- Customized SharePoint list forms using PowerApps
- Created apps using PowerApps that utilize SharePoint lists as a data source
- Expertise in developing custom SharePoint apps using SharePoint Server-Side Object Model (**SSOM**), JavaScript object model (**JSOM**), SharePoint Client-Side Object Model (**CCOM**) and SharePoint Framework (**SPFx**)
- Worked with SharePoint SPFx Development Model to create modern lightweight web applications in SharePoint Online.
- Developed custom client-side web parts and page layouts using SPFx
- Expertise in Architecting and Administrating SharePoint Server Farm and SharePoint Customization.
- Experience with setting up **office 365 tenants** and implementing hybrid solutions for SharePoint online.
- Experienced and passionate developer implementing new emerging Microsoft-related technologies like **PowerApps, Flow, and Power BI**.
- Trailblazer of the **PowerApps** team, building a family of applications that aim to dramatically simplify the creation and consumption of visually stunning, behavior-rich apps for the cloud and any device.
- Experience in SharePoint hosted, **Provider hosted apps** and **hybrid app** model development.
- Extensively worked on **Power Shell** to provide full access to applicable application programming interfaces (APIs), along with the ability to unlock the capability to interact directly with SharePoint.
- Expertise in Adding/Changing/Removing users and user group **permissions** for various sites, updating content & changing navigation.
- Expertise in creating, configuring and customizing Web Application, Team Sites including Site Collection, Lists, Document Libraries, Content Types, RSS and Custom Lists.
- Extensively Designed, Developed and Tested WSS Site Templates, **Custom Web Parts**, Custom Templates, Deploy **BDC Web Part**.
- Developed PowerApps canvas forms for a SQL db.
- Expertise in solving any issues related **SharePoint Environment and SQL server**.

- In depth knowledge of Database Development including Tables, Views, Stored Procedures, Triggers and Query Optimization techniques using **SQL Server 2005/2008/2008R2/2012**.
- Experienced in a **fast paced**, Agile development environment including Scrum, **Test-Driven Development (TDD)**.
- Used Visual Studio Code, Nodejs, npm, Gulp, Yeoman, babel, REST API, TypeScript, Office UI Fabric components, SharePoint web services, KnockoutJs, PnP libraries for developing SPfx based projects.
- Designed SPFx extensions and deployed to Site Collections, Office 365 CDN and AZURE Storage.
- Performed CRUD Operations in SPFx Web Part using PnP Core JS Library.
- Experience in using **SQL Server Reporting Services (SSRS)**, **Crystal Reports** and **SQL Server Integration Services (SSIS)** for report generation and integration into applications.
- Fast learner, fantastic communication skills, versatile to continually evolving needs, remarkable critical thinking, problem-solving and troubleshooting capacities.

#### Technical Skills:

<b>Programming Languages</b>	PowerShell, C#.Net (4.5/4.0/3.5/3.0/2.0), VB.Net, HTML, T-SQL, PL/SQL
<b>Microsoft Technologies</b>	Office 365(SharePoint Online), SharePoint 2019/2016/2013/2010, MOSS 2007, SP Designer 2013/2010, InfoPath 2013/2010/2007, Active Directory, ADFS, Enterprise Search, Central Administration
<b>O365 Applications</b>	Delve, Excel, Flow, Forms, Newsfeed, OneDrive, OneNote, Outlook, Planner, PowerApps, PowerPoint, Power BI, Project Online, SharePoint, Skype for Business, Stream, Sway, Tasks, Teams, To - Do, Visio, Word, Yammer
<b>Migration/Monitoring Tools</b>	Axceler Control Point, Sharegate, Metalogix, DocAve, Reports, ServiceNow
<b>IDE Tools</b>	Visual Studio Code, Visual Studio 2017/2015/2013/2010, SQL Server Management Studio
<b>Databases</b>	MS SQL Server 2012/2008/2005, MS Access 2010/2007/2003, Oracle 10g/11g, T-SQL
<b>Servers</b>	Windows Server (2016/2012/2008), Microsoft IIS (7.5/7.0/6.0/5.0/4.0)

#### Professional Experience:

##### Acreage Holdings, New York, NY

January 2020 to Present

##### SharePoint /Power Platform Developer

Acreage Holdings (formerly known as High Street Capital Partners) is a public company domiciled in British Columbia, Canada, holding a diverse portfolio of cannabis cultivation, processing and dispensing operations in the United States. Acreage has cultivation, processing and dispensing licenses or agreements with holders in 19 states. It also manages a chain of retail stores called The Botanist.

- Worked on requirement gathering, designing, developing, deploying and migrating to production & providing support.
- Created technical documents, architectural diagrams, use cases using Visio, word, excel.
- Configured OOTB and custom web parts to interact with lists and libraries.
- Created Custom SharePoint Hosted solutions for several apps.



- Architected & implemented granular security on sites, lists, libraries, list items, sites, web applications and created several new permission levels.
- Responsible for ticketing system's production security issues, fixing permissions issues of lists, libraries, sites etc.
- Responsible for developing PowerApps using Common Data Source and Share point like Contest App and Case Management system according to the customer requirement.
- Worked with Model Driven PowerApps application
- Created various data connections for PowerApps
- Performed Accessibility fixes on the app using the properties available on PowerApps like accessible label, tab index and tool tip.
- Developed custom client-side web parts and page layouts using SPFx.
- Developed PowerApps canvas forms for a SQL db.
- Worked with PowerApps formulas and development methods
- Automated business process using Microsoft flow and built PowerApps for SharePoint online
- Customized SharePoint list forms using PowerApps
- Created apps using PowerApps that utilize SharePoint lists as a data source
- Automated business process using Microsoft flow and built PowerApps for SharePoint online
- Performing the regression testing on PowerApps Application.
- Created Sites, Document Libraries, Lists, content types, Views, site columns, custom site definitions.
- Created Custom Templates, Site Definitions and organized the content into respective Areas for easy navigation through the portal.
- Designed SPFx extensions and deployed to Site Collections, Office 365 CDN and AZURE Storage.
- Branded ASP.Net applications using HTML5, CSS3, Bootstrap, Angular JS, SharePoint REST API.
- Responsible for making responsive web pages using twitter bootstrap and media queries.
- Enhanced existing custom web parts using C#.Net and SharePoint Object Model for integration.
- Migrated from SharePoint 2013 to SharePoint Online (Office 365).
- Facilitated in implementing SSO between On-Prem & Office 365 SharePoint Online.
- Worked on configuring and resolving health issues with Central Administration.
- Installed and configured SharePoint 2016 servers along with load balancing and was involved in resolving the issues during the installations and configurations.

**Environment:** SharePoint Online (Office 365), SharePoint 2016/2013, Visual Studio 2017/ 2013, CSOM/JSOM/SSOM, IIS 7.5, TFS, InfoPath Forms, PowerApps, MS Flow, C#.Net, jQuery, JCOM, JavaScript, React, Bootstrap, ASP.NET MVC, SharePoint Designer 2013, Windows Server 2012, SQL Server 2014, Power Shell, HTML5, CSS3.

**Change Healthcare, Waltham, MA**  
**SharePoint Developer**

**Oct 2018 to Feb 2019**

Change Healthcare is one of the largest, independent healthcare technology companies in the United States. The company provides software and analytics, network solutions and technology-enabled services that help our customers obtain actionable insights, exchange mission-critical information, control costs, optimize revenue opportunities, increase cash flow and effectively navigate the shift to value-based healthcare.

- SharePoint Site Enhancements, support and completion of existing Nintex workflow tool.

- Customize SharePoint list data and forms using **PowerApps** and create reports using **Power BI**,
- Development of user-friendly Forms with **Nintex Forms** and **PowerApps**.
- Worked with SharePoint SPFx Development Model to create modern lightweight web applications in SharePoint Online
- Worked with PowerApps formulas and development methods
- Worked with Model Driven PowerApps application
- Customized SharePoint list forms using PowerApps
- Developed custom client-side web parts and page layouts using SPFx.
- Created apps using PowerApps that utilize SharePoint lists as a data source
- Ensure that there is a consistent methodology to posting and receiving files from ecommerce sales
- Develop new forms and custom site pages
- Manage the permissions of each folder/workflow site
- SharePoint 2016 Custom designer workflows
- OOTB Feature & Customization
- Designing and developing the InfoPath forms and Nintex workflow.
- Navigation Property on an Entity Type that identifies a collection of entities using ODATA
- Used Visual Studio Code, Nodejs, npm, Gulp, Yeoman, babel, REST API, TypeScript, Office UI Fabric components, SharePoint web services, KnockoutJs, PnP libraries for developing SPfx based projects.
- Implementing the Site Page Customization using ECMA Script (Client Object Model)
- Designed SPFx extensions and deployed to Site Collections, Office 365 CDN and AZURE Storage.
- Created custom lists, designed and developed the custom web parts
- Implemented Auto Reminder and Auto Closing Emails to the users
- Implemented the Search Customization
- Implemented the custom Timer Jobs
- SharePoint Site User Permissions
- Implemented the Archiving

**Environment:** SharePoint 2016, Visual Studio 2017, CSOM/JSOM/SSOM, IIS 7.5, TFS, InfoPath Form, SQL Server 2016 RTM, Office 365/online, PowerShell 4.0.

**Biogen, Inc, Boston, MA**

**Feb 2017 to Oct 2018**

**SharePoint Developer**

Biogen Inc. is an American multinational biotechnology company based in Cambridge, Massachusetts, specializing in the discovery, development, and delivery of therapies for the treatment of neurological diseases to patients worldwide.

- Set up governance for small to mid-size clients to help them define architecture for the intranet / internet Office365 environments, including Active Directory policies, Security groups settings, as well as who manages the Office365 environment as Global Administrator, Power User, Member, and Reader. Created custom lists to build Bill of Materials forms, based on each individual job.
- Metalogix Content Matrix Control Point Permissions, Auditing, Governance, Reporting, etc.
- Custom document libraries, documents check in / check out and versioning, and approvals of content, editing, viewing, and document migrations.
- Create task lists and related workflows, webparts look up tables with drop down choices, and calendars. Set up Microsoft Project online and Exports to Excel.



- Responsible for creating intranet and internet sites within the Office365 provided site collection, customizing the look and feel, setting up the complete user environment / permissions.
- Designed developed Power Apps and Client Side Webparts.
- Training of new Office365 clients is provided after the original configuration has been completed, including basic everyday operations: adding users to sites, resetting passwords, managing their document libraries.

**Environment:** Microsoft Windows Server 2012/R2, Microsoft SQL Server 2012/2016, Office 365.

**GEICO, Chevy Chase, MD**  
**SharePoint Developer**

**May 2016 to Nov 2016**

GEICO is second-largest private passenger auto insurer in the U.S., thanks to their low rates, clever marketing and great service. As of 2018, GEICO operates 16 major offices, insures 16 million policyholders (and growing), and employs more than 40,000 associates across the country.

- Developed provider hosted apps integrated with several Line of Business applications.
- Developed several apps which made extensive use of REST API.
- Worked on migrating on-premise SharePoint to SharePoint online (office 365).
- Extensively scripted UI code using object-oriented JavaScript, JSON, jQuery, Knockout.
- Developed custom webparts using C#, LINQ, CAML.
- Used Publishing feature, Page layouts, Taxonomy, XSLT, XLVWP, CQWP, DFWP, navigation customization, branding customization using master pages, CSS.
- Worked on Central Administration.
- Implemented custom web parts using C#.Net and SharePoint Object Model to integrate content management into Portal Sites.
- Worked with InfoPath Forms Services to make InfoPath forms like employee demographics, medical records etc. available for the users in the portal
- Used different data sources in InfoPath forms to send and retrieve data from web services, SQL Server and SharePoint List.
- Implemented JIRA for software development, feature implementation, bug tracking, agile project management (with JIRA Agile), and service desk ticket tracking (with JIRA Service Desk).
- Developed enterprise level SharePoint 2013/2016 Hosted apps using REST Api & JSOM, Angular.
- Developed solutions using jQuery, JavaScript, JCOM to interact with list\libraries.
- Extensively worked on SharePoint Customizations.
- Extensively used CAML Queries to retrieve information from SharePoint Lists.
- Recreated several SPD workflows to K2 workflows, automated several paper processes to K2 WFs.
- Developed various K2 Black Pearl WFs, Smart Forms and Reports for SharePoint.
- Created Master and content pages using SharePoint Designer to enable conditional formatting and implement consistent look and feel.
- Developed the Features XML files, Install Batch files, Window SharePoint Services Solution Framework (WSP) file to bundle all the components and deploy it in the production environment.
- Designed and implemented Dashboard functionality using Excel services by enabling/activating appropriate features and establishing data connections to SQL Server.
- Developed Features for Custom List Definitions and Custom Event Receivers.
- Developed Event Receivers for various Custom Lists.
- Implemented Event Handlers for both synchronous and asynchronous events and deployed them on the server.
- Created Audiences to target to specific Content to a defined set of users based on the User Roles.

- Configured SharePoint Service applications like User Profile, BCS, Secure Store, Excel, Managed metadata, web Analytics etc.
- Configured SharePoint Managed Metadata by defining Managed Terms, Enterprise Keywords, and the Term Store.
- Installed and configured IFilter to retrieve the PDF and RFT extension files in the search results.
- Worked closely with Active Directory administration team for creating AD groups and revoking permissions.

**Environment:** SharePoint Server 2013/2010, Visual Studio.NET 2012, C# .NET, ASP.NET 4.5, MS-InfoPath 2013, Windows server 2012, SQL Server 2012, SSRS, CSS, HTML, IIS 7.0, AJAX, MS Outlook 2010, k2 Black pearl, Web Services, Windows Azure, Office 365, JIRA, PowerShell, Metalogix, JavaScript, jQuery, Visio.



## 9. Senior Application Oracle Database Administrator

### Professional Summary:

- Extensive 10+ years of experience of CORE DBA from database designing, Migrations developing, implementing and administering, upgrading which includes installations, support, troubleshooting, backup & recovery, testing, networking, monitoring & managing of users, performance tuning of applications and the databases Oracle 18c-12c/11g/10g/9i, Postgresql as well Oracle Applications **E-business Suite R12.x.x/11i**; using SQL, PL/SQL, SQL\*Plus, ORACLE RAC (Real Application Cluster), Standby (Data Guard) Database, Exadata, Golden Gate, Shareplex, Oracle Utilities, Oracle Enterprise Manager & Oracle Management Server on Unix (Linux, AIX, SUN and HP) & Windows platforms.
- **Experience in supporting and administrating large 24x7 production databases like Cassandra, Oracle 10g and 11g /12c r2 RAC, ASM, Golden Gate, Shareplex, Data Guard environments and Postgresql.**
- Design and Implementing the Environments with **Oracle Apps Fusion** Middleware components including Oracle **Weblogic**, Oracle Database 11g, Oracle Webtire, Service bus , **SOA**, PO, Payables and Procurement, Workflow work, GL, more4Apps and Oracle Identity and Access management, **OTM**, SCM for security stack for next generation requirements.
- Expertise in installing, building, configuring, managing, upgrading and patching and trouble-shooting oracle databases in different operation systems environment like **AIX, Linux, Sun Solaris, and Windows**. Good hands-on knowledge in 10g/11g/12c **Real Application Cluster (RAC)** and its Setup & Administration. Hands-on knowledge on Implementation of Real Application Cluster 12c and 11gR2 with ASM on AIX/Linux platform.
- Experience with SRVCTL, CRSCTL, Oracle Enterprise Manager (**OEM**) 11g/12c/13c, Grid Control, **DBCA**, **VIPCA**, **OIFCFG**, **OCRCONFIG**, **ASMCMD** and **SQL\* Plus** for administration of Services, **ASM** instances and **RAC** databases.
- Experienced in **GoldenGate** 11g/12c installation, configuration of Extract, Pump and Replicate. Managing GoldenGate process, Trouble Shooting and Upgrade of software.
- Experience is migration across data center using Golden Gate, Rman, Datagurd.
- Installed Oracle 12c/11g & 10g **RAC** software with ASM & OCFS2 file systems.
- Deployed Oracle High Availability based on **Streams Replication** and **Active Data guard**.
- Data replication using **Shareplex**, **GoldenGate** Transaction Data Management Tool.
- Experienced in Oracle migration 9i to 11G and 11G to 12c for different Character Set using **CSSCAN** to identify data lossy and migration of database across platforms.
- Worked with systems admin team to successfully complete the P2V (physical to virtual) data center migration of our OLTP databases with minimum downtime by first migrating the standby database.
- Experience in maintaining Oracle **Data Guard** & Standby Database and providing critical solution with strategic disaster recovery plans with different recovery procedures and methods.
- Complete range of Oracle DBA activities including day-to-day production database maintenance and monitoring, Backup & Recovery using RMAN, troubleshooting production issues, performance tuning, export-import, client installation, high availability (HA), disaster, and recovery, management of physical storage of database in AIX and Linux platform.
- Expertise in Monitoring and performance tuning, optimization, capacity planning, standby databases.
- Coordinating several tuning efforts using ASH, AWR, Statspack reports, SQL tuning, OSwatcher with Dev and Test team's that ensued in significant enhancements of response times for both application and data migration modules.
- Experience in backup and recovery, using RMAN, export/import and data pump.

- Expertise in writing UNIX shell scripts and SQL / PL/SQL scripts for database monitoring and administration.
- Experience in implementing multi-data center and multi-rack Cassandra cluster.
- Hands-on Knowledge in migrating databases to Oracle Exadata Database Machine.
- Hands-on Knowledge in Configure, Maintaining and troubleshooting Exadata Cell disk/Grid Disk. Knowledge of OneCommand configuration on Exadata.
- Knowledge on Shareplex replication and bidirectional replication between Mainframe and Oracle 12c on 64bit system
- Working Knowledge on Develop/capture/document architectural best practices for building systems on AWS.
- Experience Installed and configured Oracle Audit Vault to automate the audit collection, monitoring and reporting process for oracle databases.
- Involved in production DBA support in solving the database problems and co-ordination with Oracle Corporation.
- Extensively worked as Team Leader in performing task such as Strategic Planning, Installations, and Configurations.
- Excellent interpersonal, analytical, and problem-solving skills.

#### Technical Skills:

<b>Database Administration:</b>	Oracle 8i-11g,12c/18c, SQL server 2000-2005, NoSQL Database, Cassandra, MangoDB
<b>Platforms:</b>	UNIX, Solaris, Linux, Windows 2003-Server 2005, HP-UX, AIX
<b>High-Availability:</b>	Real Application Clusters (RAC) 9i-11g/12c, Data Guard, RMAN, HP Service Guard, VERITAS Cluster Server, GoldenGate, Shareplex
<b>Enterprise Database Tools:</b>	Oracle Designer, CA Erwin, 11g,12c,13c OEM/EM Grid Control (Enterprise Manager), Patrol, Service Manager Toad & Quest Central Suite of Products, Oracle streams, Oracle Warehouse Builder (OWB).
<b>Other:</b>	Data Integration, Data Modeling, Data Architecture Design, Data Warehouse, OLTP and OLAP, Apache 1.3, APACHE Cassandra 3.0.17, Shareplex, Advanced Replication, Oracle Streams, Oracle financial application systems (GL, AR, AP, HR), Oracle CRM, TCA, UWQ, Forms, Report Writer, MS Project 2000/2002, ERP Systems, SDLC, EDI, MS Office Suite (Word, Excel, PowerPoint, Outlook, Visio), ODBC,FTP.

#### Professional Experience:

##### Verizon

Aug 2019 – Present

##### Sr. Oracle DBA

- Maintain and troubleshoot production Oracle Database 11g/12c RAC and supporting Advanced engineer system like **Exadata** and **superclusters** with Shareplex.
- Automating routine server tasks and alerts using various scripting technologies like Unix Shell scripting, batch files, configure alerts through OEM.
- **Exadata** patching, monitoring, space management, tuning Queries using Smart Scan, HCC, Flash Cache and Storage Indexes.



- Work with **Exadata** feature like Flash cache, Storage Index, HCC and Exposer of CELLCLI and DCLI of **Exadata** component.
  - Intensively used latest 11g/12c Automatic Workload Repository (AWR) & Automatic Database Diagnostic Monitoring (ADDM) reports for the health check of the databases, and used the notification tool to send the alerts in OEM Grid Control.
  - Implementing, troubleshooting and Monitoring **Shareplex** with Bidirectional replication.
  - Design, develop, and implement PostgreSQL database instances for the development and production environments in **AWS**.
  - Monitor database performance through (AWR) Automated Workload Repository and optimize when appropriate.
  - Implemented POC of Oracle security TED and DB vault on **EC2**.
  - Implemented OEM 12c,13c Repository database, OEM 12c Agent and golden gate plugin Installations
  - Used **Pgpool** for connection pooling and to load balance the read workload between two production instances.
  - Responsible for administration of postgresql 9.4 / 9.6 instances including but not limited to backup, recovery, troubleshooting, optimization and end user support
  - Design AWS infrastructure to move local applications to public & private cloud. Design complex solutions, which integrate AWS cloud, on premise physical and Virtual server, EC2, S3 storage, networking and security. Conduct systems design, feasibility and cost studies and recommend cost-effective cloud solutions
  - Develop standardized AMI images and Cloud formation automation scripts for building non-prod and prod environments on **AWS**
  - Design, deploy and support highly available and scalable distributed Cassandra database solutions for high transactions mission critical applications.
  - Develop data models and perform planning of architecture, functions, modules, recovery, standards and implementation
  - Installations, configurations and monitoring **DataStax** Enterprise cluster and open source **Cassandra** cluster
  - Repairs and Compactions Tuning – Tuning of repairs by reducing vnode per node in cluster as well as centralized repairs rather than primary range repairs.
  - Maintain and develop data models, structures, and procedures to ensure the integrity and performance of database components
  - Work with application team to develop new value-added programs and data solutions with existing data warehouse structure
  - Analyzes and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities
  - Research and evaluate alternatives and recommend solutions for business issues
- Environments:** UNIX, Linux Servers, SUN Solaris10, HP-UX, Oracle 12c,11g/10g,9i 11i-12R, Golden Gate, Shareplex, Data Pump, OEM and Toad, Exadata Cassandra.

**Fleetcor, Nashville, TN**

**Nov 2017 to Jul 2019**

**Sr. Oracle DBA**

- Database software Installer **12c/18c**, and creating pre-configure **CDB** and **PDB** Data encryption and Database security using database Vault and wallets.
- Installation of third-party SSL certificate using **Wallet manager** for secure web connection over Internet.
- Consolidation of Datacenter and moving DB using **RMAN** backup and Transportable Tablespaces (**TTS**) Data pump for restoration.

- Implemented tighter controls and processes with security teams for developer access within Oracle database. Provided support for data masking project across all non-production environments using the Oracle Enterprise Manager 12c (**OEM**) Cloud Control Masking Pack.
  - Unix scripting, database performance tuning and administration and system administration of various platforms of Unix systems.
  - Implementing **Goldengate** unidirectional in heterogenous database environment for data warehousing and reporting service.
  - Troubleshooting **Goldengate** for trails lags, replication and extract abending.
  - Configuring, managing and monitoring both physical standby and logical standby database using Data Guard.
  - Installation, Configuration and Administration of Oracle **11gR2 RAC** and 12c **CDB**.
  - Configured the Public Network/Private Interconnect for Oracle 11gR2 RAC.
  - Optimization and tuning SQL queries using **ADDM**, **AWR**, TRACE FILE, TKPROF, EXPLAIN PLAN.
  - Implemented OEM 12c, 13c Repository database, OEM 12c Agent and golden gate plugin Installations.
  - Use of Service Now (**SNOW**) for tracking deployment changes and track incidents.
  - Database structure changes, table/index sizing, SGA sizing, SQL, I/O and Application tuning, transaction monitoring, detecting lock contentions, tuning sort operations.
  - Install patches, upgrade, cloning & refresh from production and UAT to other environments (UAT, DEV, Training, Marketing etc.).
  - Timely Reorganization of the tables and rebuilt of indexes to improve the performance of the SQL queries as part of scheduled maintenance window.
  - Developed, maintained and monitored: **RMAN** backup/recovery for production and non-production databases and database refreshes, automated background jobs and administrative scripts. Developing Hot, cold and logical backup scripts to automate the backup procedures.
  - Monitoring the table growth, database growth, current users, Loading data in no logging mode 18c and system resource usage.
  - Periodic Database Refresh/CLONING from production to Development and QA environments.
- Environments:** UNIX, Linux, AIX Servers, Informatica, Windows Servers 2008, Oracle 12c, 11g/10g, 11i-12R, Service Now (SNOW), Exadata, Data Pump, OEM and Toad

**AT&T Atlanta, GA**

**April 2013 to Nov 2017**

**Oracle DBA / DATA analyst**

- Involved in the installation, configuration of multi node -- 2, 3, 4, 6 Node Oracle 10g/11g **RAC** with **ASM**.
- Provided 24x7 support on-call for production Database and worked with incident manager during on-call.
- Designed, document and implement new installation for Cassandra 5 Node cluster infrastructure on Linux and CentOS.
- Working on Cassandra schema, CQL query, Cassandra command line utility and Datastax Ops Center.
- Architect for the cross-platform database migration comprising of VLDB multi-terabyte databases from Sun Solaris, HP-UX to RHEL using Cross platform Transportable Tablespace (XTTS).
- Build from scratch an Oracle **EBS** 11i environment on 2 and 3 node **RAC** with 11g Grid & **ASM** and setup RAC services.
- Applied Bug fixes patches, Quarterly Security Patches for **RAC** and **non-RAC** servers for issues when upgrading, DR switchover testing.



- Setup, reconfigured and monitored single instance and multimode RAC to RAC Dataguard for DR.
  - Created new databases/ instances on 11g/10g RAC and single instances using customized scripts, DBCA.
  - Handled all daily DBA activities SQL scripting, PL/SQL coding, stored procedures, functions, packages, triggers to enforce the referential integrity constraints and business rules.
  - Performance monitoring and Database/Instance/clustered Application tuning using Dictionary views, AWR (Statspack), ADDM, ASM reports, OEM Grid Control, tuned SGA/PGA parameters, initialization parameters and reorganized physical objects (tables & indexes) and tablespaces to improve the performance.
  - Create test database for ODA/ Exadata environment for TDE implementation projects.
  - GoldenGate Configuration of Manager, Extract and replicate processes to set-up uni and bi – directional between different data centers.
  - Monitoring the CPU, memory usage, I/O contention on servers using top, iostat, sar, glance, vmstat, etc.
  - Designed daily, weekly Backup and Recovery procedures for production, non- production databases using RMAN backups taking periodic Complete, cumulative and differential Incremental Backups.
  - Data Refresh/Cloning from Production environment to setup QA/ DEV using RMAN Duplicate.
  - Develop/capture/document architectural best practices for building systems on AWS.
  - Working with technical and non-technical teams across Amazon (AWS).
  - Used OpsCenter to monitor prod, dev, and test Cassandra clusters.
  - Set Cassandra backups using snapshot backups.
  - Scheduled UNIX scripts in crontab jobs to automate daily tasks like backups, monitoring the alert logs, backup logs, cleaning the old archive logs, old log files, tablespace monitoring to send notification emails.
  - Oracle Database monitoring, troubleshoot, resolve the issues, monitoring alert log, trace files.
  - Partitioned of large tables and indexes to improve performance, availability, creating and rebuilding the Indexes, database reorganization to improve performance of the queries and the database.
  - Performed capacity planning, space monitoring like tablespace growth, ASM disk space.
  - OS level activities like space monitoring of Mount point and relocating data files for better disk I/O.
  - Interacted with system and storage administrators, data modelers, developers, application owners for gathering the required information and resolving various issues.
  - Resolve critical issues by raising SR with Oracle Support and Root Cause Analysis (RCA).
- Environments:** UNIX, Linux Servers, SUN Solaris10, HP-UX, Oracle 12c,11g/10g,9i 11i-12R, CA Erwin, Data Pump, OEM and Toad, Mongo, Exadata Cassandra.

#### HSBC, India

July 2009 to Nov 2010

#### Oracle DBA

- Database capacity Planning and Volumetric Analysis for the database more than 0.5 PB. Involved in the Implementation of Data Guard and RAC technologies in mission critical systems and configured Switch over and Failovers with Physical standby database on UNIX environments.
- Upgrade/Migration databases from Oracle 9i to Oracle 10g
- Installation, Configuration and Administration of Oracle 10g RAC
- Configured the Public Network/Private Interconnect for Oracle 10g RAC
- Converted a single instance database to Oracle 10g RAC.
- Installing ASM environment and migrating database from NON-ASM to ASM.

- Setting up and testing the backup and recovery strategies.
- A 10 member of oracle DBA team database size was half petabytes (500 Terabytes) with 100 test data instances and 15 production instances.
- Fulfill customer service requests for SQL and database tuning, software patches and upgrades, as well as database migration and duplication. Major projects include migrations to upgrade Oracle 9i database to Oracle 10g and hardware and software testing.
- Responsible to trouble shooting requests for Oracle bugs, suggestion as an expert development and implementation of backup/recovery strategies, configuring replication environments, as well as database process automation.
- Proactively monitor 10g Oracle environments for multiple customers. Resolve database incidents to ensure database availability and stability.
- Performed disaster recovery for a production database which went offline after the server was moved to a new Sun box. Recovered a testing server after accidentally deleting all its syslogins entries including sa login.

**Environments:** Data Guard, OEM, Oracle 10g r2, RAC, non-ASM and ASM, AIX, Linux Servers Crontab, Oracle 10g, Window Server 2003, Solaris, Export-Import Utilities, Putty

**Hi-Tek Systems Private Limited**

**Aug 2007 - June 2009**

**Oracle DBA**

- Worked as a team member to provided 24x7 support for Production and Development databases.
- Installation of Oracle binaries, administration of oracle 9i/10g/10g RAC production, test and development environments on RHEL, Sun Solaris platform in OLTP and Data Warehouse environments.
- Installed, configured 2 node 10g RAC with ASM for billing systems, account detail databases.
- Administrated Very Large Data Warehouse Databases (VLDB) ranging from 500GB to 20TB.
- Migrated databases around 1.7 TB (VLDB) across platforms from Sun Solaris 10 to RHEL 3.2 using TTS.
- Upgraded databases in production, test and development environments from 9.2.0.6 to 10.2.0.2 (Oracle 10gR2).
- Applying high priority, security patches, patchsets to oracle using OPatch Utility, runInstaller.
- Data Refresh/Cloning from production to setup test (QA) and development environments.
- Planned and implemented Disaster Recovery (DR) solutions using Oracle Standby Database/Data Guard.

**Environment:** RHEL, Sun Solaris, Oracle 10g, 9i, ASM, RMAN, Dataguard, SQL, PL/SQL, UNIX Shell Scripting, OEM Grid Control

**Education:**

Master in Computer Science and Information Technology, Sacred Heart University, 2012



## 10. Application Oracle Database Administrator

### Professional Summary:

8 years' experience. A versatile database technologist and administrator with demonstrated flexibility and expertise in database management and analytics across several environments – Oracle, AWS.

### Technical Skills:

- Database design, data warehousing and data modeling. Oracle Data Guard
- Installation/administration for High availability and Disaster Recovery (DR).
- Monitoring + performance tuning by OEM Console, Toad, SQL Developer, Grid Control
- Oracle ASM (clusters) and RAC configuration and administration.
- Database security using TDE, Data masking, Patching, data redaction.
- Database migration using Data Pump & SQL Loader, Transportable Tablespaces (TTS).
- AWS, MS-SQL, ORACLE heterogeneous environment
- SQL, PL/SQL, UNIX shell scripting.
- ETL and queries for RDBMS
- Installation, configuration and update of Oracle 11g and 12c
- ETL tools: Informatica 9.1, Ab initio 3.1.5.3, IBM data stage 11.5, SQL\*Loader.
- Full MS Office suite.
- UNIX (Solaris 8/9/10), LINUX (Red Hat 7.3). MS Windows Servers (2008/2012/2014),
- Database migration using Exp/Imp/Datapump, and SQL Loader
- Monitoring and performance Tuning using OEM Console, Toad, SQL Developer, Grid control, TKProd, Explain plan, Stats pack/AWR, ADRCL, ADDM, DRA, DBMS monitor
- SQL, PL/SQL, UNIX Shell Scripting
- MS SQL Server Management Studio
- Oracle Data Guard installation
- Oracle Golden Gate (Data Replication)

### Professional Experience:

#### Procter & Gamble, West Virginia

April 2019 – Present

#### Technical Data Analyst/Oracle Database Administrator

- Supports multiple databases - Oracle 11g/12c on Linux. Administers DB user accounts.
- Maintains DBs - disaster recovery, performance, index maintenance & monitoring.
- Installed and administered Physical Standby databases to achieve high availability and disaster recovery solutions (DATAGUARD).. Single and multiple instances.
- Executes DB security policy and installation, using passwords, privileges + user profiles.
- Installed and configured software for Oracle 10g, 11g, 12c on both Windows and UNIX.
- Performed DB migration from 11g to 12c with Oracle Datapump.
- Applied Oracle's quarterly Critical Patch Update (CPU/PSU application) using Opatch utility to install, test, and deploy patches to all database instances.
- Creates scripts for data capture and anomalies monitoring, with required system checks.
- Provides support on the Inspection Report Database.
- Used statistical techniques for hypothesis testing to validate data and interpretations.
- STIGs implementation and POAM development. Constructed database security policy using passwords, privileges, user profiles, Transparent Data Encryption to encrypt tables and Tablespaces; implemented auditing policies as well as data redaction & masking.
- Used advanced Microsoft excel to create pivot table and pivot reporting, as well as VLOOKUP function.

- Installed 12c OEM Cloud Control for monitoring; periodically reorganized and resized database objects, created table Partitions, Materialized Views, and indexes, yielding a 25% performance boost.
- Run and interpret output from Automated Database Diagnostics Monitor (ADDM) & Automatic Workload Repository (AWR) reports
- Optimized data collection procedures and generated reports on a weekly, monthly and quarterly basis.

**Delta Hotel, Hunt Valley MD**

**Jan 2017 – April 2019**

**Oracle Database Administrator**

- Database Design - Entity Relation Diagrams (ERD) using Oracle SQL Developer
- Monitoring and troubleshooting database performance using OEM, AWR, ADDM, ASH, Explain plan and TOAD.
- Analyzed complex SQL queries, and provided data analysis and interpretation.
- Apply quarterly security patches to all databases.
- Cloned databases using RMAN.
- Implement security policy enhancement through roles, profiles, privileges and password policies as per business requirements
- UNIX shell scripting for data validation
- Created logical backups of Oracle databases using Data Pump utility.
- Partnered with external consultant for GOLDEN GATE installation.
- Worked with EXADATA machines for high performance and availability
- Used CRON service for scheduled tasks such as backups
- Perform extensive testing to ensure that the database systems and access programs meet the end user's requirements.
- Ensured that data is intact, correct, and accessible after a server migration or backup.

**HP/DELL Licensed Support – Ensure Limited  
Database/Hardware Tech Support**

**April 2012 – Jan 2017**

- Monitored nightly jobs scheduled on Active Batch. Checked the ops views and job queues.
- Deployed Database security policy and installation.
- Installed Oracle 12c in Linux OS and migrate databases from 11gR2 to 12c
- Implemented database auditing policies as well as data redaction. "triple A" (AAA)
- PL/SQL application design with intermediate proficiency
- Resolving issues without excessive downtime or data loss.
- Troubleshooting and bug fixing on databases and applications
- Installed/configured Oracle 11g standalone + RAC databases in Linux & Windows.
- Migration and upgrade from Oracle 10g to 11g
- Followed SDLC for designing, analysis, development and implementation.

**Certifications:**

- Oracle Autonomous Database Cloud 2019 Specialist.
- Oracle Cloud Infrastructure Foundations 2020 Associate (Oracle Certified Associate)

**Education:**

- M.Sc.: Cyber Security Studies, American Public University, Charles Town
- B.Sc.: Electrical / Electronics Engineering, Institute of Technology, Ilorin, Nigeria



## 11. Senior Application DB2 Database Administrator

### Professional Summary:

- Having around 12 years of IT experience as a DB2 DBA LUW Admin, provide expertise Database Administration, and support services to IBM Information Management clients and business partners implementing IBM DB2 database technologies on open systems platforms with DB2 for Red Hat Linux, AIX and windows Environments.
- Hands on experience on DB2 LUW versions V8.x, V9.x, V10.x, V10.5 & V11.1
- Experience on database configuration to AWS S3 bucket.
- Experience on database restoration from AWS S3 bucket.
- Scheduling Backup and Backup scripts using Scheduled Jobs.
- Troubleshooting database issues using db2diag, db2pd, Snapshots and event monitors.
- Work with application team members throughout the project lifecycle.
- Dedication with an inner drive to succeed and accomplish goals.
- Having strong analytical, problem solving and interpersonal skills.
- Client server communications configuration experience using TCP/IP, NetBIOS, SNA (APPC), IPX/SPX, and clustering over system area networks with TCP/IP and Virtual Interface Architecture (VIA) protocols.
- Database utility experience including reorg, run stats, rebind, export, import, load, auto-load, backup, restore and recover database utilities.
- Database backup and recovery experience with online full and incremental backups, online and offline transaction log archiving, restore and roll-forward (including redirected restore), and recover database utilities.
- Having exposure on HADR, Q replication as well as PERFORMANCE TUNING in DB2-UDB Environment.
- Instance and database monitoring and tuning experience using Snapshot and Event monitors to monitor and optimize instance and database configuration parameters, table spaces, and buffer pools
- Good presentation and communication skills to provide support to the customer.
- Assists in designing, building, deploying and maintaining MongoDB databases
- Involved in the daily activities of configuration and system administration associated with non-production environments
- Understand AIX file systems and permissions, Creating FS, adding space for FS and Mount and UN mount of the FS.
- Knowledge on SAP Cockpit.
- Experience on database restoration from commvault tool.
- IBM Problem management, and resolution (PMR) experience with DB2 diagnostic log facility, administration notification log, trace facilities, db2 inspect, DB2 database analysis reporting tool (db2dart) and the IBM DB2 Lab.
- Optimizes system operation, performance, and resource utilization and participate in system capacity analysis and planning
- Executes extremely large, highly complex MongoDB projects/ datasets. Assists in documenting cluster strategies and architectures
- Assists in the installation, configuration, and upgrading of non-production MongoDB software and related products

### Technical Skills:

Database	DB2 UDB (LUW) & Cassandra/Couchbase.
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<b>Languages</b>	SQL, PL/SQL, Postgres, Tidal Monitoring tool.
<b>Web Technologies</b>	HTML, XML.
<b>Operating Systems</b>	Windows, Red Hat Linux, AIX.
<b>Database Development Tools</b>	TOAD, SQL * Loader, Quest central.
<b>Problem &amp; Change Management Tools</b>	IBM Maximo, Service now, CHAMPS Lotus notes problem & change tool, Service portal, Remedy, HPSM,
<b>Storage management</b>	Tivoli Storage Manager client v5

Professional Experience:

**CAT Technology, Inc., Lowes, NC**

**Oct 2019 – Present**

Primary DBA: DB2 UDB DBA

Secondary DBA: Cassandra/Couchbase

- Support and manage HADR/HACMP and Q-replication db2 commerce database servers
- Configuring backup / restore utilities and developing disaster recovery policies and procedures.
- Resolve production incidents quickly and efficiently.
- Proactively take steps to make improvements to DB2 Commerce Database environment.
- Deliver infrastructure requests for software projects on time.
- Write and maintain scripts in support of db2 database maintenance to ensure consistent performance.
- Design, Build, and deploying Cassandra/Couchbase clusters in various environments
- Capacity planning of Cassandra /Couchbase cluster.
- Support and manage Cassandra/Couchbase clusters.
- Maintain solid working knowledge of functionality of existing platforms and future enhancements.
- Use Db2 database Movement Utilities like Export, Import and load.
- Keep production database servers operational with adequate failover, backup, and recovery plans.
- SQL tuning using db2advis and db2Explain Tools.

**Verizon Irving, TX.**

**April 2019 – Oct 2019**

**DB2 LUW DBA /Mongo DBA**

- Provided lead support for all different projects: db2 upgrades, New DB builds and support as application DBA.
- Supported DB2 UDB DBA software on AIX, Linux and Windows environment.
- Upgraded database from db2 LUW V9.5, V9.7.4, V10.1 to db2 LUW V11.1
- Troubleshooting the errors during upgrade and resolving the issue.
- Upgrade HACMP cluster/failover nodes using db2linstrec and db2iset and perform failover test after upgrades.
- Prepare scripts for upgrade process like pre-gathering and post gathering and upgrading databases.
- Created restore procedures for database using online, offline and incremental backup with different strategies like restore to end of logs, point in time, and end of backup
- Understanding the performance issues of Business Intelligence reports and undertaking performance tuning of slow queries to make those run efficiently in lesser duration.
- Understand the needs of Business to develop and create database objects as required, perform monitoring and tuning for the queries as required.



- Reviewing database and application design for DB2 databases to provide improvement suggestions.
- Working with application team, system administrators, developers, architects, network administrators, incident management team and end users to collaborate the deliverables effectively
- Troubleshooting database issues and providing technical solutions for short-term fix to recover quickly and permanent-fix to avoid recurrence.
- Handling ad-hoc requests from application team and end users with expertise in using appropriate database utilities such as db2expln, db2advis, and db2top.
- Write and run self-security-monitoring shell scripts to ensure that right authorities and privileges assigned on users/groups
- Automate shell script for attaching and detaching the partitions for partitioned tables.
- Automate shell script for redirect restores in lower environments with production backup images on daily, weekly basis.
- Pro-active in setting up alerts for any performance, capacity issues on the database using scripts.
- Involved in managing log files and thereby ensuring high availability of database in a 24X7 scenario.
- Supported Migration project of servers from AIX to Linux and checking all the required parameters are up to mark as per requirements comparing current configuration (AIX) to Linux configuration
- RCA for various database issues and contacting IBM support whenever required by raising PMR.
- Generated reports of database structure using DB2LOOK Utility.
- Working with Data Modeling team in creating objects as per environment standards.
- Provided scripts for changing the database and database manager configuration parameters.
- Worked with Zena job scheduler (scheduling tool which is used to tack all the activities on server for audit purpose) to execute database maintenance jobs.
- Experience in working on quarterly database health checks.
- Adhere to ITIL processes and ability to work in PROD, DEV, TEST and QA environments.

**FCA (Fiat & Chrysler)**

**June 2018 – March 2019**

**DB2 LUW DBA / Cloud Migration Database Lead**

**Project1#: FCA, Michigan**

The Global migration of FCA applications in EMEA, NAFTA and LATAM Regions from on premise environments to selected Cloud providers. This phase must include, also, the foundation elements necessary for the following mass migration (e.g. network design, cloud environment account hierarchy, tool strategy) and the discovery and assessment phases necessary to confirm the technical volumes to be migrated.

- On-Premise FCA db2 database servers to AWS and Azure Cloud Migration.
- Maintains more than 120 instances and 140 databases in TEST, DEV and PRODUCTION Environment.
- Having experience in handling Production databases up to 6 TB.
- Monitoring table spaces growth using standard scripts.
- Handling table space and file systems space issues.
- Resolving the Problem tickets of different severity levels during on-call support.
- Implemented database policy for backing up data on daily basis.
- Used Utilities DB2look, Run stats, and Reorg.
- Monitoring the scheduled jobs like backup's, Backup Metrics, Space checker etc
- Coordinating with Onsite DBA for Making Environment Better.
- Understand AIX file systems and permissions, Creating FS, and space for FS .And Mount and un mount of the FS.
- Knowledge on SAP Cockpit and worked on SAP basis for kernel upgrades.

- Analyze the reports used by db2tools (db2exfmt&db2advis) and suggest the client for creation/drop of indexes for the significant performance improvement growth.
  - As an application DBA is to fine tune the low performance areas of the application in relation with databases whenever it is required
  - Participate in weekly team meetings to review scheduled changes
  - Plan/Install/Upgrade/Move the Database Management Software and physical databases as required.
- Environment:** Db2 Versions 9.7, 10.1, 10.5 & V11.1 (UNIX, Linux & windows) with SAP Basis applications.

**Project#2: Carlsberg, Italy**

**June 2017 - June 2018**

**DB2 UDB DBA & Mongo DB**

Carlsberg was founded by J. C. Jacobsen, a philanthropist and avid art collector. With his fortune he amassed an impressive art collection which is now housed in the Ny Carlsberg Glyptotek in central Copenhagen. The first brew was finished on 10 November 1847, and the export of Carlsberg beer began in 1868 with the export of one barrel to Edinburgh, Scotland.[6] Some of the company's original logos include an elephant, after which some of its lagers are named, and the swastika whose use was discontinued in the 1930s because of its association with political parties in neighboring Germany.

- Maintains more than 111 instances and 112 databases in TEST, DEV and PRODUCTION Environment.
  - Provide RCA (Root cause analysis) and resolution for problems occurring on the databases. Document the known errors and resolutions in the known error database repository for future reference.
  - Having experience in handling Production databases up to 6 TB.
  - Worked in Process-driven environment, by following processes like Problem Management and Change Management as well as Service now tool.
  - Monitoring table spaces growth using standard scripts.
  - Handling table space and file systems space issues.
  - Resolving the Problem tickets of different severity levels during on-call support.
  - Implemented database policy for backing up data on daily basis.
  - Used Utilities DB2look, Run stats, and Reorg.
  - Monitoring the scheduled jobs like backup's, Backup Metrics, Space checker etc
  - Backup and Recovery.
  - Coordinating with Onsite DBA for Making Environment Better.
  - Created a record of completing 100% on production support activities on time without any escalations.
  - Regularly attended customer meetings and precisely reporting weekly and monthly status in different calls.
  - Analyze the reports used by db2tools (db2exfmt&db2advis) and suggest the client for creation/drop of indexes for the significant performance improvement growth.
  - As an application DBA is to fine tune the low performance areas of the application in relation with databases whenever it is required
  - Participate in weekly team meetings to review scheduled changes
  - Providing KT to new Joiners on process and procedure related to account and make them understand about db2, RDBMS also encouraged them to know and work on complex DBA works
  - Plan/Install/Upgrade/Move the Database Management Software and physical databases as required.
- Environment:** Db2 Versions 9.7, 10.1, 10.5 & V11.1 (UNIX, Linux & windows) with SAP Basis applications.

**Hewlett Packard Enterprise (HPE), Bangalore, India**

**Project#3: BP(British Petroleum), UK**

**June 2016 - June 2017**

**DB2 DBA Lead**



BP is one of the world's leading integrated oil and gas companies. We provide customers with fuel for transportation, energy for heat and light, lubricants to keep engines moving, and the petrochemicals products used to make everyday items as diverse as paints, clothes and packaging.

- Provide 24/7 on call support for Severity 1 issues.
- Troubleshoot problem and incident requests submitted.
- Execute BAU database change requests submitted by the developer teams.
- Plan, schedule and execute the Major or High impact database changes after getting proper approvals from different teams.
- Perform periodic health checks on the databases and clear any security violations reported to comply with ITCS104 standards.
- Provide RCA (Root cause analysis) and resolution for problems occurring on the databases. Document the known errors and resolutions in the known error database repository for future reference.
- Participate in weekly team meetings with London/ UK command and control teams to review scheduled changes and problems for every week.
- Maintain SQL replication and federated databases.
- Plan and Implement High impact DB2 security related patches / fix pack upgrades, which are mandatory.
- Installing DB2 Fix packs based on CIRATS.
- Plan and Migrate db2 databases from V8.2 /V9.1 / V9.5 to V9.7, V10.1 and V10.5.
- Capacity planning based on DB growths.

**Environment:** Db2 Versions 9.7 ,10.1 & 10.5 (Unix ,Linux & windows) with Java and Micro focus and tidal monitoring

**IBM, Bangalore, India**

**Project#4: Wall Street (IT& Financial Services)**

**Jan 2014 - June 2016**

**Senior Software Engineer**

Wall street is basically a financial & IT services oriented project & we Provided support for Production databases on LUW with 150 databases comprising of HACMP and HADR env and skillfully performed activities related to troubleshooting, performance tuning, fixpack upgrades & backup restores. Thrust on always maintaining proper documents and necessary artifacts for audit readiness, carefully tracked critical Level 1 & level 2 call for db2 production support to closure within the time frame.

- Maintains more than 350 instances and 400 databases in TEST, DEV and PRODUCTION Environment.
- Having experience in handling Production databases up to 1 TB.
- Worked in Process-driven environment, by following processes like Problem Management and Change Management as well as CHAMPS request tool.
- Cataloging Databases on various nodes.
- Installed and Upgraded DB2-UDB from V9.1 to V9.5FP10, V9.7FP9, V10.1FP3 on AIX and Linux and Windows Servers.
- Frequently work with cron scheduler jobs.
- Execute the DDL and DML scripts as per the customer request.
- Monitoring table spaces growth using standard scripts.
- Updating DB/DBM cfg parameters based on the requirements.
- Handling table space and file systems space issues.
- Resolving the Problem tickets of different severity levels during on-call support.
- Implemented database policy for backing up data on daily basis.
- Used Utilities DB2look, Run stats, and Reorg.
- Monitoring the scheduled jobs like backup's, Backup Metrics,Spacechecker etc

- Backup and Recovery.
- Granting / revoking various authorizations to different Users/Groups.
- Coordinating with Onsite DBA for Making Environment Better.
- Created a record of completing 100% on production support activities on time without any escalations.
- Regularly attended customer meetings and precisely reporting weekly and monthly status in different calls.
- Analyze the reports used by db2tools (db2exfmt&db2advis) and suggest the client for creation/drop of indexes for the significant performance improvement growth.
- As an application DBA is to fine tune the low performance areas of the application in relation with databases whenever it is required
- Participate in weekly team meetings to review scheduled changes
- Providing KT to new Joiners on process and procedure related to account and make them understand about db2 ,RDBMS also encouraged them to know and work on complex DBA works
- Plan/Install/Upgrade/Move the Database Management Software and physical databases as required
- Having exposure on HADR, REPLICATION as well as PERFORMANCE TUNING in DB2-UDB Environment.

**Environment:** Versions V9.1,V9.5,9.7 ,10.1 & V10.5 (Unix ,Linux & windows) with Java applications and WAS

**IBM, Bangalore, India**

**Nov 2011 – Jan 2014**

**Senior software Engineer**

**Project: Medical and Food service**

Mead Johnson nutrition is a food safety law disaster relief community company a child's best start espghan app environment & our company has led the way in developing safe, high-quality, innovative products to help meet the nutritional needs of infants and children. With more than 70 products in over 50 countries, Mead Johnson products are trusted by millions of parents and healthcare professionals around the world.

- Maintains more than 62 instances and 93 databases in TEST, DEV and PRODUCTION Environment.
- Having experience in handling Production databases up to 3 TB.
- Worked in Process-driven environment, by following processes like Problem Management and Change Management.
- Providing solution on change management and problem management.
- Responsible for 24X7 production support.
- Involved in RFS (Request for service )activity ,project management ,gathering business requirements ,coordinating with the client ,Job scheduling ,server built and Performance tuning
- Installation and configuration of DB2 UDB ESE and applying Fix Packs.
- Migrated database from V9.1 to V9.7.
- Involved in designing and creation of databases and database objects.
- Involved in Query Tuning.
- Implemented Backup Strategies (OFFLINE, ONLINE, FULL, INCREMENTAL, and DELTA) for databases in production environments.
- Involved in automating regular DBA activities like Database size and capacity collection etc.
- Implemented DB2 Health Monitor, DB2 security Auditing.
- Administration tasks such as monitoring, error checking, health checkup, troubleshooting etc.
- Executing the scripts provided by Application team .
- Handling Incident tickets within SLA.

**Environment:** Db2 Versions V9.1,V9.5 & 9.7 (Unix ,Linux & windows) with SAP Basis applications.



**IBM, Bangalore, India**  
**DB2 DBA**

**Sep 2010 – Nov 2011**

This project is a Canadian division of Manulife financial Services. The main product of this division is providing vast variety of insurance services of which some of the main services are 401K plans, Guaranteed Insurance for Life etc.

- Database ESE V9.7 software installation in testing environments.
- Upgrading the existing instances from DB2 V8.2 to DB2 V9.7 and migrating the corresponding databases to V9.7.
- Analyzing the db2diag.log file for new errors due to migration.
- HADR setup for both production and testing databases.
- Handling the ETL which extracts data from Mainframe to AIX environment.
- Handling the preparation of database builds from scratch.
- Federation setup for both production and testing databases.
- Renaming the databases based on the testing requirement using db2relocatedb.
- Tuning the database performance and taking the necessary snapshots for analyzing the CPU utilization of the process and analyzing the AIX process utilization with topas.
- Data movement operations associated with db2move utility to duplicate the database data.
- Data base structure recreation by using db2look utilities, and using the db2move utility to load the data on the newly created database from old database.
- Database recovery from log files and restore. Performed redirected restore from one instance to another instance.
- Database restore with backup images from TSM (Tivoli Storage Manager - Backend storage software used for databases).
- TSM backup pool and archive pool monitoring and cleaning the same manually wherever required.
- Altering the definition of the table to incorporate the data change.

**Environment:** Db2 Versions V8.1, V9, V9.5 & 9.7 (UNIX, Linux & windows) with SAP Basis applications.

**Certifications:**

- 730 - DB2 V9 fundamental certification.
- 731 - DB2 V9 DBA for Linux UNIX and Windows
- 544 - DB2 9.7 Advanced Database Administrator for Linux UNIX and Windows
- 610 - DB2 10.1 Fundamentals
- ITIL® Foundation Certificate in IT Service Management (Certificate number GR750257662SN)
- AWS Cloud Certified Solutions Architect – Associate

**Education:**

MSc (IT) from Madras University, Chennai, Tamil Nadu, India.

## 12. Application DB2 Database Administrator

### Professional Summary:

- Versatile and highly motivated IT professional with approximately **7+** years of experience in **IBM DB2 (on ZOS, LUW)** and **Microsoft SQL Server Platforms** as **DBA**
- Expert knowledge on installing DB2 and related products on Linux / Unix / Cloud platforms
- Excellent knowledge on **tuning Application programs**, implementing **Storage optimization techniques** and handling **Database Version Upgrades**, troubleshooting **Production Issues**
- Proficient in practicing **ITIL** methodologies resulting in efficient **Change and Problem management**. Acquired a strong sense of Software Development Methodologies (**Agile and Waterfall**)
- Experienced in devising **Disaster recovery, BCP strategies** and implementing **Capacity planning**. Enacted as **Recovery Manager** for BCP Exercises. Functioned as **Internal Auditor** for various projects within Insurance Vertical
- Adept in using Database Management tools like CA's Platinum Database Management Suite for ZOS, Omegamon for DB2/CICS, IBM Data Studio, Optim, DB2 High Performance Unload, DB2 Connect, SQL Server Management Studio, Perfmon

### Technical Skills:

<b>Languages</b>	COBOL, JCL, SQL, C++.
<b>Databases</b>	DB2 V9,10 for Z/OS,DB2 V9.7,10.1 LUW (HP-UX), MongoDB, SQL Server 2012.
<b>Operating Systems</b>	Z/OS,HP-UX, Windows 7, Windows Server 2008/2012, RHEL 6, Suse Linux 11.
<b>Technologies</b>	DB2 (V9, V10), CICS (V4.1), IBM Utilities, VSAM, SQL Server 2012, Microsoft Azure,
<b>Tools</b>	SQL Replication. SQL Server Management Studio, Profiler, Perfmon, Activity Monitor, SSIS, FILEAID, CHANGEMAN, JOBTRAC, OMEGAMON for CICS/DB2, CPSM, TSO, ISPF,CA Database Management Suite for Z/OS, CA OPS/MVS, IPCP, IBM Data Studio, SPUFI, QMF, BMC Remedy, DB2 Connect, Visual Studio, SQL Server Management Studio ,Data Propagator
<b>Miscellaneous</b>	MS-Office, Lotus notes.

### Professional Experience:

#### Alliance Global Assistance

June 2017 – Present

#### Lead Database Administrator

- Install and Upgrade DB2 and related Products
- Maintain Production and Non-Production DB2 databases on RHEL and ZOS
- Implement Logical and physical database designs to support Company-wide Global Data Model and data refresh against different DB2 installations
- Setup HADR and Tivoli HA Automation (Db2haicu)
- Customize Database Start-up / Shutdown and restart procedure using Shell Scripts
- Create, implement and manage database objects and backup procedure
- Support application user group for their production implementation
- Proactively monitor resource usage using DB2 OPTIM and provide optimization if possible
- Audit system logs and take corrective action
- Ensure compliance with database policies and procedures
- On-call support after office hours



## **PSEG Long Island**

**Jan 2015 – June 2017**

### **DB2 DBA / Mainframe Support**

Public Service Enterprise Group ("PSEG") is a diversified energy holding company with over \$31 billion in assets and reported 2012 revenue of \$9 billion. PSEG is publicly traded (NYSE: PEG) and based out of New Jersey (NJ). PSEG operates with the following four companies: Public Service Electric and Gas Company (PSE&G), PSEG Power, PSEG Energy Holdings and PSEG Services Corporation.

- Provide support of Database related issues
- Proactively monitor resource usage and provide optimization if possible
- Maintained Production and Non-Production DB2 databases.
- Setting up DB2 utilities using RTS and DB2 supplied Stored Procedures
- Conversion of VSAM to DB2 for many applications
- Index controlled Partitions tables to Table controlled Partitions
- Re-modelled data residing in Partitioned tables to improve performance
- Implemented Archiving process for various applications
- Initial DR setup for DB2 Subsystems
- Oncall support after office hours

#### **Responsibilities as Mainframe Support Analyst**

- Work on minor enhancements involving COBOL coding changes
- Create simple report jobs extracting data from BDAM files using in house utilities
- Install, upgrade and manage software products from Pitney Bowes (Finalist, Mailstream, Verimove, Mail360.
- Manage templates that are used to send letters to customers and change them if required.

## **Prudential Financial**

**Nov 2012 – Dec 2014**

### **Lead Database Administrator, Server Administrator**

- Installed and configured DB2/SQL Server instances.
- Executed **database utilities** on a daily basis. Ensured **DDL consistency** across different environments
- Refined **SQLs** for programs yielding CPU cost/time savings
- Oversaw **promotion** and **testing** of code as it moves from QA, UAT, E2E and finally to PROD
- Resolved **Database Production issues** by doing Root-Cause Analysis and providing permanent fixes
- Implemented **Disaster Recovery/High Availability** solutions
- Orchestrated **upgrade of databases** and various tools used on newer releases
- Facilitated **learning sessions** across teams for Improving Competency on Database technologies
- Chaired **team meetings** between Application team, Data Modelling team and System DBA's for improving processes. Documented **Process Improvement techniques** and shared it across organization
- Acquired a strong sense of **Software Development Life Cycle** methodologies (Agile and Waterfall)
- On-call Support after office hours

#### **Responsibilities as Server Administrator:**

- Provided **system administration support, user account setup and Group policy** setup for offshore
- Served as **first point of contact** for any Network/Server issues in offshore ODC.
- Facilitated **patch upgrades** and **software upgrades**. Audited all PC's for **software compliance**.

**Environment:** DB2 on Mainframe, DB2 on Suse unix, SQL Server 2012, MongoDB, Windows Server 2012.

## **Prudential Financial, NJ**

**May 2011 – Nov 2012**

### **DB2 Production Database Administrator/ CICS Administrator**

#### **Responsibilities as DB2 Application Database Administrator:**

- Maintained Production Databases and related objects.
- Performed yearly Archival and Migration activities for different applications.
- Planned and Formalized Disaster Recovery Tests
- Developed periodic reports for Historical Tracking and Performance Improvement
- Resolved Production Database Issues during office hours and during On-call support
- Chaired change control meetings and coordinated change implementation

**Responsibilities as CICS Application Administrator:**

- Designed CICS Regions and defined resource definitions for applications online need
- Performed CICS regions and vendor tools upgrade (Omegamon, IPCP, Xpeditior and Hiperstation)
- Established ISC/MRO and MQ connections between regions. Controlled file allocation and de-allocation through batch and online
- Controlling CICS regions through schedules created by using SSM (System Schedule Manager)
- Monitoring the Performance of CICS regions using Omegamon. Troubleshooting CICS region issues and On-call support during off-hours

**Environment:** DB2 on Mainframe, CICS.

**Education:**

- Bachelor of Technology, Information Technology, 77% (May 2011), Anna University, Chennai
- Higher Secondary, 88.87% (March 2007), St. Mary's Anglo Indian Higher Secondary School, Chennai
- High School, 90.6% (March 2005), St. Mary's Anglo Indian Higher Secondary School, Chennai

**Certifications:**

- IBM Certified Database Administrator-DB2 10 for ZOS, DB2 10.1 for Linux, UNIX, Windows
- IBM Certified Solution Advisor - Cloud Computing Architecture V3
- IBM Certified Specialist - High Volume Storage Fundamentals
- Microsoft Certified Solutions Associate - Windows Server 2012, SQL Server 2012
- Microsoft Certified Technology Specialist - Implementing Microsoft Azure Infrastructure
- ITIL V3 Foundation
- Loma Level 1(LOMA 281, LOMA 291)
- MongoDB for DBA's
- VMware Certified Associate – Cloud, Data center Virtualization
- Suse Certified Linux Associate 11, Red Hat delivery specialist



### 13. Senior SQL Server Database Administrator

#### Professional Summary:

Extensive IT Experience as a Microsoft SQL Server DBA in designing databases. Implementation and administration of MS SQL 2016/2014/2012/2008R2 & 2008 and expertise in designing and implementing Relational database model as per business needs in different domains like Insurance, Banking, Retail, Finance and HealthCare and Warehouse Environments (OLTP and OLAP).

- Experience in **Database Backup, Recovery and Disaster Recovery procedures.**
- Broad knowledge of Information Technologies, and have successfully designed, developed and deployed, enterprise applications
- Experience in supporting **Very Large databases (VLDB)** and troubleshooting
- Expert in **performance tuning** and handling blocking situation and **dead lock situations.**
- Used third party **Quest tools** like **spotlight, fog light** and **Litespeed** for backing up large databases.
- Intensive experience in **monitoring** database performance using **SQL Profiler** and **Windows Performance Monitor.**
- Skilled with **Integration, Reporting and Analysis Services.**
- Experience in creation of Database system, capacity and storage planning monitoring the parameters through **DBCA** utility and manual design.
- Implemented side by side and in place migration of MS SQL Server 2008 to 2012/2014/2016 and applied patches and service packs to update different versions of MS SQL Server
- Experience in documenting the root cause analysis for various issues like memory and outage of database and related hardware failure.
- Working Knowledge on AWS and Azure cloud technologies.
- Deep knowledge in Data Modeling (logical modeling and physical modeling) using **Erwin.**
- Extensive knowledge on **Transparent Data Encryption (TDE)** with Azure SQL DB.
- Strong experience in **T-SQL Programming** in Implementing & Developing Stored Procedures, Triggers, Nested
- Queries, Joins, Cursors, Views, User Defined Functions, Indexes, User Profiles, Relational Database Models, Creating & Updating tables, indexes and complex queries.
- Experience in **ETL** data using **SSIS, DTS Import/Export Data, Bulk Insert, BCP and DTS Packages.**
- Extensively used repositories like Team Foundation Server (TFS) and Clear Case for Data archival.
- Proficient in SQL Server 2008 Features like Data compression, Resource Governor, backup Compression, Mail setup, jobs, alerts and Database Tuning advisor.
- Experience in high availability SQL Server solutions, which include **Log shipping, Replication, Mirroring and SQL Server clustering.**
- Extensive experience in Installation, Configuration, Patches Upgrades and administration for SQL Servers in Clustered (Fail-over) and Non-Clustered Environments.
- Monitoring Event viewer, SQL Error logs and Log file viewer for software and windows logs for hardware related issues.

#### Technical Skills:

<b>RDBMS:</b>	Oracle 12c/11g/10g, DB2, MS Access, SQL Server 2005/2008/2012.
<b>Scheduling Tools:</b>	UNIX Cron, SQL Server Agent.
<b>Data Modeling:</b>	ERStudio 11.x, ErWin 9.6, SchemaSpy, Visio, Oracle Data Modeler
<b>Reporting:</b>	OBIEE, OBI Publisher 11g R1, Crystal Reports, Cognos and Tableau.

**Tools:** DB Artisan, Putty, SSMS, MS Visio, MS Visual Studio (2012/2010) IDERA SQL Diagnostic Manager, Imperva SecureSphere  
**Programming:** Java, C, C++, T-SQL, SQL Plus, PL/SQL, UNIX Shell Scripting, Batch Scripting. Web  
**Technologies:** HTML, XML  
**Environment:** Win 7/XP/NT, Mac OS X 10 and later, UNIX flavors

**Professional Experience:**

**National Merit Scholarship Corporation Evanston, IL**

**Dec 2018 – Present**

**Sr. SQL Server DBA**

The National Merit Scholarship Program is a United States academic scholarship competition for recognition and university scholarships administered by the National Merit Scholarship Corporation (NMSC), a privately funded, not-for-profit organization based in Evanston, Illinois. The program began in 1955. NMSC conducts an annual competition for recognition and scholarships: the National Merit Scholarship Program, which is open to all students who meet entry requirements, and until 2015 it also ran the National Achievement Scholarship Program (est. 1964), which was reserved for African-American students. The highest-achieving students in the National Merit Scholarship Program are designated as National Merit Scholars.

- Effectively Managing a SQL Server Environment and providing hands on DBA technical support to the NMSC Information technology team including management, software developers, production support and quality assurance testing teams.
- Designed, building, installing, configuring and supporting Database server
- Suggested application level tuning changes for code, queries, SQL objects that may not be performing up to the optimum database performance standards.
- Created Database Maintenance Planner for the Performance of SQL Server which covers Database Integrity Checks, Update Database Statistics and Re-indexing.
- Responsible for monitoring and making recommendations for performance improvement in hosted databases. This involved index creation, index removal, index modification, file group modifications, and adding scheduled jobs to re-index and update statistics in databases.
- Upgraded/Migrated SQL Server Instances/Databases from older version SQL Server to new version of SQL Server like 2012/2014 to 2016
- Creating, Scheduling and deploying SSIS packages from Development to Production.
- Created Database Maintenance Planner for the Performance of SQL Server which covers Database Integrity Checks, Update Database Statistics and Re-indexing.
- Scheduled many jobs to automate different database related activities including backup, monitoring database health, disk space, backup verification.
- Assigning SQL Server roles and granting permissions to users
- Hands on experience with PowerShell scripting to automate process.
- Deployed SSIS packages to move data across server, move logins, load data from different data sources.
- Responsible for monitoring and making recommendations for performance improvement in hosted databases. This involved index creation, index removal, index modification, file group modifications, and adding scheduled jobs to re-index and update statistics in databases.
- Communication with NMSC IT Stake holders and management relative to technology and database environment verbally and in writing.
- Perform and report as an individual contributor and as a team member on projects assigned by NMSC management



**Environment:** Windows Server 2008R2 and 2012, SQLServer 2016/2014/2012, JIRA, Nagios, Confluence, TFS, SSRS and SSIS.

**Blue Cross & Blue Shield Association Chicago, IL**

**Sep 2017 – Nov 2018**

**Sr. SQL Server DBA/MySQL DBA**

Blue Cross Blue Shield Association (BCBSA) is a federation of 36 separate United States health insurance organizations and companies, providing health insurance in the United States to more than 106 million people. A SQL Server DBA/MySQL DBA maintained over 110 instances, responsible for designing, implementing and maintaining SQL Server and MySQL solutions in an Enterprise environment, and a self-motivated team player.

- Provide infrastructure **Database Administration (DBA)** services across supported DB platforms including new database installations, software and patch level maintenance, performance and capacity management, disaster recovery, and overall database health.
- Partner with application DBAs and assist with tuning and optimizing query performance.
- Perform database maintenance and backups and production DDL deployments according to established DBA Team standards, to be provided upon request.
- Written Powershell scripts that are customized for a particular dataset – such as a morning health check, which outputs different base information on reporting every morning.
- Monitor system efficiency and recommend design and/or process changes to enhance performance and flexibility.
- Perform quality control and auditing of database environments to ensure database stability and performance efficiency. This includes evaluation of databases and associated servers with recommendations on improving performance where applicable. Perform configuration, maintenance and optimization of database operations.
- Provide assistance in database and SQL statement tuning to improve performance. Monitor and review database access and security using Imperva to ensure policy compliance.
- Works closely with developers, support and QA teams to design and optimize all DB environments
- Install, configure and administer both development and production DB with MySQL 5.7.23 and oracle 9i and troubleshoot and resolve database problems occurring in production environments.
- MYSQL database performance tuning, backup and recovery and replication Serve as an expert resource for data modeling, scripting and writing stored procedures
- Perform root cause analysis troubleshooting, debugging and provide resolutions to database associated issues as required.
- Confirm all servers/databases are up and running fine on 24\*7 environment
- Worked on a number of projects with multiple customers installing Imperva Agents and installation managers for database security.
- Upgraded Imperva Agents on a Regular Schedule every 3 months as per Imperva recommendations.
- Partner with application DBAs and assist with tuning and optimizing query performance.
- Migrated SQL server 2012 to SQL Server 2016 in Microsoft Windows Server 2012 Enterprise Edition.
- Implementing high availability with AlwaysOn Availability Groups and failover clustering
- Used the Imperva SecureSphere tool extensively to comply to SOX and HIPAA audits.
- Developed stored procedures, triggers in MySQL for lowering traffic between servers & clients.
- Increased team productivity and automated repetitive tasks by using batch files, PowerShell
- Extensively worked on SQL Server Integration Services (SSIS) and SQL Server Reporting Services (SSRS).
- Installed and administered Eight-Node cluster Active/Passive on Microsoft Windows Server 2012 Enterprise Edition on SAN environment.
- Trained Junior database Administrator in the basic management of SQL Server DB engines.



- Recovering the databases from backup in disasters. Implementing Point-In-Time Recovery solutions.
- Involved in trouble shooting and fine-tuning of databases for its performance and concurrency.
- Configured **Snapshot and Transactional Replication** to replicate data to different environments.
- Responsible for monitoring and making recommendations for performance improvement in hosted databases. This involved index creation, index removal, index modification, file group modifications, and adding scheduled jobs to re-index and update statistics in databases.
- Make sure that all process related jobs/ maintenance plans completed which includes data pulling, file pulling, data update jobs etc.

**Environment:** Windows Server 2008R2 and 2012, SQL Server 2016/2014/2012, MySQL 5.7.23, MySQL Workbench, SQL Query Analyzer, IDERA SQL Diagnostic Manager, Imperva SecureSphere, Power Shell, SQL profiler, SSRS and SSIS.

**RxCrossroads, Louisville.**

**May 2016 – Aug 2017**

**Sr. SQL Server DBA/Data Modeler**

- Participated in requirement gathering session with business users and sponsors to understand and document the business requirements as well as the goals of the project.
- Created entity relationship diagrams and multidimensional data models, reports and diagrams for marketing.
- Used Model Mart of ERwin for effective model management of sharing, dividing and reusing model information and design for productivity improvement.
- used PowerShell to automate admin tasks
- Applied data cleansing/data scrubbing techniques to ensure consistency amongst data sets.
- Developed logical data models and physical data models using ER-Studio.
- Worked on the model based volumetric analysis and data based volumetric analysis to provide accurate space requirements to the production support team.
- Confirm all servers/databases are up and running fine on 24\*7 environment.
- Created and upgraded SSIS packages for creating files and for ETL process.
- Built multiple SQL AWS RDS/EC2 instances and supporting those servers and instances
- Migrated SQL server 2008 to SQL Server 2012 in Microsoft Windows Server 2012 Enterprise Edition.
- Implementing high availability with AlwaysOn Availability Groups and failover clustering.
- AWS migration- RDS and EC2 instance creation and administration
- used PowerShell to manage SSIS packages across multiple SQL Server instances
- Extensively worked on SQL Server Integration Services (SSIS) and SQL Server Reporting Services (SSRS).
- Installed and administered Eight-Node cluster Active/Passive on Microsoft Windows Server 2012 Enterprise Edition on SAN environment.
- Experience on SQL Migration and Log Shipping, Replication, Database Mirroring and Clustering, Always On, MS SQL Azure, AWS RDS/EC2 instances
- Involved in Source Data Analysis, analysis and designing mappings for data extraction also responsible for Design and Development of SSIS Packages to load the Data from various database and Files.
- Upload Data from MS Access, SQL Server to SQL Azure
- Trained Junior database Administrator in the basic management of SQL Server DB engines.
- Recovering the databases from backup in disasters. Implementing Point-In-Time Recovery solutions.
- Involved in trouble shooting and fine-tuning of databases for its performance and concurrency.
- Involved in Source Data Analysis, analysis and designing mappings for data extraction also responsible for Design and Development of SSIS Packages to load the Data from various Databases and Files.
- Configured Snapshot and Transactional Replication to replicate data to different environments.



- Responsible for monitoring and making recommendations for performance improvement in hosted databases. This involved index creation, index removal, index modification, file group modifications, and adding scheduled jobs to re-index and update statistics in databases.
- Make sure that all process related jobs/ maintenance plans completed which includes data pulling, file pulling, data update jobs etc.

**Environment:** ERStudio 7.x, MS Visio, SchemaSpy, AWS, SQL Server 2012/2008/2005, Oracle Data Integrator 12c, DTS, SQL profiler, SSRS and SSIS.

**Serco Group, Hyderabad, India**

**July 2012 – Aug 2014**

**SQL Server Developer/Jr. DBA**

- Converted **logical** Database Design into **Physical** schema using the **balanced** normalization in 2nd and 3rd Normal form for highest performance.
- Wrote **Stored Procedures** to implement business logic to maintain the history of entities which was also passed on to the application via Stored Procedures.
- Successfully installed and configure SQL Server 2005
- Migration of MS SQL Server from 2000 to 2005
- Scheduled Jobs and Alerts using SQL Server Agent.
- Improve the **performance** of SQL Queries and stored procedures using **SQL Profiler, Estimated Query Plan and Index Tuning Wizard**.
- Transfer data from **flat files**, Excel spreadsheets to and from SQL Server using **DTS, BCP and Bulk Insert**.
- Created and managed users, roles and groups and handled database security.
- Managed test data and their updates between development and production databases.
- Regularly monitor the system for bottlenecks (**CPU, RAM, Disk IO**)
- Use **XML** documents to pass multiple parameters for **Stored Procedures** to read and write database table.
- Also **generate XML documents from tables**.
- **Document** all process and **Data Flow** involved in the database for future reference

**Environment:** SQL Server 2005, T-SQL, Access, Excel, Crystal reports, Asp, Windows 2000 Advanced Server, Unix, Oracle and Windows NT.

#### 14. SQL Server Database Administrator

##### Professional Summary:

- 4+ years of experience in Database Administration and Developer for very large and complex databases in SQL Server 2012.
- Expertise in Database Administration on Production Servers with server configuration, performance tuning and maintenance with outstanding troubleshooting capabilities.
- Expertise in T-SQL writing stored procedures, triggers and functions.
- Administering SQL Server High Availability and Disaster Recovery strategies.
- Expert in data transformation services and Bulk Loads with SSIS and BULK INSERT ETL operations.
- Implemented the new SQL Server 2014 mechanisms like data compression, online indexing, Contained Databases, security principals.
- Worked on logical and physical data base modeling with UML.
- Experience in using DMV and dynamic management functions for finding out long running queries.
- Worked extensively on Clustering and server consolidation. Troubleshooting production issues and raising high availability.
- Experience in Disaster Recovery Planning and Security Management operations.
- Proficiency and expertise in SQL Server Replication, Backup/Recovery, Disaster recovery and planning.
- Having hands on experience in DR processes including Log Shipping and Database Mirroring.
- Worked on configuring SQL Server with minimum privileged access.
- Handled multiple SQL Instances on Cluster environment for Server Consolidation projects built on SAN using RAID levels.
- Troubleshoot performance problems, fine-tuning of databases and index Analysis.
- Worked on SQL Server 2014 migration from SQL Server 2012/ 2008
- Experience on 64 bit SQL Server 2014 / SQL Server 2008 systems and MSCS Configurations.
- Maintained individual service accounts for SQL Server services on cluster with different Security groups to raise security mark.
- Having Experience on Data center servers and handling 1.4 TB databases.
- Handling Memory configurations for SQL Server 2014 and SQL Server 2012 on Windows.
- Experience in Batch processes, Import, Export, Backup, Database Monitoring tools and Application support.
- Oriented Analysis, design and programming technical skills, ability to learn new emerging technologies and adapt quickly.
- Excellent interpersonal skills and communication skills and ready to take challenges with proven ability.

##### Technical Skills:

Databases:	MS SQL Server 2016, 2014, MS SQL Server 2008
Programming:	Visual Basic 6, Visual Basic 5, C, C++ & SQL
DBA:	MS SQL Server Management, Database administration of MS SQL Server
Operating System:	Windows 2008/2003 Advanced Server, NT & Windows 9x, Linux
Tools:	Backup Utility, Visio
Network Topologies:	TCP/IP, DNS, WINS, DHCP, FTP, SNMP, SMTP



**Professional Experience:**

**Isthmus Inc, Bedford, TX**  
**SQL Server DBA**

**Oct 2018 – Dec 2019**

- Installed and administered Eight-Node cluster Active/Passive on Microsoft Windows Server 2012 Enterprise Edition on SAN environment.
- Migrated SSIS packages from SQL Server 2008 R2 to SSIS 2012.
- Extensively worked on SQL Server Integration Services (SSIS) and SQL Server Reporting Services (SSRS).
- Expert in Using DMVs, Performance dashboard, Mirroring, database snapshots and tracking Performance Counters.
- Rebuilding / Monitoring the indexes at regular intervals for better performance.
- Recovering the databases from backup in disasters. Implementing Point-In-Time Recovery solutions.
- Involved in trouble shooting and fine-tuning of databases for its performance and concurrency.
- Involved in Source Data Analysis, analysis and designing mappings for data extraction also responsible for Design and Development of SSIS Packages to load the Data from various Databases and Files.
- Experience in using SQL Server Profiler, SQL Server Agent, and Database Engine Tuning Advisor (DTA).
- Expert in implementing the snapshot isolation and DDL triggers.
- Responsible for monitoring and making recommendations for performance improvement in hosted databases. This involved index creation, index removal, index modification, file group modifications, and adding scheduled jobs to re-index and update statistics in databases.
- Implemented Data partitioning, Error Handling through TRY-CATCH-THROW statement, Common Table Expression (CTE).
- Performed installation of SQL Enterprise 2012 SP1 CU 5 64bit version on Windows 2012 Sp1 Clusters (HP servers in enterprise Data Centers).
- Ability to collaborate with peers in both, business, and technical areas, to deliver optimal business process solutions, in line with corporate priorities
- Gathered business requirements, definition and design of data source and data flows.
- Installed and configured SQL Server 2012/2014 and SQL Server Reporting Services.
- Created and maintained database objects (tables, stored procedures, and views).
- Experienced in working with many complex SQL queries using joins and date functions to generate various reports.
- Involved in generating and maintaining SQL scripts.

**Experian, Allen, TX**  
**SQL Server DBA**

**July 2015 – Sep 2017**

Protect and maintain the most sensitive data for over 220 million people and 25 million businesses? What does it take to meet daunting challenges and shape solutions that pioneer industries and improve lives? Experian are the trusted power behind data and the leading global information services company.

- Actively participated in gathering of User Requirement and System Specification.
- Used T-SQL for developing complex stored procedures, user-defined functions, relational database models and data integrity, SQL joins and query writing.
- Perform business analysis, technical analysis, systems design, application software programming.
- Prepared DFD's & Entity Relationship (ER) diagrams.
- Restructuring the stored procedure, designing, coding and developing the same using the T\_SQL Programming .
- Transferring the data (ETL) to Data warehouse (Informatica) by SSIS.
- Extensively worked on Dynamic Management Views in SQL Server 2005.

- Installed, authored, and managed reports using SQL Server 2005 Reporting Services.
- Monitoring SQL server performance using SQL Profiler to find performance and deadlocks.
- Developed, deployed and monitored SSIS Packages including upgrading DTS to SSIS.
- Performed daily tasks including backup and restore by using SQL Server 2005 tools like SQL Server Management Studio, SQL Server Profiler, SQL Server Agent, and Database Engine Tuning Advisor.
- Extensively worked on Data Partitioning and Snapshot Isolation in SQL Server 2012.
- Unit Testing the SSIS packages with respect to its flow and performance issues.
- Monitored and modified Performance using execution plans and Index tuning.
- Rebuilding the indexes at regular intervals for better performance.
- Extensively worked on DBCC commands and Dynamic Management Objects.
- Expertise in SQL Server Reporting Services and SQL Server Analysis Services.
- Involved in trouble shooting and fine-tuning of databases for its performance and concurrency.
- Complete documentation about the database. Recovering the databases from backup in disasters.
- Export or Import data from other data sources like flat files using Import/Export through DTS, SSIS.
- To analyze long running slow queries and tune the same to optimize application and system performance.
- To set up SQL Server configuration settings for better server management.
- Worked on SQL Server tools Like Enterprise Manager and SQL Query Analyzer.
- Created and Implemented triggers in T-SQL to facilitate consistent data integrity of the database.
- Created Non-Clustered indexes to improve query performance and query optimization.

**Environment:** SQL Server 2017, SQL Server 2017, Windows 2003/2000 Server, MSE, ME Change Request, Visio. Enterprise Manager, SQL Query Analyzer, SQL Profiler.

**Certification:**

Microsoft® Certified Technology Specialist: SQL Server® 2012, Business Intelligence Development and Maintenance, Agile Scrum.

**Education:**

Bachelor of Science, Darul Ihsan University



## 15. Senior COGNOS Analyst

### Professional Summary:

Around 15 years of experience in IT as senior developer, Technical Lead, BI Analyst specializing in core Cognos Analytics/BI, Informatica development and supporting TM1 Application. Expert level experience in developing Data Warehousing/BI applications using Cognos BI and ETL tools with deep understanding of business domains such as Banking, Retail, Health care, health insurance and manufacturing sectors.

- BI Cognos representative in projects to understand the requirements and responsibilities to deliver a success solution.
- Design an appropriate model that best suits the current need and the possibilities to come.
- Lead and co-ordinate a team, working in multiple projects.
- Stand up to take responsibilities for any shortcomings from team or self.
- Independently developed Framework models and Published Packages using Framework Manager - Connecting and testing the data source, created database layer, physical layer and presentation layer, defining appropriate relationship between query subjects and created filters, prompts, calculations, summaries and functions in Framework Manager
- Complex Report building experience in Report studio by using filters customized prompts, conditional formatting, drill-through, Cross tab, bursting, Master/details queries, and HTML Scripting.
- Expertise in creating complex Dashboards with charts, Crosstabs, lists and Multi prompts providing navigating between pages
- Ability to collaborate on a team with infrastructure, data warehouse, and business analyst resources, and clearly communicate solutions to both technical and non-technical team members attraction
- Extensively worked on Cognos BI **Transformer / Cube Designer** to build the model of the corporate data for building up of **OLAP Multidimensional/Dynamic Cubes**
- Experience in supporting **Cognos TM1** Application
- Trained in **Tableau** for workbooks development
- Experience in converting SAS dataset into Cognos reports
- Experience in **Informatica** providing Business Intelligence ETL solutions using Informatica Power Center
- Created Mappings, Session tasks and work flows and designed/developed business transformation rules to generate fact/summary using **Informatica** (Power Center)
- Involved in User acceptance test loads, Mock loads and the final Cutover loads which is done in production environment to move business data from the old legacy systems to the SAP system
- Experience in RDBMS including **Oracle 10.x/9.x/8.x, SQLServer2000, DB2 and Teradata 12.0**, Technical and analytical skills with clear understanding of the difference in design goals of **ER Modeling** for **OLTP** and **Dimension Modeling** for **OLAP**
- Experienced in **Data Warehousing methodology, ETL, Star Schema, Fact & Dimension** tables and Hands on with **Data Marts**
- Hands on dealing with Indexes, Views and Materialized views.
- Experience in **UNIX** with **Shell** scripting and **scheduling** jobs
- Experience in handling tickets in production environment and change request (CR) management
- Good knowledge in **QMS** processes and standards

### Technical Skills:

**Functional** - Business Requirements Analysis and Process mapping

**Data Modeling:**

- Logical Model, Conceptual Model, Physical Model, Star-Schema Modeling, Snowflake Schema, FACT & Dimension, OLAP, HOLAP, MOLAP, ROLAP

**BI Tools:**

- **IBM Cognos BI Analytics/10.2.1/8.x**(Cognos Connection, Framework Manager, Report Studio, Powerplay Transformer, Query Studio, Analysis Studio, Cognos Workspace, Cognos Workspace Advanced, Event Studio, Drill-Through Definitions and Active Reports).
- **Cognos TM1:** Web forms, Templates, TI Processes, Rules and Perspectives and SAS
- **Visualization Tool:** Tableau 8.x

**ETL Tools:** Informatica 7.2

**Operating Systems:** DOS, WindowsXP/2000/NT/98/Linux/Unix

**Languages:** SQL, PL/SQL, C, C++ and Java

**Databases:** Teradata 12.0, Oracle10g/9i/8i, SQLServer2005/2000/6.5, DB2 & MS Access

**Change Management Tools:** Service Now

**Professional Experience:**

**SDLC Partners, L.P.**

**Feb 2017 – Present**

**Senior Consultant, Cognos Developer**

**Client: Highmark Health Solutions Pittsburgh, PA**

HMHS reporting application is a solution that has Cognos reports on Health/Medical data in order to support client operations (Highmark, IBC, BCBSMN, BCBSNT and BCBSWY etc.) systems for ECS/Sales (DCM)/ICIS/HIBS/PSAR /Claims/OPIS applications. These reporting solutions have a series of (Summary and Detailed) reports with automated calculations for Health data.

- Responsibility to build a reporting platform per requirement from customers.
- Involved in gathering the requirements and took it from white board to implement reports using Cognos.
- Created appropriate models in FM and created reports out of it using Report studio.
- Response in identifying data for decisional BI reporting and worked on POCs for WY and NT
- Response in creating metadata from different data sources
- Response in delivering complete reporting application to business
- Involved in complete data analysis in terms of reporting requirement perspective.
- Converted complex SQLs which are having thousands of lines of SQL codes into Cognos reports.
- Converted SAS dataset into Cognos reports
- Preparation of Unit test results before moving reports to UAT and provided support to UAT and supporting production migrations.

**Environment:** IBM Cognos Analytics/COGNOS 10.2.1 (Framework Manager, Report Studio, Query Studio, Event Studio), Mainframe,RQM,Tivoli, Oracle, Teradata, DB2 ,SAS,, and SQL server.

**Gantech Publishing Solutions**

**Sep 2015 – Jan 2017**

**Data Warehousing Analyst**

**Client: Huntington National Banking, Columbus, OH**

**Aug 2016 to Jan 2017**

Goal of this project is to develop a composite BI report to capture contact and response history based on offers that is provided by bank and campaign treatment detail from real time campaigns.

- As a senior Developer, responsible for the end-to-end BI development and support activities
- Involved in gathering the requirements and created technical design documents.
- Creation of Data sources, User Classes based on data classification and Functional Ids with DB roles to read data from EDW.



- Created appropriate models in FM and Created Reports using Report Studio and Ad- Hoc reports using Query Studio
- Response in identifying data for decisional BI reporting
- Response in creating metadata from different data sources
- Response in delivering complete reporting application to business
- Extensively worked on performance issues with queries and reports and worked in enhancement of existing reports and report bug fixes per the user request.

**Environment:** Oracle 13.8, Cognos 10.2.1(Framework Manager, Report Studio, Powerplay Transformer, Cube Designer and Query Studio)

**Cognos BI/TM1 Developer**  
**USAA, San Antonio, TX**

**Sep 2015 to Jul 2016**

Goal of this project is to provide an integrated driver-based market, workforce, and finance tool which generates directionally correct outcomes to support the planning processes leading up to Strategic and Operational Planning and it has facilitated additional processes which include expense escalation, risk management stress scenarios, and sensitivity/efficiency analysis.

- Assist analysis and troubleshooting source data which is feed to TM1 cubes from Cognos Planning Analyst and User Input CSV files by investigating TI script and TM1 rules
- Use TM1 Perspectives for Excel to slice the cube data for various data analysis
- Assist monthly forecast data refresh
- Maintain user security across the TM1 models in Architect
- Work with spread sheets and made available through TM1 web
- Assign several aliases and attributes to different elements and applied various formats for measure in the dimension and worked with subsets and TM1 cube views
- Good at excel in writing complex calculations, Pivot, V-look up etc.

**Environment:** IBM Cognos BI 10.2.1, IBM Cognos TM1 9.5.2, TM1 Architect, Web, Perspective and Cognos Planning Analyst 10.1.1

**CITI Bank, Irving, TX**  
**Cognos Technical Lead**

**Project I: RACO Apollo Reporting -**

**Sep 2013 to Sep 2015**

Objective of this project is to create a usable data repository for RACO (Risk And Credit Operations) to track CITI card applications receipts, Approvals and the Decisions made the applications and the entire lifecycle of the application starting from its receipt till final decision.

- Gathered requirements from financial analysts, field managers and translated them into business requirements
- Created high level and low-level design and presented walkthrough for approval
- Coordinated and managed offshore team located in India on daily basis
- Developed Cognos Framework Manager Model and packages for metadata layer using Cognos best practices
- Created dashboards and reports using Report studio and used MDX
- Created DMR models in framework manager in order to create multidimensional reports in analysis studio and report studio
- Implemented Framework Manager Security for Data access, Object level access and Package access based on the Organization Level
- Developed Cube based solutions for multi-dimensional analysis including Dynamic cubes
- Involved in performance tuning activities

- Identified subject's areas for reporting and ad-hoc query purposes
- Prepare a unit test plan and SQL scripts that will cover all the functionalities and logics and run those in Quality center
- Assist in implementation of the Cognos objects to the production environment
- Used Service Now (Ticket Management Tool) for Request tickets, incident tickets, Change management, etc
- Plan and scheduled the report to run at desired frequency in Cognos Scheduler and scheduled the cubes to run on ETL job completion dependency using Autosys tool
- Provided user training to basic and advanced users and supported any adhoc requests

**Environment:** Cognos 10.2.1/8.4 BI (Framework Manager, Report Studio, Powerplay Transformer, Cube Designer and Query Studio) and Teradata 12.0

### **Project II: Portfolio Review and Cohort Reporting**

**Feb 2011 to Aug 2013**

Portfolio Review Cube provides a comprehensive view of key metrics for CITI Brands portfolio analytics and it tracks the monthly data and provides comparison across the months and the portfolios. Portfolio review cohort cube was created to track customer behavior, revenue opportunities and proactive risk avoidance on a cohort basis (Freezing of accounts on a quarterly basis and tracking changes for 36 months)

- Developed the models using Framework Manager
- Created dashboards and reports using Report studio and developed partition-based cubes solutions using Cognos Transformer
- Created cube views to support Ad-hoc data requests
- Optimized the reports and their queries to improve the report performance
- Assist in implementation of the Cognos objects to the production environment

**Environment:** Teradata 12.0, Cognos 10.2.1/8.4 BI (Framework Manager, Report Studio, Powerplay Transformer, Cube Designer and Query Studio)

### **Mckinsey & Co, New York, NY, USA**

**Aug 2009 to Jan 2011**

#### **Cognos Senior Developer**

With Mckinsey mainly involved in Carbon Footprint report project and contributed in Departmental and Revised WIP project. Carbon Foot-Print report is generating the data of Carbon consumption of Mckinsey employees and their corresponding peer group and office. It produces the data for every quarter. Carbon emission detail report has been categorized under the following heads in the report. Category by Client flights, Non-client flights and Total of carbon consumption details, employee, Peer Group, Office & Flight Profile details.

- Involved in requirement gathering and analysis
- Translated functional requirements into software application designs and performed application development, Unit test and implementation
- Development in Cognos Report Studio 8.4 and Framework manager
- Identified subject's areas for reporting and ad-hoc query purposes
- Created report studio reports using tabular SQL & bursting feature
- Created test-cases to validate the business requirements
- Presented demo and walk-through to end-users
- Trained the end-users in Query Studio to effectively generate ad hoc reports from the model designed
- Involved in production Support and Maintenance

**Environment:** Oracle 8i, 10G, Toad 8.0, Cognos 8.4 (Framework Manager, Report Studio, Powerplay Transformer and Query Studio)



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Deemsysinc	Programmer Analyst	August 2008 to July 2009
Satyam Computer Services	Band S2	January 2005 to August 2008
Pace Automation Ltd	Software Engineer	December 2002 January 2005
Clients:	DuPont, Sony, Unilever, Citigroup, Standard Chartered Bank and Best &co	

**Certifications:**

- Cognos Impromptu Product User Certification
- Cognos Impromptu Product Professional
- PowerPlay Product Professional Version 2
- Cognos Report Net 1.1 Product User

**Education:**

- Master's in computer applications
- Bachelor's degree in Business Administration

## 16. COGNOS Analyst

### Professional Summary:

- Over 6+ years of experience in the **Analysis, Design, Development, Testing, Reporting and Maintenance of Applications in Client Server, RDBMS** systems.
- Excellent Environment Expertise in **UNIX and WINDOWS**.
- Over 4+ years of experience with BI Tool **COGNOS Analytics 10, 11x** including **Framework Manager**, Analysis tools such as, **Analysis Studio, Power play Transformer, Power Play Enterprise Server, Cognos Go Office**.
- Involved in full life cycle of Data Warehouse Project, **which** mainly deals with **forecasting and created reports on the forecasting comparing any Demand to any Forecast**.
- Involved in **Installation, Configuration, and Administration** of Cognos Series 10.2 Suite.
- Developed and Published Packages using **Framework Manager** - Connecting and testing the data source, created database layer, physical layer and presentation layer, defining appropriate **relationship between query subjects**.
- Extensively worked on **Cognos Analytics, Cognos 10.2/11x** built various types or reports.
- Created **MultiPage** tabbed **Portlet** Dashboard Reports in Cognos 11.
- Created **Dashboards** using Report Studio. Used functionalities like **drill throughs, drill down**.
- Applied conditional formatting, conditional blocks, and different kinds of prompt for different functionalities in the reports.
- **Written Java Scripts** for additional functionality for Reports using Cognos 10.2/11 Report Studio
- Expert at creating **Multi-dimensional Cubes** for corporate data using Power play Transformer.
- Solid understanding of data warehousing, **OLTP** and **OLAP** concepts. Performed data extracts. Solid knowledge in **Star Flake** and **Snowflake Schemas**.
- Migrated reports from development environment to production environment.
- Experience in **Security Implementation** in **Cognos 10**, on various levels using third-party security providers like **LDAP, Active Directory, and Series 7**.
- Experienced in **Cognos SDK** using **JAVA**.
- Cognos (like List Reports, Cross-tab Reports, Drill through Reports and sub reports).
- Involved in connecting to corporate database, to setting up effective catalogs, joins, folders, filters ensuring that adequate security procedures.
- Expertise in building the different kinds of catalogs using Impromptu Administrator
- Experienced in **Auditing, monitoring, troubleshooting** and **production support** for Reporting Applications and infrastructure.
- Developed data Mappings between source systems and warehouse components.
- Knowledge of **Ralph Kimball's** methodology and **Inman's** approach
- Thorough understanding of system development life cycle (**SDLC**) experience from requirement analysis through design and development using modern programming languages.
- Experience working in the Functional Domains of **Human Resource Management, Finance, Insurance, Food, Pharmaceutical and Health Care areas**.
- Experienced in training power users on **Query Studio** in **Ad-hoc** reporting.
- Participated in **business meetings** and **delivered reports on Product performance**.
- Good team player with excellent communication skills, analytical and learning new technologies.



## Technical Skills:

<b>BI Tools:</b>	Cognos 11.1x, Cognos 10.2 Query Studio, Report Studio, Event Studio, Analysis Studio, Framework manager, Cognos Transformer, MicroStrategy
<b>Languages:</b>	C#.NET, Java Script, T-SQL, SQL, PL/SQL, HTML, XML
<b>OS:</b>	Windows 10/7 UNIX, Red Hat Linux
<b>ETL:</b>	Data Stage, Informatica, Cognos Decision Stream.
<b>Tools:</b>	SQL*Loader, SQA suite, Toad, SQL Management Studio
<b>Databases:</b>	Oracle 9.x/10g, SQL Server, MS Access, IBM DB2, Teradata
<b>Web Server:</b>	Apache Web Server, Microsoft Internet Information Server (IIS) 4.0/3.0, Netscape Directory Server

## Professional Experience:

### C21 Stores, Secaucus, NJ Cognos Consultant

Sep 2017 – Present

C21 Stores - The main objective of the project was to gather data from multiple sources analyze performance and generate reports that will help to identify the profitability of the institution at various levels. Performance summary reports were created which helped the executives to view their overall performance, the product level performance and the ranking of their branches depending on the growth and the customer retention.

- Involved in installing and configuring **Cognos Analytics** and worked with **modeling, Report Studio** and **Analysis Studio**.
- Worked extensively on creating Models using **Framework Manager** and publishing the packages on **Cognos Connection** for reporting purposes.
- Created **DMR models** using **Framework Manager**.
- Created filters and prompts with in the Model for improving performance of the Model.
- Deployed the packages and reports from **Dev to QA/UAT and Prod**.
- Used **Cognos Connection** to administer and scheduling reports to run at various intervals.
- Set security for individual reports in **Cognos Connection**.
- Created development of customer facing Web applications using **Cognos SDK** using **JAVA, VB**.
- Used **Analysis studio** to drill down on cubes and perform business analysis.
- Created Lists, Groups and **Cross-tab** reports with Drill-through functionality using **Analysis studio**.
- Scheduled reports to run on a monthly, weekly, and daily basis using **Cognos Connection Scheduler**.
- Created standard and Ad hoc reports using **Cognos Query Studio**.
- Developed reports in **Report Studio** upon requests from business users
- Busted Reports to various Recipients within the organization using **Report Studio**.
- Created Query Prompts, Tree prompts, Query calculations, Conditions & Filters.
- **Developed Complex reports** in Report Studio using **Complex SQL queries**
- Designed and modified reports with Java SDK in Report Studio.
- Created list reports, Cross-tab reports, chart reports, Master detail reports, Drill through reports and reports with lot of conditional formatting using **Report Studio**.
- Involved in creating **Test plans, Unit testing and UAT** of the **Report Studio** reports.
- **Created Power play Cubes** using **Power play Transformer** generated **Power play Reports**.
- Used **time state rollups**, average rollups and **external rollups** in some Transformer Models.
- Created **IQDS** out of **Cognos 10.2** Packages.



- Created dimension maps and multidimensional cubes using **Impromptu Query Definition** in Power Play Transformer.
- Created many **Cross-tab, ranked, graph and business mix** reports by using **Power Play 7.3**.
- Created many Power Play web views (Cross-tab and chart) according to the end users demand.
- Involved in scheduling **Report Studio** and **Query Studio** reports and sending reports via email to several business users.
- Created Dashboards for a better understanding of the business performance metrics using **Metric Studio**.
- Involved in setting up Groups/Roles to secure the models and packages using **Access Manager**.
- Mentored business users on **Query Studio** for **adhoc** reporting.
- Participated in **business meetings** and **delivered reports on Product performance**.
- Worked with ETL team and helped in designing and developing **ETL Scripts** using **Data Stage**.
- Worked on **SQL Server 2012 and DTS**, in export data from excels text files to and from SQL server database.

**Environment:** Cognos Analytics /10x Report Studio, Query Studio, Cognos Connection, Cognos Planning, Framework Manager, Power play Transformer, Cognos Scheduler, Access Manager, Cognos SDK, Java, T-SQL, SQL Server 2012, DTS, Oracle 11i/10g, TOAD, HTML, MS-Access, MS- Excel, Unix, Windows 10.

**Abbott Vascular Pharmaceuticals, Santa Clara, CA**  
**Cognos Consultant**

**Apr 2015 - Aug 2017**

At Abbott Vascular, I was responsible for setting up the Cognos 8 infrastructure, architecting changes and Building framework manager model to accommodate business needs, performance tuning, troubleshooting, creating and developing reports based on business requirements and administration of Cognos Infrastructure etc.

- Worked with Senior Business and Data Analysts and suggested few changes in the business logic of the company to improve the business flow and performance as per the existing standard and requirements of Abbott Vascular business model.
- Analyzing existing transactional database schemas and designing **star schema** models to support the users reporting needs and requirements.
- Involved in Installation and configuration of Cognos 10.2 and Report Net.
- Involved in Migration Impromptu Reports on Cognos 10.2 box
- Implemented the security model as per the Licenses available and restricting users based on the Functional Role and access to different Studios.
- Implemented **Security Implementation** in **Cognos8, Cognos 10**, on various levels using third-party security providers like **LDAP, Active Directory, Series 7**.
- Implemented Data, Object and Package security as per the business user functional role and location.
- Developed complex Compare reports between different data sources coming from different schemas.
- Built Framework Manager Models and established the cardinalities to suit the business needs.
- Involved in writing JavaScript to validate the prompt values Set the default values of the prompts and customized the prompts to facilitate user's choices.
- Created **User Groups, Roles** in **Cognos Connection** to implement the **Security Features**.
- Generated various reports **List Reports, Grouped Reports, Cross-tab Reports, Chart Reports**.
- Used various functionalities in report studio like **drill throughs, conditional formatting, parameter displays, Conditional blocks**.
- Created Multipage Portlet Reports Which contains Dashboards.
- Created Scorecards in **Metrics studio**.
- Created **Dashboards Reports** in Report Studio using Dimensional Model (**DMR**) developed in



Framework Manager.

- Designed and Deployed the Environments from Dev to Test and Test and Production environments.
- Created **cubes** using various data sources like **SAP BW, Oracle, DB2 and Flat Files** and written UNIX shell scripts in order to schedule to run monthly on production server.
- Played a role of business analyst when required and gathered the functional requirements time to time and translated business requirements to Quality reports.
- **Scheduled reports** to run on a **monthly, weekly, and daily** basis to send e-mail to users
- Scheduled reports to run on a monthly, weekly, and daily basis using control-m for Impromptu Reports.
- Supported **Production Environment 24/7** for Reporting Applications and infrastructure for Clinical Solutions Team.
- Cross trained the Client team to Use Cognos BI Infrastructure.
- Documented the complete design, production process, Framework Designs and Reports as per the Best Practice Standards.

**Environment:** Cognos Suite 10.2 (Report Studio, Query Studio, Analysis Studio, Metric Studio, Cognos Connection, Framework Manager), SDK, Oracle10g, DB2, Toad, Data Stage, Erwin 4.5, Visual studio, MS-Access, Windows 7, Solaris, Java Script.

## 17. Software Test Analyst

### Professional Summary:

- Over 9+ years of experience in Investment banking, Corporate banking, finance and healthcare domain, primarily in Manual / Functional and Automation testing of software applications.
- Worked in banking and healthcare client locations in US (Texas, Charlotte & Chicago) and Singapore
- Performed and managed System Integration Testing (SIT), User Acceptance Testing (UAT), ERP Testing, WebService Testing, API Testing, UI Testing, Back end / Database Testing , ETL Testing and Regression Testing of client/server, web-based (applications developed in JAVA/J2EE and .Net environment) and ERP applications.
- Comprehensive knowledge of Software Testing Life Cycle (STLC) and Software Development Life Cycle (SDLC)
- Experience in creating Test Plan, Test Scripts, Test Data, Requirement analysis and Tracking, Defect Tracking and Test/Defect Reports.
- Used Agile methodology, Scrum framework, RST methodology for testing.
- Wrote, executed, debugged system test cases and reported bugs found
- Having 3 years of experience in Automation framework design and reusable script development using Quick Test Pro (HP QTP / UFT)
- Training attended for SeeTest Tool for mobile testing
- Extensively used Test Management tools like ALM, HP Quality Center, RQM, Test Director, QTP
- Performed Web Service Testing of SOA & REST application using SOAP UI tool

### Technical Skills:

Automation Testing Tools	:	Win Runner 7.5, HP QTP/UFT (Quick Test Pro 11.0), Selenium
Web Service Testing Tool	:	SOAP UI 5.1.3
Test Management Tools	:	HP QC 9.0 / 9.2, TD 8.0 IBM RQM 2.0, CQ, ALM 11.0
Defect Tracking Tools	:	HP Quality Center 9.0 / 9.2, Test Director 8.0. IBM Rational Quality Manager 2.0, JIRA
Databases	:	ORACLE, SQL Server, Microsoft Access, Sybase
Languages	:	Visual Basic 6.0, HTML, C, C++, SQL, PL/SQL, VB Script
Work-Flow Tools	:	MS-VISIO 2000, MS-Excel, MS-Word and MS-Power Point
Version Control	:	MS-Visual SourceSafe 6.0
Operating Systems	:	Windows (NT, 2000) and UNIX
E-business Application	:	Oracle Apps (Financials) 11.5.10

### Professional Experience:

#### Novartis, Fortworth TX

Jan 2015 – Oct 2015

#### Senior Test Analyst

- Conducted functional & regression testing for AQUA application which used for drug product validation.
- Created Test plan, test cases and test data for complex integrated system
- Performed requirement tracking, test execution, reviewing the test cases and arriving at the schedules.
- Designed, implemented, and executed data driven automation reusable scripts for “Distributor Creation” using QTP and VB scripting.
- Responsible for E2E testing of application which involved coordination of various interface teams.



- Performed comprehensive analysis of any error using the logs, database etc. to assist in determining the root cause of the issue prior to recording in a defect tracking tool.
- Wrote complex SQL queries for conducting database testing
- Recorded defects in ALM, coordinated defects with Dev and test teams, provided defect report to client Conducting weekly work meetings, status calls with the client and delivered the project status/issues

**Environment:** Oracle, JAVA/J2EE, UNIX, SQL, QTP/UFT, ALM, Putty

**Wells Fargo Bank, Charlotte NC**

**June 2013 – Dec 2014**

**Senior Test Analyst**

- Performed testing for Credit Origination Application. Which caters all corporate loans.
- Involved end to end for Monthly PI items which covers Organizing/preparing for requirement walkthrough, preparing high level test scenario & test scripts, execution, Defect Maintenance, Providing UAT Support, Sending daily Status Reports, defect status report.
- Executed Unix Batch Jobs (Using shell scripts), analyzing batch job results/logs and tested interface with various systems.
- Carried performance testing using Load Runner.
- Conducted WebService Testing of application based on SOA & REST architecture and followed agile testing Methodology.
- Managed defects in JIRA, coordinated defects/ environment issues with Dev, Support Team and Infra team.
- Supported UAT for functional, environmental, data, configuration issue and managing sign off process.

**Environment:** SQL Server, CRM-Siebal, JIRA, UNIX, MQ, .Net Application, Load Runner, ALM, XML, SOAP UI, Selenium

**Barclays Bank, Singapore**

**May 2011 – Nov 2012**

**Senior Test Analyst**

- Test Analyst for Reference Data Testing. Reference Data is golden source of data for all downstream applications.
- Experienced on Static & Time Series Data for all financial instruments. Gained knowledge on processing of Vendor Data (ETL / Extract, Transform & Load)
- Responsible for Monthly BAUs, Mandatory Vendor Change, Minor Works, and Projects.
- Followed RST (Rapid Software Testing) methodology which covered creation of HLTC (High Level Test Cases), SIT, Regression, UAT Walkthrough & Support, Pre-production test plan creation and execution.
- Performed Functional Testing, Database Testing, End to End Testing of Feeds.
- Responsible for Effort / Test Estimation, Sending DPR (Daily Progress Report), Defect Report, Environment Issue Tracker.
- Managing defects in MQC, coordinating defects/ environment issues with development and release teams, participated in roll out activities.

**Environment:** SQL Server, Sybase, QC, UNIX, MQ, JAVA/J2EE, CQ, TOAD

**United Health Group, India**

**Jan 2009 - Jun 2010**

**Team Lead**

- Test Lead for to support Clinical IT Toolbox which comprises client / server and web-based application.
- Planned release and test activities, managed and facilitated testing activities (test scripts creation, Peer review, Walkthrough, test execution, defect tracking and reporting, RCA) for ICMR application

- Conducted Smoke/Sanity Testing, System testing, Regression testing, Pre-Production testing, batch testing, simulated UAT testing
- Coordinated test efforts within onshore/ offshore test and applications development teams
- Mainframe knowledge to support CSS applications testing
- Tested databases using SQL and used HP Quality Center for managing testing scripts, test scheduling and defect logging
- Developed automation Functional/Regression testing solutions using QC & QTP integration.
- Designed and architected modular and reusable automated script, action and function library using VB script
- Responsible for monthly project matrix, weekly PSR & QMS docs and conducting QMS Audits & PMR (Project Management Review)

**Environment:** Mainframe, Oracle, SQL, QC, .Net Application, QTP, TD, MQC, Microsoft Access, Team Track

**CVS Caremark, Chicago IL**

**Jul 2008 – Dec 2008**

**Module Lead**

- Performed manual testing and automation testing for healthcare application.
- Involved in system integration testing, functional testing and regression testing
- Analyzed requirement documents, creation of test plans, creation & execution of test cases/scripts, monitoring execution, analyzing results, and test coverage reporting
- Developed Modularized Data driven Automation Test Scripts for regression testing using QTP and VB scripting
- Deputed to client location for Coordinating with offshore team for 2 different applications.
- Involved in preparing High Level Test plans based on user requirement documents

**Environment:** .Net framework, Oracle, Win Runner, Quality Center 9.0, QTP 9.2, VSS, Citrix

**USAA Bank, San Antonio TX**

**Aug 2006 - Jun 2008**

**Test Analyst**

- Performed detailed manual testing and automated testing for e-commerce banking applications.
- Performed GUI, usability, compatibility, regression testing for online applications
- Identified test conditions from project documentation and developed test cases to provide full coverage.
- Experienced Server & Client testing which included validation of log files, database, XML messages between the client & server as well as the front-end applications.
- Keyword driven Automation script created and executed using QTP
- Used Quality Center for the importing, mapping, and creation of traceability reports
- Gained knowledge of the trading and financial instruments like: Options, CDs, Bonds etc.
- Utilized "Agile/Scrum" methodology for these IMCO (Investment Management company) projects

**Environment:** Java, Java Script, HTML, Oracle, UNIX, MQC, QTP, C++, RQM

**TCS Financial Suite Upgrade, India**

**May 2004 - July 2006**

**Test Engineer**

- Performed ERP testing for Oracle Apps Financial Suite and database testing for Oracle 8i to Oracle 10g upgrade.
- Conducted system and interface testing, functional testing and regression testing
- Performed GUI, simulated UAT and Pre-Prod and Production Testing (release testing).
- Created & executed of test cases/scripts, monitoring execution and test progress reporting
- Developed data migration scripts and executed the scripts for database merger.



- Coordination with the business representatives during the UAT stage and ascertaining business sign off.

**Environment:** PL/SQL Developer, Oracle, Oracle Apps (Financial), Data loader, VSS, Test Director

**Certifications:**

- "ISTQB" and "Brain Bench Certificate" for Software Testing.
- "Oracle Certified Associate" for Oracle 9i SQL and PL/SQL Developer (1Z0 – 007 & 1Z0 -147)

**Education:**

Bachelor of Engineering (Electronics & Telecommunication)

## 18. Help Desk Analyst

### Professional Summary:

An accomplished Help Desk Professional with over 18 years of experience with Technical Call Center support. Broad experience with supporting large global network operations utilizing Windows 10 and Windows 7 Professional, Microsoft Office 2013, and Windows 2013 server.

### Technical Skills:

Windows 2008 Server, Windows 10, Windows 7 Professional, Microsoft Exchange Server 2013, Microsoft Office 2013, 2016; Adobe Acrobat Pro 11, Adobe Reader x11, Cisco Jabber, Cisco Webex, Symantec PC Anywhere, Bomgar Remote Client, Junos Pulse Remote Access, Sophos Endpoint Security and Control, Sophos Safeguard 7.00, Sophos SafeGuard Encryption, ActivIdentity 7.14, McAfee drive encryption.

### Professional Experience:

#### Insight Global

November 2019 – Present

#### Window 10 Migration Technician

- Utilize USMT to migrate Windows 7 computers to Windows 10
- Backup users' profiles and ensure BIOS is setup for reimaging
- Restore users' profiles after reimaging is completed
- Reconnect computers to their domain

#### Newport News Shipyard Newport News, Virginia

April 2009 – November 2019

#### Superior Technical Resources

- Process incoming customer calls
- Collect information regarding the problem
- Create trouble tickets using HP Service Manager
- Perform troubleshooting, problem resolution, and document all steps taken
- Use Bomgar remote access tools and UNC when necessary to resolve problem
- Provide user administrative support with Active Directory admin tools
- Perform network drive and printer mappings
- Perform network support for Remote Access via Virtual Private Network
- Provide application software support for MS Office, and Windows applications
- Customer infrastructure support
- Assist customers with remote access using Junos Pulse Remote Access, Verizon Air Card, Verizon Jetpack, One Badge CAC, White Mini Token, and On-campus Wire-less Remoting.
- Perform McAfee recoveries on laptops and desktops encryption software
- Provide first level troubleshooting for PC hardware, Printers, and Mobile Phones
- Review all open tickets on a regular basis and close all resolved tickets
- If escalation is necessary, identify responsible group to transfer ticket to.

#### EDS/HP - Norfolk, Virginia

September 2007 – January 2009

#### Helpdesk Support Analyst

- Responsible for technical support of the Navy and Marine Corp Network
- Process incoming customer calls
- Collect information regarding the problem
- Create a trouble ticket using Remedy version 6



- Perform troubleshooting, problem resolution, and document all steps taken
- Use remote access tools, Tivoli, NetMeeting, and UNC when necessary to resolve problem
- After successful troubleshooting inform customer of problem resolution
- Provide user administrative support with Active Directory admin tools
- Perform network drive and printer mappings
- Perform network support for Remote Access via Virtual Private Network or Dial Up Connection.
- Provide application software support for MS Office, Outlook, Navy legacy and Windows applications
- Provide first and second level troubleshooting for PC hardware, Printers, and PDAs.
- Review all open tickets on a regular basis and close all resolved tickets
- If escalation is necessary, identify responsible group to transfer ticket to.

**Verizon - Newport News, Virginia**  
**Customer Support Analyst**

**February 2007 – June 2007**

Provide technical support for the installation and configuration of Voice, Internet, and Video products and services.

**Canon Information Technology Service - Chesapeake, Virginia**  
**Technical Support Representative**

**August 2005 – January 2007**

Provide technical support for Canon Ink Jet and Multifunction printers concerning their proper installation, configuration, and operation.

**DELL Computer - Chesapeake, Virginia**  
**Helpdesk Support Technician**

**May 2005 – August 2005**

Provided technical support for Dell computer systems involving the proper installation, configuration, and operation of Operating Systems, various software programs, hardware, and wireless networks.

**APEX Systems - Glenn Falls, Virginia**  
**Desktop Support Technician**

**April 2005 – May 2005**

- Tested client's system prior to completing a software inventory. Recorded all programs installed, desktop shortcuts, and network settings.
- Made all necessary hardware repairs to include replacing system RAM, Hard Drives, CD/DVD ROMS
- Saved and Restored client's data to network drive prior to reimaging clients hard drive.
- Completed a full backup of client's hard drive, imaged a new hard drive, and configured client's new system to the identical configuration of their old system.
- Installed new system onto the network and completed software configurations.

**Computer & Hitech Management - Virginia Beach, Virginia**  
**Helpdesk/Desktop/Computer Support Technician**

**September 1996 – May 2004**

- Performed the function of Domain Administrator in support of 1200 clients
- Installed, removed, configured, and upgraded client system software and hardware.
- Installed network and shared printers, and configured client system to utilize the printers.
- Performed diagnostics, troubleshooting, fault isolation, and repair of client system when needed. Made all necessary hardware repairs to include replacing system RAM, Hard Drives, CD/DVD ROMS.
- Replacing hard drives ensure that they were formatted and partitioned as needed.
- Installed Operating System and all necessary applications either individually or with a Ghost image.
- Added and removed client's system from the domain as needed.

- Utilized Remedy Maintenance program to receive service calls and document all maintenance actions.

**Courses Completed:**

- Windows 2003 Active Directory Infrastructure
- Windows 2003 Server
- Windows XP Professional
- Exchange Server 2000
- Windows 2000 Server
- Windows 2000 Professional
- Microprocessor Operating Systems
- Windows 2003 Server Directory Services Infrastructure
- Windows 2000 Directory Services Administration
- Windows 2000 Network Infrastructure Administration
- Windows 2000 Directory Services Infrastructure Design.
- Network Fundamentals
- PC Hardware Maintenance
- Microsoft Office 2000

**Education:**

Tidewater Community College: Information Systems Technology



## 19. Business Analyst

### Professional Summary:

Business Analyst with around 6 years of experience in eliciting and documenting business requirements, requirements analysis, prioritization of business needs and solutions, customer relations, team leading, resource management and project management in various industries such as Finance and Banking.

- Around 6 years of professional experience as a **Business Analyst** working on design, analysis process flows etc.
- Skilled in **gathering business** and **application requirements**, **Business Processes**, **identifying risks**, **impact analysis**, **UML modeling**, and **Sequence and Activity Diagrams** using **Rational Rose** and **Microsoft Visio** in Information Management (HIM) processes.
- Proficient in authoring **Business Requirement Document**, **Narrative Use Cases**, **creating Use Case diagrams**, **Sequence Diagrams**, **Activity Diagrams** and other **UML based diagrams** using **MS Visio**, **Rational Rose**.
- Translate stakeholder requirements into different tangible variable such as **System/functional specifications**, **Use Cases**, **User stories**, **workflow/process diagrams**, **Data mapping/Data flow/ Data Model** docs. This includes gathering all **mapping** information from all legacy systems.
- Closely worked with SMEs, Product Owners, Delivery Managers, Business Stakeholders and Vendors for managing access levels.
- Expertise in preparing Business Requirement Document (**BRD**), Use Case Specifications and Functional Specifications.
- Experience working in a **matrix environment**, **enhancing UI applications**, **creating data sets**, **extracting** and **synthesizing data**, conducting and interpreting quantitative and qualitative analyses.
- Extensive Experience in all the phases of **Software Development Life Cycle** including: **Requirements Gathering**, **Feasibility study**, **Analysis**, **Design**, **Development**, **Testing**, **Deployment** and **Maintenance**.
- Excellent knowledge and deep understanding of industry standard methodologies like Iterative Software Development Life Cycle Process as per **Rational Unified Process (RUP)**, **CMM (Capability Maturity Models)**, **ISO9000** and **Six Sigma** and **Rational Tools** used during various phases of RUP. Also worked using various methodologies such as **Agile Software Development**, **Scrum**, **Sprints**, **Rapid Application Development (RAD)**, **Joint Application Design (JAD)** and **Prototyping**.
- Demonstrated skills in critically conducting the **GAP Analysis** throughout the projects in evaluating/analyzing the existing standards and policies to determine the improvements.
- Strong knowledge of **Business Intelligence**, **Data Warehousing**, **Data Modeling** and Analytics concepts with expertise in grasping **transaction flows** and **process management**.
- Developed extensive skill set around **SQL** querying – data extraction and validation, ad-hoc user reports generation and root-cause analysis for data discrepancies.
- Expertise in **Data warehousing** and **BI tools (SQL server Reporting/Analytical tools)**.
- Knowledge of **ITSM** (Infrastructure Services Management) and **ITIL** (Information Technology Infrastructure Library) methods and processes.
- Expertise in reviewing **Test Procedures**, creating **Test plans**, defining **System & Integration Test Cases**, executing Test Cases, Test Data reviewing and maintaining and executing detailed Test scripts for **User Acceptance Testing (UAT)**, analyzing bugs, interacting with team members in fixing.
- Extensive use of **Mercury** and **Rational Tools** for **Functional** and **Performance Testing**.
- Expertise in Client site coordinator that involves understanding **business requirements**, day to day client interaction, **offshore knowledge transfer (KT) activities**, **onsite status call coordination**, project deadline keeping and worked as a team with business partners and end data customers.



- Excellent Written and oral communication skills with ability to articulate **requirements, process flows and relationships.**

**Technical Skills:**

<b>Methodologies</b>	SDLC, STLC, Waterfall, Agile, JAD, Scrum, Waterfall-Scrum Hybrid, ITIL, ITSM
<b>Project Management Tools</b>	MS SharePoint, MS Project, Confluence, Citrix Podio.
<b>Requirements and Defect Management Tools</b>	MS Office, JIRA, Rally (CA Agile Central), HP ALM, Team Foundation Server (TFS), Bugzilla, Rational Clear Quest, Rational ClearCase.
<b>Design and Modelling Tools</b>	MS Visio, Smart Draw, Lucid Charts and Visual Paradigm.
<b>Statistical Tools</b>	SPSS, SAS.
<b>Version Control tools</b>	GIT, CVS, Eclipse.
<b>Change Management tools</b>	Jira, Rational Clear Quest, Test Director.
<b>Reporting and Data Analysis tools</b>	Tableau, Power BI, MS SQL server, MySQL workbench, MS Access, IBM SPSS statistics, IBM SPSS Modeler, Informatica Power Center, Data Quality Center, MS SSRS, Cognos 8.3 BI, data studio
<b>Languages</b>	UML 2.0, CSS, HTML, SQL, Oracle, C, C++
<b>Testing tools</b>	HP QC, Selenium, Cucumber, Test director, SOAP UI, POSTMAN.
<b>Operating Systems</b>	Windows XP, vista, 7, 8, 8.1, 10 Unix, Ubuntu

**Professional Experience:**

**Citi Group - New Port, NJ**  
**Sr. Business Analyst**

**January 2020 – Present**

Serves as a compliance risk manager for Independent Compliance Risk Management (ICRM)'s Data Quality & Surveillance Operations team responsible for data integrity management that impacts a suite of surveillances designed to detect behaviors that may violate regulatory rules or internal policies and procedures. When potentially anomalous behavior is detected, the team is responsible for escalating the activity and working collaboratively with partners across the first and second lines of defense and technology to determine the appropriate resolution of the matter. The ICRM Global Markets Surveillance platform encompasses a number of surveillance related portfolios including trade surveillance, e-communications and voice surveillance, employee trading, outside activities surveillance, and information barrier surveillance.

- Identify, triage, escalate and remediate **data issues** that negatively impact **surveillance** scenarios and surveillance reviews. Improving **data quality** by coordinating with Information Technology on the timely implementation of enhancements and proactively addressing potential issues.
- Implemented working sessions (**JAD**) with **IT teams** and **front office** staff to accurately capture **data requirements** which improved **data quality by 90%.**
- Maintaining **Data quality high threshold at 99%** and **low threshold at 98%.**
- Worked with regional leads to perform **internal audit** and **identify gaps** in surveillance to improve **compliance** and provide **training** as needed.
- Supported the successful **decommission** of **MANTAS surveillance** and **migration to Big Data surveillance** software leveraging big data tool (**HUE, HIVE**) and **SQL queries.**



- Generate and analyze daily, weekly and quarterly **surveillance exception reports** and conducted in-depth reviews for potential **trading violations**.
- Developed **workflows** to **map domains, critical data elements** and **business rules**.
- Review **data scorecards** and **Red Metrics** for **surveillance**, escalating and resolving **data quality issues** including remediation of **regulatory** commitments that target to improve the **quality of surveillances**.
- Managing a **team** of junior **compliance staff**, reviewing **staff assignments** and contributing to decisions regarding hiring, compensation, performance appraisals, **staff development, training**, etc.
- Responding to **staff notifications** regarding **potential Firm risk** and escalating matters to the appropriate parties.
- Generating **reports, performing data analysis**, and providing **troubleshooting** support on multiple projects. Also supporting aspects of planning and executing **projects** to assist the Firm in **complying** with **regulatory** and **legal requirements**.
- Responding to **ad-hoc requests**, special projects and regulatory exams.
- Overseeing the monitoring to adherence to ICRM's **Risk Policies** and relevant procedures; preparing, editing and maintaining **ICRM program related materials**; interacting and working with other areas within Citi, as necessary; and keeping abreast of **regulatory changes**, new regulations and internal policy changes in order to further **identify new key risk areas**.
- Monitor **data control report**, identify and **report issues** to responsible **technology team**.
- Lead team to perform **initial analysis** to identify the **root cause**, work with responsible team to find solution, **perform UAT** as well as after **implementation check**.
- **Perform data analysis for ad hoc enhancement initiatives**.
- Act as liaison between **business stakeholders** and **development team** in order to **elicit, analyze, document, communicate and validate business requirements**.
- Perform **data profiling** and define transformations.
- Perform **master and reference data lookups** and prepared **Pivot Tables**.
- Experience with **large centralization efforts**, including **conforming, standardizing and combining data**.
- **Able to properly document (functional & technical) source to target mappings, process flows, and business requirements**.
- Conduct proof of concept (**POC**) for **SMARTS** monitoring System to evaluate viability of system within the **fixed income group**.
- Work collaboratively with regional and global partners in other functional units; ability to navigate a complex organization.
- Partner with stakeholders to **improve/streamline processes**, produce and **automate report**.
- Maintain and present to management quarterly statistics to identify trends and patterns used to escalate any appropriate action.
- Work with stakeholders to understand the Be able to perform **counterparty exposure analysis, evaluation, and problem solving**.
- Understand counterparty risk system concepts, software framework, and **data requirements**. Utilize the knowledge to perform various analyses to support **CCAR** model validation.
- Familiar with counterparty stress testing framework and understand Federal Reserve **CCAR** requirement for banks.
- Work with other **Risk Analyst teams** and **Model Validation** to build up models and applications for counterparty **risk analysis**, CVA CCAR and **Basel III RWA CCAR**.
- Work on multiple risk management applications to leverage system functionalities for **stress testing** and **regulatory capital calculations**. Improve model coverage for various services and reduce punitive RWA treatment under **Basel II/III**.



- Handling ad-hoc QIS analysis from regulators. business needs and deliver **data analytic solutions**.

**Environment:** Agile/SCRUM, Windows OS, SharePoint, JIRA, MS Excel, MS Word, MS Visio, MS PowerPoint, MS Access, HP Quality center, SQL Server, Data visualization, SMARTS, FINRA, Bloomberg, Fidessa, MANTAS, Collibra.

**UBS – Weehawken, NJ**

**Feb 2018 – January 2020**

**Sr. Business Analyst**

This application provided a comprehensive and fully integrated collateral management platform for marginal trading and repo & reverse-repo transactions. This application automated the collateral evaluation process and streamlined collateral monitoring. It took care of 1) charging optimal collateral amount for Marginal Trading of Equities and Fixed Income products (Treasuries, Corporate Bonds and Agency Debt) and 2) evaluating the market value/returns of pledged collaterals for repo transactions. The application had two additional modules - the Collateral Monitoring module which used market data to monitor credit risk exposure in portfolios and the Client Management module that was used to set up accounts and manage margin calls. The system also had an external client-facing web-interface that allowed institutional or individual traders to manage their portfolio and to monitor the performance of their investments.

- Liaison between stakeholder's system users, clients and managers, software development team and the QA team to **gather requirements**.
- Facilitated **Joint Application Development (JAD)** sessions to identify the business rules and requirements and then documented them in a format that can be reviewed and understood by both business people and technical people.
- Conducted Database analysis via **Microsoft SQL Server** to run ad-hoc reports weekly/monthly for upper management using SQL queries to generate **excel reports/charts**.
- Engaged in project initiation activities such as developing the **Project Charter, Project Scope** and assisting the management in resource and budget estimation.
- Created **Business Requirements Document** and converted them into **System Requirement Specifications Document**.
- Implemented business modeling, data modeling, and object modeling using **MS Visio** to develop the business architecture for the application.
- **Expertise with SPSS tools to statistical analysis.**
- Analyzed requirements and created Use cases, Use Case diagrams, Activity Diagrams using **Enterprise Architect**.
- Gathered requirements to implement **Master Data Management**.
- Involved in preparing simple & detailed **User manual** for the application, for an intended novice user.
- Proficient in defect management using **JIRA**.
- Worked with **SIT** team in development of System Test Cases.
- Created **Test Strategy** developed **UAT Test** cases and execution of Test cases.
- Worked with Project management team for vendor selection process.
- Prepared test plans and executed **Unit Testing, Integration Testing and User Acceptance Testing** using test cases to ensure that the systems conformed to specifications of business requirements performance criteria.
- Work with clients to determine business requirements, priorities, define **key performance indicators (KPI) and develop BI and data warehouse strategy**.
- Work with CORE team (Claims) and EDW team on systems integration. Identify and capture Interface requirements between new platform and claims systems. This includes **BRD, Functional-Non-**



**Functional Requirements, identifying APIs, Data specification document and data mapping document.**

- Meet with POs, SMEs and Data team to **identify and capture data migration requirements and specifications** from legacy system to new platform.
- Collaborate with solution architects, data architects and developers and conduct system impact analysis on various systems including **downstream and upstream systems**.
- **Created functional and technical specifications documents and conducted review meetings with users and technical teams.**
- Developed **Tableau data visualization** using Scatter plots, Geographic Map, Pie charts, Bar charts, etc.
- Created **dashboards** using calculations, parameters in **tableau** and created calculated fields, groups, sets and hierarchies etc.
- Extracting data from multiple data sources and created **tableau data extract files (TDE)** for fast query execution in tableau.
- Creating packaged tableau workbook files (**TWBX**) and shared with the users to help them analyze off-line data.
- Utilized **Tableau Server** to publish and share the reports with the business users.

**Environment:** Agile/SCRUM, Windows OS, SharePoint, Web services, JIRA, MS Excel, MS Word, MS Project, MS Visio, MS PowerPoint, MS Access, HP Quality center, SQL Server, Tableau Server, Data visualization.

**Sahara India Financial Corp, Vadodara - India**

**May 2016 – July 2017**

**Sr. Business Analyst / Data Analyst**

Responsible for gathering requirements, creating use cases, performing data/ gap analysis, recommending solutions for a data repository/ financial reporting dashboard/ERP (with granular drill-down capabilities), and, ultimately, working with developers to perform UAT. This was a high visibility project whose goal was to automate a global, daily anchored (e.g. reconciled to G/L) balance sheet for senior managers across many Managed Segments & Geographies. Although this was a waterfall project using the full SDLC lifecycle, it also involved Agile concepts with regards to daily scrums and sprints for creating testing tools, data analysis, and other ad hoc projects.

- Adapted **Agile-Scrum** methodology for application development, managed project deliverables such as product backlog and sprint backlogs along with handling supervisory duties - planning and follow-up meetings.
- Performed project management activities – drafted **Project Plan, Statement of Work, Scope Document, Risk Management Plan, Estimation Deliverables, Resource Allocation and Budgeting.**
- Interviewed front office (Trading Desk, Client Services), middle office (Risk, Collateral Managers), back-office (Settlement Operations); facilitated **JAD sessions** to gather, analyze, document business requirements.
- Perform Business Process Reengineering, by doing paired-programming with **JAVA developers** to understand and analyze code for COBOL mainframe.
- Prepared **graphical** depictions of **Use Cases, State Diagrams, Activity Diagrams, Sequence Diagrams, Component Based Diagrams**, and creation of **technical design** (UI screen).
- Assisted in **Data profiling** and checking for **data integrity** by looking for various **data anomalies** and doing **data normalization, Metadata Management** and **data verification** using **Informatica Data Quality Center**.
- Extensively used **SQL queries** to run **data extracts, validations** and to generate performance and risk reports.

- Participated in **Quality Assurance** tasks by working with the team to develop **Test Plan, identify Test Scenarios** and to build **Test Cases**; generated Test Scripts using Test Complete for automated testing.
- Created **Requirements Traceability Matrix (RTM)** to link each requirement, test cases ensuring correct identification of components that are affected in case there are changes in requirements.
- Facilitated the **UAT** testing by working as a liaison between the end users and functional testing team, setup test environments and monitored the progress.
- Capture requirements for **Risk Management Metrics (BI Reports & Dashboards)** – establish **KRI (Key risk indicators)**, provide training on capturing data and track them using report.
- Worked with Production Support to provide training and technical support to business users after the project roll-out; captured and documented enhancements and monitored system performance as a part of this team.

**Environment:** Waterfall-Scrum hybrid, Windows XP professional, Spring Boot, MS Office suite, MS Project, Oracle Platform, Oracle Application server, Ansible, SQL, SQL server, MS Visio, Bugzilla, HP QC, TFS, Rally, Informatica Data Quality Center, SOAP UI.

**Bank of Baroda, Vadodara - India**

**Jun 2015 – Apr 2016**

**Business Analyst**

Responsible for gathering and documenting SME Requirements for a multi-million-dollar SDLC project whose scope was to build a Data Warehouse/ BI tool for Investment Accounting and Reporting Operations. Project was forecasted to create substantial cost savings by eliminating redundant processes while drastically reducing the reporting cycle and improving accuracy. In addition to preparing the necessary artifacts for IT, informally served as a project coordinator in assisting the PM.

- Interacted directly and assisted project manager and team members to allow compliance with successful implementation of project within time and cost.
- Performed business requirement analysis and translated them to **CRM**.
- Used **SQL, spreadsheet (Excel)** on daily basis to accomplish tasks.
- Assisted in building a business analysis process model using **Rational Rose and Visio**.
- Performed **requirement analysis**, went through all the use cases and workflows.
- Responsible for writing **Validation Summary Report** to establish documented evidence that the system was validated.
- Designed and developed **Use Cases, Activity Diagrams, Sequence Diagrams**, OOD using UML.
- Provided key input in working with users in defining project and **system requirements**.
- Excellent in Developing and evaluating **Business Process Models**.
- Helped to create provider Reports like **transactional processing** and **financial reports**.
- Worked with project team and make plan for its completion by using work breakdown structure through **MS Project**.
- Performed **Data Mapping** between source to target system, created logical data modeling, **Class diagrams** and **ER Diagrams**.

**Environment:** Microsoft SQL, MS Excel, MS Word, MS Power Point, MS Visio, MS Access, MS Project.

**Certifications:**

Professional Scrum Master

**Education:**

Master in Computer Science, PACE University



## 20. Technical Writer

### Professional Summary:

Talented, driven professional experienced in requirements gathering, compliance and auditing, and creating business process flows, procedures, reports, and other documentation. Strengths include an exceptional ability to quickly learn new technologies, excellent collaboration, and a passion for producing clear and concise documentation.

### Technical Skills:

Technical Writing	JAMA
Requirements Gathering	Confluence
Gap Analysis / Remediation	Acrobat Pro
SDLC / Waterfall / Agile	Snagit
MS Office / Visio / SharePoint	

### Documentation Expertise

Business Requirement Documents	Knowledge Base Articles
Functional Requirement Documents	Templates / Style guides
Processes & Procedures	Presentations
Training Manuals	Spreadsheets
User / Reference Manuals	PivotTables
Runbooks / Playbooks	Flow Charts

### Professional Experience:

#### Chestnut Hill Technologies

July 2019 – Present

#### Business Analysis, Quality Assurance Sr. Technical Writer

- Developed functional requirements by collaborating with business analysis team, business leaders, and developers
- Collaborated with multiple application developers to create and edit architectural documents and procedures
- Developed a variety of technical documentation, including: Business Requirements Document (BRD), Functional Requirements Documents (FRD), Runbook, Statement of Work (SOW); Requirements Traceability Matrix (RTM) to publish on the team documentation repository and department's content management system (Confluence)

#### Labyrinth Learning

Nov 2018 – July 2019

#### Sr. Technical Writer

- Developed high quality test bank questions for Microsoft Office suite of college textbooks to comply with MOS certification objectives

#### Steven Douglas Associates

April 2018 – April 2019

#### Information Security Technical Writer

- Managed workflow of all Information Security documentation from draft, through review cycle, to publishing on the team documentation repository and organization's content management system (Confluence)
- Ensured regulatory documentation controls were met; e.g. National Institute of Standards & Technology (NIST), Center for Internet Security (CIS)

- Collaborated with subject matter experts to analyze, design, and develop Information Security process flow diagrams and procedures with consistency and clarity
- Provided senior management with data analysis solutions, including reports and dashboards to illustrate documentation statistics
- Completed project plan and data mapping for Information Security policies, standards, and procedures
- Sought out for other MS Office technical writing expertise; e.g. Excel PivotTables, VLookups, presentations
- Sought out by other teams to provide technical writing expertise to successfully answer audit findings

**Bank of America, Richmond, VA**

**Nov 2016 – April 2018**

**Anti-Money Laundering IT Project Manager III, Business Analysis**

- Detect & Control liaison between lines of business (LOB) and technology teams to ensure requirements gathered from LOBs were relayed to technology team
- Compiled, reviewed, and prepared process maps and procedures to ensure compliance with regulatory guidelines, and managed documentation version control and release of technical documents to appropriate repositories
- Managed multiple audit projects with strict deadlines: collaborated with global team, SMEs, and key stakeholders, developed gap analysis and remediation plan, established and monitored milestones, and responded to audit findings, resulting in resolved audit findings
- Participated in project (Waterfall) planning and operations; collaborated with global team to develop needs analysis, verbiage, format and layout of documentation
- Developed and revised numerous PowerPoint presentations for senior leaders, including strategic planning, training, storybooks, and onboarding guides

**Labyrinth Learning**

**July 2016 – Nov 2016**

**Sr. Technical Writer**

- Authored high-quality test bank questions, mapping to Microsoft Office Specialist Expert certification objectives
- Developed instructor support materials (ISM) including: lecture notes, test questions, presentations, and customized assessments to provide instructors with clear and concise reference materials
- Mapped ISM to textbook, which ensured accurate references for instructors

**Bank of America, Richmond, VA**

**January 2015 – July 2016**

**IT Services Management Sr. Technical Writer**

- Analyzed data and prepared weekly dashboards for manager to present to senior leaders. Prepared other charts and reports as requested by senior leaders.
- Managed the adoption of an Enterprise-wide IT Services Management (ITSM) Knowledge Management program (ITIL), liaising with the Program Management Office, Change Management team, and global lines of business, communicating schedules, monitoring milestones, and proposing process improvements
- Wrote task-based knowledge articles [with metadata] to provide production support team with answers
- Reviewed and revised functional business requirements, ensuring Control Objectives for Information Technologies (COBIT) compliance



- Performed User Acceptance Testing (UAT) testing to ensure planned technology was producing correct outcome
- Improved the global production support process by identifying ~5,500 documents slated for migration from numerous storage locations into a single knowledge repository
- Collaborated with team to identify training gaps; developed deep dive training materials, and strategies to engage senior leaders and global business partners in adoption preparation.

**Labyrinth Learning**

**October 2014 – January 2015**

**Sr. Technical Writer**

- Created instructor support materials (ISM) for instructor-led software training, including test banks, lesson plans, presentations, and additional assessments
- Mapped ISM to textbook, which ensured instructors clear and concise materials with accurate references

**Capital One, Richmond, VA**

**March 2011 – September 2014**

**Operational Risk Management Sr. Process Manager, Technical Writer III**

- Established and monitored Operational Risk Management (ORM) training project milestones
- Accomplished directive of enhancing a high-level summary of the Operational Risk Economic Modeling procedure by writing a robust procedures document
- Ensured compliance to regulatory guidelines (OCC/Basel) by reviewing, revising, and maintaining ORM control documentation
- Earned a Business Process Management (BPM) certification for developing a repeatable and sustainable approach for creating ORM control documentation
- Achieved closure of an audit finding to improve operational risk knowledge and communication by creating a training plan, department intranet, and newsletters
- Sought out by Data Warehouse team to provide software documentation and training expertise in drafting training plan for new Risk Data Warehouse software
- Mapped high-level business requirements (HLBR) to ORM Policy
- Improved department's Livelink document repository by restructuring into a logical system which resulted in reduced search times; served as site administrator and ensured correct accesses were granted

**Labyrinth Learning**

**December 2009 – March 2011**

**Sr. Technical Writer**

Contracted by publisher of Microsoft Certification-Approved College textbooks to author and edit

- Ensured compliance to Microsoft Office User Specialist (MOUS) Expert certification requirements
- Developed curriculum for new Corporate Series of learning manuals
- Wrote instructor support materials, including: test questions, lecture notes, PowerPoint presentations, and customized assessments, which provided instructors clear and concise reference materials
- Lead video script writer and editor, writing scripts based on book topics; trained other writers/editors
- Developed procedure (still in use today) for: How to Tech Edit Skills-Based Video Scripts

**Northrop Grumman, Chester, VA**

**November 2008 – December 2009**

**Documentation Lead, Technical Writer**

- Write, review, and edit process and procedure documents

- Supervised technical writers to ensure document consistency was maintained and deadlines were met
- Reviewed and edited policies, processes, and procedures ensuring adherence to company style guide (based on Chicago Manual of Style) which resulted in a comprehensive document procedures manual
- Improved reaction time for answering data calls and enabled production of quick and accurate status reports by developing and implementing an Access tracking database
- Maintained SharePoint document repositories resulting in accurate storage and increased productivity
- Facilitated meetings with cross-functional team: gathered and shared documentation status

**Certifications:**

- Business Process Management (BPM)
- Creative Training Techniques

**Education:**

- Rapid eLearning Workshop
- Business Analysis Courses



## 21. Information Systems Assistant

### Professional Summary:

- Technical knowledge of troubleshooting, diagnose, and resolve hardware, software, database, connectivity, and other issues, errors, and failures. Skilled at supporting migration projects of newer desktops, laptops, servers, networking devices, security systems, CCTV, telephony, and mobile devices from a variety of manufacturers running on Cisco, Polycom, Dell, HP, Windows, Apple Mac OS, Unix/Linux, Android, iOS, platforms. Perform virus and malware remediation to prevent security issues. Manage user accounts, access rights, and privileges; resolve login issues and reset passwords.
- Remote User Support / Troubleshooting & Diagnosis / Installation & Configuration / Technical Documentation
- Hardware & Software / Proprietary Systems & Application / Network Connectivity / VoIP Systems/Firewalls, Routers, Switches & Wireless systems
- Trouble Ticket Tracking / Escalation & Follow-up / Interpersonal Communication / Backup & Recovery
- Experienced in physical assembly, installation and implementation of hardware and systems (Racks/Cableways/Systems/Patch Panel/UPS/VoIP).

### Technical Skills:

<b>Platforms:</b>	Windows Desktop 7-10, Windows Server 2003/2008/2012/2017, Active Directory, Exchange Server & Exchange Server WebApp, Skype for Business Server 2015 Lync, ISA Server, SQL Server 2005/2008, Mac OS, UNIX, Linux, BES, VMware, Android, iOS, PowerShell ISE with scripts, WDS, SCCM, AD Users and Computers, Server 2016 Print Management, Lync 2013, Microsoft Office 2016 365, Skype for Business Server 2015 Control Panel, Wordpress, GitHub script solutions, Microsoft Visual Studios
<b>Software/Tools:</b>	Visual Studio 2005/2008, Microsoft Office, Cisco VPN Client, Citrix XenApp, VMware Sphere, VMware ESXi, Crystal Reports, Norton Antivirus, Symantec Backup Exec, Remedy, WDS, Microsoft SCCM, AD Users and Computers, Remote Desktop Connection, Cisco VPN, Novell ZENworks Endpoint Security Management, ZENworks Console One, ZENworks Control Center, Symantec, SolarWinds, Wireshark, Network Analyzer, SIP Analyzer, Voice Quality Tester, Audio Analyzer, Overseer, Oracle Web Apps, Lotus Notes, Lotus Approach, IA Professional, Crystal Reports, VNC Scripts
<b>Networking:</b>	TCP/IP, SNMP, DHCP, ODBC, BGP, OSPF, EIGRP, NAT-PT, PVRST+, PVST+, VLAN & 802.1Q (trunking)
<b>Key Skills:</b>	Network Support, Security Support, Disaster Recovery
<b>Hardware:</b>	Blade, Rack, SAN Servers (HP ProLiant, Dell Power Edge), RAID, Cisco Routers, Cisco Catalyst Switches, Cisco PIX, ASA & next-generation Firewall, IDS/IPS, Snort, Checkpoint, PF Sense firewall, Cisco Aironet Wireless Access Points, Cisco VPN, Juniper Routers & Switches, SIP Gateway, VoIP Phones, T1/T3, PBX & PSTN Telephony, HP Tape Autoloader, Ethernet Cabling, Patch Panels, Installation & Testing Equipment/Tools, Printers (Xerox, HP), Desktops/Laptops (Dell, HP, Apple, Microsoft, Panasonic, Samsung) Mobile Devices (LG, Samsung, Blackberry), CAC Cards Readers, Single Sign On (FSSO)

**Professional Experience:**

**R-Kon**

**September 2019 - Present**

**Information Systems Engineer / Desktop Migration Engineer**

- Windows 10 operating system lead PC Migration support technician for a manufacturing warehouse company.
- Implementation of Windows 10 operating system while using the Desktop Central Server migration tool.
- Desktop Central administration, implementation and configuration of various software applications, program scripts and deployment of Windows 10 operating systems infrastructure policies.
- Create and modify specialized Windows 10 images that are uniquely designed for specific functions within a large factory environment.
- Assist with the deployment of Ring Central VoIP deployment and implementation.
- Assist with the field technical support pertaining to migration projects.

**Syrainfortek**

**Jan 2019 – September 2019**

**Network Field Technician**

- Technical support, VoIP deployment of Skype for Business and Polycom phones corresponding to Verizon migration project for the State of Pennsylvania departments.
- Provide migration support to various State of Pennsylvania departments including onsite survey and documentation of telecom systems and network topology.
- Implement specialized VoIP components during deployment procedures, in conjunction and collaboration with both the State of Pennsylvania and Verizon.
- RJ45 CAT5e installation and troubleshooting using line test equipment.
- Microsoft Skype for Business and Microsoft SCCM configuration

**FS24-7, Field Nation, OnForce, OnePath, Field Engineer, WorkMarket, Barrister, CommWorks**

**Dec 2018 - Present**

**Network Field Engineer, WAN Network On-Site Corporate**

- Provide process conformance of CSAT systems and network technical support of various networking based systems throughout multiple businesses and companies as a Field Engineer.
- Network support of various networking equipment such as Cisco switches and routers.
- Migration support and implementation of Cisco VoIP telecom system. Fiber Optics, Coax, CAT5e/CAT6 and RJ11 cabling installation and support. PBX telecom, CCTV, and Security System panel installation and troubleshooting with various testing equipment tools.

**SeRigor Incorporated Maryland & Minority Business Enterprise, Baltimore, MD**

**Mar 2013 - Nov 2018**

**Information Systems Assistant**

**Information Technology Specialist**

**Environment:** Windows 7-10, Windows Server 2003-2012, Microsoft Exchange/Exchange WebApp, Active Directory, PowerShell ISE with scripts, WDS, SCCM, AD Users and Computers, Server 2016 Print Management, Lync 2013, Microsoft Office 2016 365, Skype for Business Server 2015 Control Panel, Mainframe Client Systems, Remote Desktop Connection, Cisco VPN, Novell ZENworks Endpoint Security Management, ZENworks Console One, ZENworks Control Center, Symantec, SolarWinds, Overseer, Citrix, Oracle Web Apps, Lotus Notes, Lotus Approach, IA Professional, Crystal Reports, VNC Scripts, Desktops/Laptops/Mobile Devices (Dell, HP, Apple, Microsoft, Blackberry, LG, Panasonic, Samsung), Network Printers (Xerox, HP), DHCP, ODBC, Proprietary Software



- Implementation of preventive measure and maintenance, ensuring installation of utilities and tools to prevent or mitigate virus and malware infections.
- Perform hands-on troubleshooting, repair, and replacement of computer hardware for the different departments.
- Administer Active Directory domain, user accounts, and user access/privileges using various tools and utilities.
- Serve as lead technician on projects to implement of cutting-edge desktops, laptops, and mobile devices; collaborate on creating or reconstructing OS images.

**Environment:** Windows XP, Windows 7-10, Microsoft SQL Server 2005/2008, SCCM, Microsoft Office, Crystal Reports, Norton Antivirus, Symantec Backup Exec, Wireshark, Network Analyzer,

Served as Network Technician responsible for installing, configuring, troubleshooting, migrating and resolving issues related to Mitel VoIP software based systems in a help desk and call center environments.

- Maintain remote access with common administrative utilities such as VNC Scripts, Remote Desktop Connection, Cisco VPN and Novell ZENworks Control Center including Mainframe client systems, Active Directory administration utilities such as Microsoft Deployment Service, Microsoft System Center Configuration Manager, DHCP, ODBC, AD Users and Computers, SolarWinds, Overseer, Citrix, Oracle Web Apps, Lync web conference implementation, Microsoft Office 2010/2013, Windows Exchange WebApp and Network Xerox/HP printers support;
- Assist with the Mayor's Office of Information Technology by providing a technical role base representation to multiple of Baltimore City's departments such as the Baltimore City Police Department (BPD). Also assisted their IT department with both phone and repair shop hands on support that deals with the majority of Baltimore City departments computer hardware repairs and replacement;
- Provide technical administrative support of the entire City of Baltimore specialized software and programs such as Microsoft Active Directory, Microsoft Exchange Management Console, Novell, ZENworks, Novell Console One, and Novell ZENworks Control Center which are Administration Management utilities and Symantec;
- Provide technical support for IBM/Oracle client database programs such as 3270 Client Mainframe, Microsoft Office 2010 -2016, Lync, Microsoft Exchange Management Console, VNC/RDC, Citrix, Lotus Notes, Lotus Approach, IA Professional, BPD Navigator, Forms and Reports, Crystal Report, METERS, CJIS with JavaScripts, NCIC, Pocket Cop, Blue Team, RMS InPursuit, VTrak Jail Calls, network printers/scanners systems and mobile devices;
- Maintain various network/server/desktop security procedures such as Bitlocker encryption, CAC Cards Readers, Symantec Endpoint, CheckPoint and FireEye implementation and administration support.
- Oversee preventive measures and maintenance & also the inclusion of utilities/tools for virus/malware removal tactics.

**Tiger Personnel Service, Silver Spring Maryland**  
**Help Desk Support III**

**Mar 2012 - Jan 2013**

- Providing a wide variety of Desktop and clerical support for the Information Technology staff and Network Operation Center on new Servers and PCs/ laptop deployment project.
- Troubleshoot various office/peripheral equipment issues ranging from desktops, laptops, scanners, printers and software.
- Provide on-site client support of new imaged re-installation/configuration of Microsoft Office 2010 applications, web database applications, Citrix XenApp, VMware, Cisco VPN, CAC cards readers, RSA,



wireless, Blackberry, Android and Apple iPhone and iPads software and devices to thirty or more clients.

- Replaced older desktops and laptops with new HP and Dell workstations and laptops while transferring the users' profile settings and data from Windows XP to Windows 7.
- Performed all preparatory work including user profile transfer, PST file, copying and transferring files/data from network drives to new refreshed systems.
- Supported and respond to an open ticketing system.
- Implementation Windows Deployment Service server of Windows 7 images onto new HP desktops and laptops.

**NCW Resources, Rockville, Maryland**

**Jun 2010 – Aug 2010**

**Desktop Support**

- Implemented Dell desktops and laptops refresh initiative for Defense Logistics Agency Information System Department while replacing older desktops and laptops with Dell PCs.
- Performed all preparatory work including User profile transfer, PST files, copying and transferring files/data from network drives.
- Supported open ticketing system using Remedy application by providing on-site client support of newly imaged re-installation/configuration of Microsoft Office 2007 applications, web database applications, Blackberry software and devices, and CAC cards and PKI authentication application.
- Implementation of Norton Ghost to in preparation of Windows XP images onto new Dell desktops and laptops.

**Systems Integration, Landover Maryland**

**Oct 2007 – Jan 2010**

**Network Technician**

- Deliver VoIP system (Hardware/Software) implementation and configuration support including Tier 1 IT Technical Support for Transportation Security Administration Call Center and a few other branches of the Department of Homeland Security and State Government network including privately owned businesses.
- Main support consists of VoIP applications for servers/workstation, SAN implementation for voice/data recordings, SIP gateways, legacy PBX, T1/T3 connection, PSTN based telephone system connection /patch panels, voice/data Polycom phones, desktop workstations and client support.
- Support VoIP product (hardware/software) integration and configuration of various Cisco routers and switches devices. Experienced in implementing and troubleshooting VoIP QoS based packets and frames by using various tools such as Wireshark, Network Analyzer, SIP Analyzer, Voice Quality Tester, and Audio Analyzer.
- Handling over 40 incoming calls per day via incoming Help Desk Call Center database (Interactive). In charged with the responsibility of customer screening, problem escalation, assist in all phases of Contact Center and Help Desk. Assisted with the management and delivery of remote or onsite installation, configuration, and end user product application and devices of over 200 workstations on Windows XP operating system, network printers, and related technical items within the call-center.
- Assisted in planning and maintain support for all Microsoft SQL 2005/2008 database systems of specialized data entry application including ODBC workstation configuration and transferring/extracting daily Crystal Reports formats including voice/data storage regarding to call center management.
- Implemented and maintain local company server architecture and monitor Blades/SAN servers, RAID implementation, Server upgrades (Hardware and Software) including WSUS implementation and maintenance and network configuration.



- Tape Drive backup and recovery installation and maintenance using Symantec Backup Exec including Norton Antivirus Corporate application while maintaining backup procedures.
- Supported and responded to ticketed system by providing on-site client support of VoIP client application, re-installation/configuration of Microsoft Office 2007 applications, database applications, Blackberry software/devices and Enterprise server maintenance (Blackberry firmware updates and user email account/applications Blackberry device configuration).
- Maintain and supported of various products and application. Supported, logged and maintain server room UPS and backup generators. Maintaining of various Blade, Rack Servers and SAN Servers including RAID implementation (HP ProLiant and Dell PowerEdge).

**Notable Achievements/Certifications: Interaction Center Certified Engineer Certification CIC Installation & Configuration 3.0 Interactive Intelligence Certificate, VoIP Boot camp 3.0 Interactive Intelligence Certificate**

- Performed management of Voice-over-IP, PBX, and PSTN based telephone system connection.
- Provided top-notch product phone support for over 375 users including Branch Chiefs, leading government officials, and contract management.
- Analysis and troubleshoot various telecommunications data cabling ranging from shielded/unshielded twisted pair of both crossover and straight-through cables (RJ45 CAT 5e and CAT 6) Ethernet cabling.

**Certifications:**

- Comp-TIA A+ Certification
- Comp-TIA Network+ Certification
- Comp-TIA Server+ Certification
- Comp-TIA Security+ Certification
- Microsoft Windows System Engineer with Security, Master Certificate
- VoIP Interactive Intelligence Certificate
- Cisco Certified Network Associate Online Course Certification
- ITILv3

**Education:**

- Bachelor of Science, Computer Science - University of Maryland Eastern Shore, Maryland - 2002
- Master Certificate, Microsoft Windows System Engineer - CCI at Johns Hopkins University, Maryland

## 22. Imaging Operator

### Professional Summary:

Team player with over 10 years of experience prepping, scanning, and copying documents while ensuring quality control. Able to organize and control multiple projects and ability to exceed performance expectations. Available and eager to begin work as soon as possible.

### Technical Skills:

Scanning, Binding, Copying, Customer Service, Data Conversion, Record Maintenance, Quality Control, Mail, Calls, Law, ipro, Doculex, Microsoft Office, Word, Excel, Access, PowerPoint.

### Professional Experience:

#### Thomas

March 2006 - Present

#### Mailroom Clerk, Document Reproduction Technician

- Responsible for all incoming and outgoing mail.
- Screened and directed all incoming calls.
- Responsible for monthly invoice mailing, take care of mailed to data sheet where I closely track mailings.

#### Trans Perfect Legal Solutions

Sep 2010 – March 2020

#### Imaging Operator

- High volume copying and scanning.
- Large formats documents reproductions.
- Legal copying and Binding.

#### Merrill Corporation

Feb 2006 – Mar 2010

#### Imaging Operator

- Scanned & performed quality control on images that were scanned.
- Maintained a good company image by interacting with clients.
- Data transfer to portable media, which was necessary to transmit scanned data to clients.

#### Paul, Weiss, Rifkin, Wharton & Garrison LLP

June 2004 – Nov 2005

#### Contract Litigation Support Scanning Operator

- Prepared all necessary documents that required high volume scanning.
- Evaluated quality control checks on documents that were scanned.
- Maintained records and sorted documents.

#### Litigation Support Services, Inc

Apr 2003 – June 2004

#### Imaging Operator

- Gathered relevant legal documents pertaining to specific cases.
- Prepped and scanned of legal documents into appropriate systems (IPRO and Doculex)
- Re-assembled documents after scanning process.

#### Thomas Publishing Company

Apr 1994 – Aug 2002

#### Mailroom Clerk, Document Reproduction Technician

- Responsible for all incoming and outgoing mail.



- Screened and directed all incoming calls.
- Responsible for high volume scanning for manufactures' catalogues for use within a database.
- Conducted quality control checks on images processed by optical recognition software.
- Responsible for quality & timely mailing of monthly statements & Invoices to Thomas Publishing customers.
- Data transfer to portable media, which was necessary to transmit scanned technical data to engineers.

**Education:**

- Devry University - Long Island City, NY - Computer Technology
- Technical Career Institutes - New York, NY - Computer Technology

### 23. Programmer Analyst

#### Professional Experience:

##### Shape-Corp - Haven, MI Programmer Analyst

September 2013 – Present

- Plex ERP system
- Tasked with managing securities and user concerns.
- SQL report writing
- Tasked with writing very complex reports and linking them to application screens for users.
- Also wrote end user report screens through Plex and IntelliPlex reporting systems.
- Help desk for ERP system.
- Responsible for answering help desk that pertained to the Plex ERP system and troubleshooting users concerns and issues.
- Testing report data and updating older reports to newer formats.
- Writing procedures to capture data from ERP's database to store in companies on site data warehouse using MS SQL server.
- Microsoft SQL Server 2008
- Microsoft SQL server 2014
- T-SQL
- PL/SQL
- Integrating data warehouse data with Excel spread sheets.
- Troubleshooting user issues.
- Data verification for SQL reports.

#### Skills:

- Hardware Concepts
- Operating systems Concepts
- File Management
- Unix
- Programming
- Web Design
- Iseries CL
- Database Management
- Database Admin
- Database Programming
- Oracle
- Java Basic/Advanced
- Electronic Spreadsheets
- MySQL

#### Education:

Associate of Business in Computer Information Systems Microsoft Applications - Baker College, MI



## 24. Systems Programmer

### Professional Summary:

- Senior Systems Programmer with professional experience in devising innovative and tailored solutions to meet ever-changing business requirements within diverse industries and worked in all phases of the Software Development Lifecycle (SDLC).
- Worked in the roles of Project Manager, Business Analyst, Systems Analyst and Software Development, which include requirements gathering, preparation of specifications, time estimates, test plans and test cases, higher and lower level documents for systems development in west point Military Academy, Optum, Convergys etc.
- Have advanced skills with leading-edge programming tools, complemented by a proven ability to rapidly utilize emerging technologies such as Java, Python, C, C++, C#, Pro\*C, MATLAB, PL/SQL, Python, Web Services (REST/SOAP), JavaScript (jQuery), Visio, and TFS in OOP environment using Agile/Scrum.
- Extensively used databases like Oracle, Sybase, DB2, Informix, MS SQL server and participated in development, debug, unit test, quality test, regression tests etc. That includes participated in releases, upgrades, and support, which include, production support in Walmart, P&G etc.
- Expertise using Oracle 10g/9i/8i/8.0, Oracle Forms 10g/6i/6.0 and Report10g/6i/6.0, SQL, PL/SQL, SQL\*Loader, Stored Procedures, DBMS Packages, TOAD, SQL DEVELOPER, Ref Cursors, Constraints, Partitions, Triggers, Indexes: Indexes-B-tree Index, Bitmap Index, Views: Inline Views, Materialized Views, Database Links, Export/Import Utilities. Tuned SQL, PL/SQL, analyzed tables, used Hints, PL/SQL Procedure calls, Arrays and Dynamic SQL.
- Excellent communication skills and is highly skilled in documentation. Developed a number of interfaces where encryption/decryption of authentication information is done to gain access for network security.

### Technical Skills:

**Operating Systems:** Linux, Unix, Solaris, AIX, Windows, Visual Studio 2015/12/10/08/05

**Languages:** Java, C#, C, C++, Go, Perl, Python, VB.NET, CSS, ASP.NET, JavaScript (jQuery), Unix/VBScript, T-SQL, UML, XML, PHP.

**Databases:** Informix, MS SQL Server 2008/2005/2000, MySQL, Oracle 7, 7, 8, 11/10g, PL/SQL, PRO \*C, DB2, Access 2000, Sybase, Ingres, Bigdata, HBase, Hadoop, MapReduce.

**Tools:** Visio, Rational Rose, Visual Studio, Informix, SQL Server Analysis, Services, MS Project, Team Foundation Server (TFS), Datastage, ERWIN, BPWIN, TOAD, GIT, SVN, Scene Builder, Java FX, Java Swing, Eclipse.

**Related Skills:** J2EE, JDBC, JSP, Object-Oriented Design (OOD), Agile Development, SDLC, Project Management, Solutions Architecture, Technical Documentation, Quality Assurance, Unit Testing, End-to-End Testing, XML, HTTP, SOAP, REST, TCP/IP, UDP, JSON

## Professional Experience:

### Insight Global onsite at Fifth Third Bank

Apr 2019 to Present

#### Systems Programmer

Developing a GUI for AML Transaction monitoring. The web GUI is for a customer administration user interface for an anti-money laundering system. The application is developed using Java, JavaFX, java swing, java, awt and uses DB2 under Linux. The screens are designed using Java FX scene builder. The design development and unit testing are done and is under customer testing.

### SV American Information Systems

Aug 2016 – Mar 2019

#### Systems Programmer

**For NDC Technologies:** Developing code to program an electronic gauge to measure physical parameters of objects, which is Beagle Bone Black based processor, C++ under Linux is used in the back ground and html, CSS, Java script used to program the screens. Extensively using standard templet library and various data structures. Written several classes to read analogue and digital input boards. Written several SQL scripts for the database.

**Environment:** C++, MySQL, QT, Java, Java Script, CSS, HTML, Visual Studio 2015, Linux, Beagle Bone

**For EFHutton:** Developing search engine for EFhutton for financial search applications, which spiders the selected web sites, develops suitable indexes and presents the results according Page authority and search conditions set by user.

- Collect, analyze, develop requirements regarding features of search engine based on new requirements.
- Modified the application and added different features. Written scripts in Unix. Programmed front end screens using Java Script, PPP, and Python.
- Gathered technical requirements from customers, evaluate their needs and provide solutions for both problems and initiatives. Used for secure data transmissions tools and did secured socket communications layer programming.
- Have involved in data modeling and design and development of custom tables. Developed C, Pro\*C programs. Used Multithreading Programming for handling large volumes of data for parallel processing/load.
- Analyzed data or infrastructure to determine the range of solutions, such as alternate methods and procedures or enhancement of products or services.
- Handled design, develop and configure data import/export procedures (SSIS)

**Environment:** C++, Go1.6, QT, Java, PHP, Python, Perl, Pro\*C, PL/SQL, Java Script, HTML 5, UNIX scripting, AMAZON Web Services

**For OCLC:** Worked in OCLC, as Senior Software Engineer, and responsible for requirements gathering, design and implementation of enhancements and bug fixes for the search engine for online browsing of documents. The system is distributed over 572 servers and the search systems gives database calls to Hadoop, whose components are Hadoop and HBase. The database gets periodically updated, but the data is distributed over different servers. Prior to that the update process is done on each server, the file being updated is sent to all the servers, which is of size of millions of records. Each server has to look into this file, to see if the records in them have to be updated. This takes a long time. This process is redesigned, where on worked number, appropriate records are sent to proper server. This greatly reduced speed of the processes. Participated in this work, to achieve this efficiency, the work involved making some configuration changes and update process code changes in Java.

- Worked as team lead to the development team and managed the development efforts.



- Main tasks involve gathering requirements, design and code in Java, C/C++, and scripting in Tcl, Unix, Perl, python. The system supports thousands of libraries throughout the world. The system is written, in C++, Java, Python, Perl, UNIX scripting, Tcl/ and distributed file systems and database like Hadoop and MapReduce, HBase.
- Created, documented, and maintained customizations to customer environment, such as triggers, stored procedures, or views.
- Wrote custom support modules for upgrade implementation using PL/Sql, Unix Shell Scripts, Pro\*C, and C++. Designed and developed different Database Objects (Stored Packages, Procedures, Functions, Triggers) using PL/Sql. Performed optimization of SQL queries (Used SQL Trace, Analyze, Explain Plan Utilities, TK-prof and Hints to tune SQL Queries.).
- The data involves thousands are records in terms of four or five trillion of records. Find supports on line queries and interfaces with Hadoop and under lying MapReduce and HBase to retrieve data, which is residing on several distributed servers.

**Environment:** C++, QT, Go1.6, Java, Python, Perl, UNIX scripting, PL/SQL, Oracle and other database like Hadoop and xml tools.

#### **Performed as a Systems Analyst for Optum**

- Served as a systems analyst on requirements gathering and system architecture, and provided technical support to various development Scrum teams in developing web services for insurance purposes, using Agile, Java, J2EE, JSON, XML SOAP, and REST technologies.
- Have involved in data modeling and designing of custom tables. Designed PL/SQL scripts, packages, procedures and functions used for migrating data from interchange to present and other Sub systems. Used DataStage to convert and port data from different systems.
- Participated in all phases of the Software Development Life Cycle.
- Analyzed, designed, coded, tested, implemented, and documented complex enhancements and applications in a timely and efficient manner, in accordance with procedures and standards.
- Obtained specifications, analyzed the input, output parameters, and ELDM mapping.
- Gave specifications to programmers for different Web Service calls to programming staff for the Optum medical support system.

**Environment:** Oracle, PL/SQL, C#, DataStage, Visual Studio 2012/ 2010

#### **Jenzabar**

**Aug 2012 to Aug 2016**

##### **Software Engineer/Analyst**

- Worked as Project manager, for several development efforts in planning resources, study and project schedules, change management.
- Worked in CX development, analyzing, studying, designing, and developing the systems.
- Developed new projects for National Student Clear House, degree verify, student registration, and transcript modules, extensively using multi-threaded programming and complex data structures. Developed number of stored procedures in PL/SQL. Used DataStage to convert and use data from different systems.
- Developed scripts in Tcl and Perl, VB script, Unix
- Studied the specifications and developed the requirements document, and designed/developed the National Student Clear House systems for student loan processing as well as for degree verification process.
- Developed several new features for student registration. Used for secure data transmissions tools and did secured socket communications layer programming.
- Developed PL/SQL scripts, packages, procedures and functions used for migrating data interchange.

- Optimized SQL and PL/SQL performance using Oracle utilities like hints, Explain Plan, SQL-Trace and TK-Prof
- Developed C/C++, Pro\*C Batch programs using Multithreading Programming for handling large volumes of data for parallel processing.
- Built new features and performed new enhancements on client's search engine for unofficial transcripts, and for adding flexibility for course selections.
- Provided 24/7 on-call support, on rotation.
- Participated in the SDLC process, including defining requirements, designing, estimating, coding, testing, certifying, piloting, and rolling out requested changes.

**Environment:** Informix, Oracle, PL/SQL, DataStage, C#, C++, Go1.4, MFC, Web Services, SOAP, REST, Python, Visual Studio 2012/10/05, Unix Scripting.

## **Walmart**

**Aug 2011 to Aug 2012**

### **Sr. Programmer Analyst**

- Worked as project manager and team lead for overseas and local team in developing a web service for authorizing access to update stored information and pricing.
- Designed and developed tools, scripts, and applications for Walmart store management on point-of-sales team, while extensively using multi-threaded programming and complex data structures. Developed a number of PL/SQL scripts and stored procedures. Developed scripts in Tcl and Perl, Unix.
- Developed web services for point-of-sale and store tools, which involved processing data related to sales functions promotions, specials, discounts, methods of payment, taxes, and sales reconciliation.
- Performed optimization of SQL queries (Used SQL Trace, Analyze, Explain Plan Utilities, TK-prof and Hints to tune SQL Queries. Coding and reviewing of enhancements done in the Interface side during implementation. Support modules for implementation using PL/SQL Scripts, Unix Shell Scripts and Pro\*C. Developed Triggers to trace the performance of batch programs.
- Undergone training in DataStage and performed data conversion.
- Partnered with various IT and business teams to analyze, specify, and document requirements, and to evaluate alternatives to satisfy those requirements, including translating business requirements into detailed functional, technical, security, data, and system performance requirements.
- Participated significantly on the development team throughout the entire Software Development Life Cycle (SDLC) to ensure the requirements were satisfied, with heavy involvement in analysis, design, and testing.
- Participated in the SDLC process, including defining requirements, designing, estimating, coding, testing, certifying, piloting, and rolling out requested changes.

**Environment:** Informix, ORACLE, C#, C/C++, MATLAB, XML, Web Services, SOAP, REST, UML2, Unix Scripting.

## **AT&T**

**Feb 2011 to June 2011**

### **Systems Analyst**

- Assisted in the development of upgrades for Balance Manager system for AT&T.
- Participated in the design, development and releases of Balance Manager.
- Served as a project lead, developing the higher level and lower level design documents from the requirements.
- Identified and made the database schema changes. Developed a number of PL/SQL scripts and stored procedures. Managed the database team.



- Coding and reviewing of enhancements done in the Interface side during implementation. Support modules for implementation using PL/SQL Scripts, Unix Shell Scripts and Pro\*C. Developed Triggers to trace the performance of batch programs.
- Led the developers in coding the design and unit testing, unix scripting.
- Identified the bugs and fixed the errors in QC testing and end-to-end testing.
- Worked on the production releases and provided support after release.
- Provided 24/7 on-call support, on rotation.

**Environment:** Oracle, PL/SQL, C# C / C++, XML, MFC, Visual Studio 2010/ 2008

**Performed as a Developer, Analyst with several clients**

**Mar 2004 to Jan 2011**

**Programmer Analyst for SkyBitz:**

- This company manufactures and supports online tracking devices, which are used in transportation services, to track the vehicle location and its status, using GPS services. Worked in this company to develop the enhancements in their system.
- Worked as project manager to develop schedules and planning and organizing resources.
- Gathered the requirements and developed the requirements document for the enhancements. Used for secure data transmissions tools and did secured socket communications layer programming.
- Coded nearly 30 PL/SQL stored procedures and Pro \*C, programs for these enhancements and wrote 40 Unix scripts.
- Deeply involved in unit testing, integrated testing, regression testing and tested the product bug free.
- Released the development to the production.
- Written some Unix scripts for automation of certain processes.

**Environment:** C#, C++, Oracle, PL/SQL, MATLAB and MFC under Visual Studio 2005

**Programmer Analyst for Procter & Gamble (P&G):**

- Developed statistical analysis program for P&G for analyzing the chemical product for developing shampoo using VBA for excel reporting. Did analysis for pet care products for P&G.
- Developed several programs in C++, Java, and MATLAB in Linux for image processing applications for drug evaluation for Pharmaceutical research. The data is captured by scanning images from a device and are processed to generate continuous images.
- Coding and reviewing of enhancements done in the Interface side during implementation. Support modules for implementation using PL/SQL Scripts, Unix Shell Scripts and Pro\*C. Developed Triggers to trace the performance of batch programs.
- Designed and developed applications for supporting research for chemical industry related to hair products and hair related research Java, C#, VB.NET

**Environment:** C#, Oracle 8/9/10, PL/SQL, C++, Unix, Linux, Windows, Visual Studio 2005, MATLAB

**Business Analyst/Programmer for Ohio Department of Mental Health:**

- Deeply involved in the design and development of Consumer Data Mart system for the Data Warehouse of Department of mental Health, Ohio State Government. Worked as lead programmer and in Project Management.
- Developed a module of the Data Mart based decision support system which gives graphical interface to generate reports. Generated dynamic Queries from the user inputs with the Data Warehouse, and generate the reports graphically using Crystal Reports.
- Developed Web services for migration of data from mainframes sever to and fro using Web Sphere Studio, JDBC, JMS, JSP, Java Servlet Technology, Java Beans, XML, Web Services and Oracle. Developed a number of PL/SQL scripts and stored procedures.



**Environment:** Oracle 8/9, DB2, Forms, Reports, C++, Pro \*C, PL/SQL, UML, Java, J2EE, JSP, Web Sphere, Crystal Reports, JDBC, JavaScript, XML

**Programmer Analyst for Anthem Blue Cross & Blue Shield:**

- Worked on modifications and enhancements of Treatment folders for Anthem Medical Management System.
- Developed code in Java, Oracle, Sybase, embedded SQL and Deeply involved unit testing;
- Developed several programs in PL/SQL, C++, Pro \*C and Embedded SQL for batch processing of data to Oracle /Sybase database, Java, JDBC and ODBC.

**Environment:** UML, Java, J2EE, JSP, Web logic, Crystal Reports, JDBC, JavaScript, XML, Unix scripts. Visual Studio

**Business Analyst for Lowes Corporate:**

- Designed several Data Entry for Material Request Note, Material Inward Note, Goods Invoice Note, and Purchase Order Screens using Embedded SQL using Oracle Forms, C++, Pro \*C, Java in point of sales system,
- The projects involve processing data related to point of sales, sales functions promotions, specials, discounts, methods of payment, taxes, sales reconciliation, etc.
- Developed several stored procedures, scripts and triggers for creation and maintenance of database objects and for implementation of business rules.
- Involved in SDLC process like - define requirements, design, estimate, code, test, certify, pilot, and rollout requested changes.

**Environment:** C++, Oracle 8/9, Forms, Reports, Pro \*C, PL/SQL, UML, Java, J2EE, JSP, Web Sphere, Crystal Reports, JDBC, JavaScript, XML, Unix, TCL

**Senior Programmer Analyst for Lexis Nexis:**

- Worked in Lexis Nexis Web Office development in requirements gathering, documentation, design and development of MMFA. Worked as Project Lead in MMFA development.
- Developed more than 40 programs in C++, with embedded SQL, Pro \*C, PL/SQL for Lexis Engine to fetch the legal source information from the databases and display in the web screens.
- Developed programs using Open Client Libraries 11.1.1 for Batch updates to staging tables.
- Developed test scripts for testing the SQL stored procedures used in extraction and transformation for verifying the correctness.

**Environment:** C++, Oracle 8/9, PL/SQL, UML, JavaScript, XML, Unix, Pro \*C, Unix scripting

**Programmer Analyst for Convergys from 9/1997 to 12/2000.**

- Worked as project manager, Project lead in PCKNET development for web browsing on cell phones. Used C/C++, PL/SQL, Pro \*C in developing HTTP interfaces in Pocket Net Programming. Used for secure data transmissions tools and did secured socket communications layer programming.
- Deeply involved in requirements gathering, design and development of a number of modules in Switch Manager. Deeply involved in several design and development efforts of new interfaces to network elements such as Home Location Registers, octal boxes, ASN HLRS, HTTP based DPS (POCKETNET) for wireless Internet browsing. Extensively used C++ and developed different UNIX scripts for automation.
- Deeply involved in Web client development using Java, JSP, Servlets, and JDBC. Developed test scripts for testing the SQL stored procedures used in extraction and transformation for verifying the correctness.

**Environment:** C++, Oracle 8/9, Forms, Reports, Pro \*C, PL/SQL, UML, Java, JSP, Web Sphere/ Visual Age for Java, Crystal Reports, JDBC, Servlets, JavaScript, TCP/IP, XML, Unix



**IRS - EDS**

**Mar 1995 to Sep 1997**

**Business Analyst/ Lead Programmer**

- In West Point Military academy, Deeply involved in the requirements analysis, process modeling, database modeling and logical design of the Dean's office, using ERWIN and BPWIN
- In Federal Government IRS as Project Lead in the development efforts of EFDS and STARS projects (Scheme Tracking Analysis and Reporting System) for IRS Cincinnati.
- Work load management system to be used by the tax examiners. Worked in development and testing of these modules. Worked as DBA and provided user support to the Tax Examiners for the 1995 tax year at Austin, Texas and Kansas IRS service centers. Deeply involved in unit, integrated, system, user acceptance, regression, black box and load testing.
- Developed 50 programs in C, Pro \*C, PL/SQL, Oracle Forms and wrote unix scripts for data loading.
- Worked as DBA in IRS Austin and worked in ETL process in loading and processing of tax data from different systems and servers.

**Environment:** C, C++, OCI, Sybase, Dblib/C, Oracle, Pro \*C, PL/SQL, Unix scripting, UNIX

**Medwin Hospital**

**Jan 1993 to Feb 1995**

**Project Manager**

- As a project leader, deeply involved in the requirement collection, analysis, design, and development of Hospital Management software, developed with Sybase in Unix Environment.
- Developed several stored procedures, scripts and triggers and several programs for different functionalities. Developed different UNIX scripts for database automation processes. Lead the team to gather requirements, design, and development.
- Used Object Oriented techniques in design and model the system. Used Erwin to model the database. Developed several scripts for creation and maintenance of database.
- Developed nearly 100 programs in C++ using PL/SQL, Pro \*C, Pro \* Cobol, FORMS, Oracle Reports, SQL to update tables, generation of reports, screens.
- Developed several triggers to implement business the business rules. Designed and developed Medical Insurance for the hospital.
- Deeply involved in unit, integrated, system, user acceptance, regression, black box and load testing.

**Environment:** C, C++, Pro \*C, PL/SQL, ORACLE, OCI, SQL

**Certifications:**

ITIL V3 certification

**Education:**

- PhD in computer Science – Rayalaseema University, August 2019
- Master of Business Administration – Finance – IGNOU, New Delhi – October 1992
- Master of Science – IT- Punjabi University – August 2005
- Master of Computer Applications – Punjabi Technical University – September 2010

## 25. Computer Operator

### Professional Summary:

30 years of IT, Emergency and Disaster Recovery and Customer Service experience. Exemplary team and Project Management, analytical and problems resolution skills.

### Technical Skills:

Proficient with Microsoft SCOM 2012, OS/390 System Hardware, HDS 9960 Disk Storage subsystem, 3422, 3480-3490 tape drives, STK virtual tape storage, STK 9840 Magnetic tape drives, 3160 and 3900 Laser printers, 34245 impact printers and 5663 Comten communications controllers, MVS DOS 6.22, MS Window for Workgroups 3.1, Window NT 4.0 Workstation and Server, MS Window 3.1 & 95, Dell Pentium PC, Packard Bell, IBM, Compaq, Hewlett Packard, HP Deskjet 1600 CM/PS, MX PS, HP & Cannon Scanner, Smart Label Pro, IBM 3090, IBM 3070 HP, LaserJet 4SI/4Si, WLBUR, TSO, ISPF/PDF, DB2, ISPF, JES2, MS Office 97 with Outlook E-mail client, MS Exchange client, Netscape, Parachute, Internet Explorer, OnNet, TCP/IP.

### Professional Experience:

#### National Institutes of Health, Bethesda, MD Computer Operator (GS-0332-07)

May 1987 – Present

- Responsible for the Microsoft 2012 SCOM (System Center Operations Manager) Monitoring System which is a cross-platform data center management system for operating systems and hypervisors there are approximately 213 managed agents.
- Place devices in Maintenance Mode within the 2012 SCOM Monitoring System
- Research Alerts within the 2012 SCOM Monitoring System
- Provide improvements to operational processes and practices, including updates to Standard Operating Procedures (SOPs).
- Experience providing SCOM Administration support in a mixed and growing environment supporting, including but not limited to: MS Windows server 2008 R2/2012 R2, Microsoft SQL 2008/2012/2014+, and VMWare 5.x and 6.x, and network devices.
- Ability to identify reoccurring issues and work with IT members to remediate using the problem management process.
- Assisted and supported the installation of the 2016 SCOM Monitoring System
- Works with and Runs Reports in Xmatters which is an actionable IT alerting platform that relays data between systems while engaging the right people to resolve incidents faster and there are approximately 281 users.
- Attend Weekly Team Meetings where I supply input on the applications that the Team uses.
- Assisted and supported the upgrade of the VLAN IP Addresses and Server Names Project
- Serves as Computer Operator in the Center for Information Technology with responsibility for maintaining high speed large scale and loosely coupled systems.
- Collaborated with the Networking Operations Center (NOC) Group in monitoring ticket queues and completion of assigned customer related services
- Provide hourly reports to Senior Management and the Center of Information Technology (CIT) Office of the Director
- Provide 24/7 monitoring of all network components for NIHNET & HHS Network and its approximately 4500 devices (i.e., routers, switches firewalls, load balances)
- Participate annually in required training that includes Security Awareness, Privilege Access and Personnel Identifiable Information



- Support computer hardware including OS/390 System Hardware, HDS 9960 Disk Storage subsystem, 3422, 3480-3490 tape drives, STK virtual tape storage, STK 9840 Magnetic tape drives, 3160 and 3900 Laser printers, 34245 impact printers and 5663 Comten communications controllers.
- Monitor and control large digital computer systems and facilities including cabling, HVAC, security, telecommunications and micro-processors
- Process and perform real time teleprocessing applications for scientific and business systems, which include periodic batching
- Responsible for central processor connectivity, including ensuring operability of tape and disk drives and teleprocessing access channels
- Assist Network Operators with installing switches, hubs, routers, twisted pair cabling and connectivity
- Participates as a member of an Information Technology Team in support of Data Center projects, including procurement, installation and maintenance of hardware and software
- Perform customer support activities including continuity of operations disaster recovery and emergency management, problem resolution in accordance with standard operating procedures and established customer service level agreements
- Prepare reports, document issues and escalated problems as appropriate to management officials
- Analyze and monitor system status, set up jobs for production run and take corrective action to maintain production schedules
- Perform periodic or scheduled preventative maintenance and inventory of hardware

**MEDSTAR Southern Maryland Hospital, Clinton, MD**  
**Computer Operator**

**Dec 2006 – Aug 2016**

- Assisted customers with the creation of service requests in various locations of the hospital
- Assisted customers with questions regarding computer technology (hardware and software) as well as facilitation of issues and problems
- Assisted with the design, implementation, and maintenance of local administrative, financial, and clinical applications
- Defined requirements, process and use documentation, product testing, product trouble shooting, product upgrades and report development
- Managed order workflow to ensure on-time delivery of network infrastructure and circuits to Single Point of Contact
- Performed customer support activities including continuity of operations, problem resolution, in accordance with standard operating procedures and established customer service level agreements
- Prepared reports, documents issues and escalates problems as appropriate to management officials
- Analyzed and monitored system status, set up jobs for production ran and took corrective action to maintain production schedules

**Certifications and Trainings:**

System Center 2012 SCOM Operations Manager Courses

Introduction to Networks

LAN Concepts

Project Management: Contracting: Entry Level

Project Management: Requirements & Systems/Management: Entry Level

Creating Presentations in PowerPoint 2013

Formatting Text in Word 2016

Manipulating Data in Excel 2013

Saving and Printing Data in Excel 2013

WordPress Introduction and Basic Configuration  
Management Seminar Series  
Program Introduction  
Defining & Developing Your Personal Brand  
Managing Virtual Teams  
Managing a Diverse Workforce  
Influencing Change  
Mentoring 101  
Employee Engagement and Motivation Matters  
Microsoft Outlook Level 1  
Microsoft Outlook Level 2  
Microsoft Excel 365 Level 1  
Microsoft Excel 365 Level 2  
NIH Manage Up and Accelerate Your Success: Taking Your Career to the Next Level





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

State of West Virginia  
Centralized Request for Quote  
Miscellaneous

Proc Folder: 776701

Doc Description: TEMPORARY IT STAFFING FOR WVDHHR/OMIS

Reason for Modification:

ADDENDUM 1  
TO ADD ESTIMATED  
QUANTITIES

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-09-09	2020-09-17 13:30	CRFQ 0511 MIS2100000002	2

**BID RECEIVING LOCATION**

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

**VENDOR**

for Customer Code: VS0000033519

Vendor Name : Nivid Infotech Inc.

Address : 21515 Ridgetop Circle,

Street : STE 390,

City : Sterling

State : Virginia

Country : USA

Zip : 20166

Principal Contact : Satish Chenchal, Partner - Technology and Business

Vendor Contact Phone: 703-554-9702

Extension:

**FOR INFORMATION CONTACT THE BUYER**

Crystal G Hustead  
(304) 558-2402  
crystal.g.hustead@wv.gov

*SatishChenchal*

for  
Signature X

FEIN# 45-4533082

DATE 09-17-2020

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

**ADDITIONAL INFORMATION**

REBID OF CRFQ MIS2100000001

THE WEST VIRGINIA PURCHASING DIVISION IS SOLICITING BIDS ON BEHALF OF WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES (WV DHHR), OFFICE OF MANAGEMENT INFORMATION SERVICES (OMIS) TO ESTABLISH MULTIPLE OPEN-END CONTRACTS FOR TECHNICAL STAFFING SERVICES, PER THE ATTACHED DOCUMENTS.

THE POSITION CLASSIFICATIONS LISTED WITHIN THE SOLICITATION ARE TO PROVIDE FOR THE TECHNICAL EXPERTISE TO MEET THE CONTRACTED STAFFING NEEDS FOR ALL ENTITIES WITHIN THE WV DEPARTMENT OF HEALTH AND HUMAN RESOURCES, OFFICE OF MANAGEMENT INFORMATION SERVICES (OMIS) FOR SUPPORT OF OUR IT EFFORTS. THIS INCLUDES SUPPORT FOR ALL DHHR AGENCIES THAT MIGHT HAVE THE NEED FOR THESE SPECIFIC SERVICES. THESE SERVICES WOULD BE USED TO DEVELOP MODIFICATIONS AND ENHANCEMENTS TO THE COMPUTER SYSTEMS FOR THE END-USER STATE AGENCY, AS WELL AS MENTOR, PROVIDE TECHNICAL TRAINING AND SUPPORT AND PROVIDE "SHADOWING" OPPORTUNITIES FOR STATE ANALYSTS, AMONG OTHER TASKS AS DEFINED BY THE END-USER STATE AGENCY ON ITS DELIVERY ORDER FOR THE SERVICES.

\*\*\*QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS\*\*\*

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Web Application Analyst	2288.00000	HOUR	\$93	\$ 213,012.80

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Web Application Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Senior Web Application Analyst Optional renewal year 1	2288.00000	HOUR	\$97	\$ 222,141.92

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Web Application Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Senior Web Application Analyst Optional renewal year 2	2288.00000	HOUR	\$101	\$ 231,271.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Web Application Analyst Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Senior Web Application Analyst Optional renewal year 3	2288.00000	HOURL	\$101	\$ 231,271.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Web Application Analyst Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5 Web Application Analyst	2288.00000	HOURL	\$86	\$ 197,797.60

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Web Application Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Web Application Analyst Optional renewal year 1	2288.00000	HOUR	\$90	\$ 206,926.72

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Web Application Analyst Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Web Application Analyst Optional renewal year 2	2288.00000	HOUR	\$94	\$ 216,055.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Web Application Analyst Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Web Application Analyst Optional renewal year 3	2288.00000	HOURL	\$94	\$ 216,055.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Web Application Analyst Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9 Senior Mainframe Application Analyst	2288.00000	HOURL	\$70	\$ 161,281.12

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Mainframe Application Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Senior Mainframe Application Analyst Optional renewal yr 1	2288.00000	HOURL	\$74	\$ 170,410.24

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Mainframe Application Analyst Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11 Senior Mainframe Application Analyst Optional renewal yr 2	2288.00000	HOURL	\$78	\$ 179,539.36

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Mainframe Application Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Senior Mainframe Application Analyst Optional renewal yr 3	2288.00000	HOUR	\$78	\$ 179,539.36

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Mainframe Application Analyst Optional renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Mainframe Application Analyst	2288.00000	HOUR	\$70	\$ 161,281.12

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Mainframe Application Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Mainframe Application Analyst Optional renewal year 1	2288.00000	HOURL	\$74	\$ 170,410.24

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Mainframe Application Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Mainframe Application Analyst Optional renewal year 2	2288.00000	HOURL	\$78	\$ 179,539.36

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Mainframe Application Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	Mainframe Application Analyst Optional renewal year 3	2288.00000	HOUR	\$78	\$ 179,539.36

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Mainframe Application Analyst Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1, Senior CRM Application Analyst	2288.00000	HOUR	\$146	\$ 334,734.40

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior CRM Application Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Senior CRM Application Analyst Optional renewal year 1	2288.00000	HOUR	\$150	\$ 343,863.52

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior CRM Application Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19 Senior CRM Application Analyst Optional renewal year 2	2288.00000	HOUR	\$154	\$ 352,992.64

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior CRM Application Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
20	Senior CRM Application Analyst Optional renewal year 3	2288.00000	HOURL	\$154	\$ 352,992.64

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior CRM Application Analyst Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
CRM Application Analyst	2288.00000	HOURL	\$133	\$ 304,304.00

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

CRM Application Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
22	CRM Application Analyst Optional renewal year 1	2288.00000	HOUR	\$137	\$ 313,433.12

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

CRM Application Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
CRM Application Analyst Optional renewal year 2	2288.00000	HOUR	\$141	\$ 322,562.24

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

CRM Application Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
24	CRM Application Analyst Optional renewal year 3	2288.00000	HOUR	\$141	\$ 322,562.24

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

CRM Application Analyst Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Senior SharePoint Application Analyst	2288.00000	HOUR	\$106	\$ 243,443.20

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior SharePoint Application Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
26	Senior SharePoint Application Analyst Opt Ren Year 1	2288.00000	HOURL	\$110	\$ 252,572.32

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior SharePoint Application Analyst Opt Ren Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Senior SharePoint Application Analyst Opt Ren Year 2	2288.00000	HOURL	\$114	\$ 261,701.44

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior SharePoint Application Analyst Opt Ren Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
28	Senior SharePoint Application Analyst Opt Ren Year 3	2288.00000	HOURL	\$114	\$ 261,701.44

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior SharePoint Application Analyst Opt Ren Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
SharePoint Application Analyst	2288.00000	HOURL	\$93	\$ 213,012.80

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

SharePoint Application Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
30	SharePoint Application Analyst Optional Renewal Year 1	2288.00000	HOUR	\$97	\$ 222,141.92

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

SharePoint Application Analyst Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
SharePoint Application Analyst Optional Renewal Year 2	2288.00000	HOUR	\$101	\$ 231,271.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

SharePoint Application Analyst Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
32	SharePoint Application Analyst Optional Renewal Year 3	2288.00000	HOURL	\$101	\$ 231,271.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

SharePoint Application Analyst Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
33 Senior Application Oracle Database Administrator	2288.00000	HOURL	\$93	\$ 213,012.80

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Application Oracle Database Administrator



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
34	Senior Application Oracle Database Administrator Opt Ren Yr1	2288.00000	HOUR	\$97	\$ 222,141.92

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Application Oracle Database Administrator Opt Ren Yr1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Senior Application Oracle Database Administrator Opt Ren Yr2	2288.00000	HOUR	\$101	\$ 231,271.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Application Oracle Database Administrator Opt Ren Yr2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
36	Senior Application Oracle Database Administrator Opt Ren Yr3	2288.00000	HOUR	\$101	\$ 231,271.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Application Oracle Database Administrator Opt Ren Yr3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Application Oracle Database Administrator	2288.00000	HOUR	\$80	\$ 182,582.40

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Application Oracle Database Administrator



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
38	Application Oracle Database Administrator Opt Ren Yr1	2288.00000	HOUR	\$84	\$ 191,711.52

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Application Oracle Database Administrator Opt Ren Yr1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Application Oracle Database Administrator Opt Ren Yr2	2288.00000	HOUR	\$88	\$ 200,840.64

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Application Oracle Database Administrator Opt Ren Yr2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
40	Application Oracle Database Administrator Opt Ren Yr3	2288.00000	HOURL	\$88	\$ 200,840.64

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Application Oracle Database Administrator Opt Ren Yr3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
40 Senior Application DB2 Database Administrator	2288.00000	HOURL	\$86	\$ 197,797.60

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Application DB2 Database Administrator



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
42	Senior Application DB2 Database Administrator Opt Ren Yr 1	2288.00000	HOUR	\$90	\$ 206,926.72

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Application DB2 Database Administrator Opt Ren Yr 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
43 Senior Application DB2 Database Administrator Opt Ren Yr 2	2288.00000	HOUR	\$94	\$ 216,055.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Application DB2 Database Administrator Opt Ren Yr

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
44	Senior Application DB2 Database Administrator Opt Ren Yr 3	2288.00000	HOUR	\$94	\$ 216,055.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior Application DB2 Database Administrator Opt Ren Yr 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Application DB2 Database Administrator	2288.00000	HOUR	\$80	\$ 182,582.40

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Application DB2 Database Administrator



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
46	Application DB2 Database Administrator Opt Ren Yr1	2288.00000	HOURL	\$84	\$ 191,711.52

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Application DB2 Database Administrator Opt Ren Yr1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
47 Application DB2 Database Administrator Opt Ren Yr2	2288.00000	HOURL	\$88	\$ 200,840.64

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Application DB2 Database Administrator Opt Ren Yr2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
48	Application DB2 Database Administrator Opt Ren Yr3	2288.00000	HOURL	\$88	\$ 200,840.64

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Application DB2 Database Administrator Opt Ren Yr3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
49 Senior SQL Server Database Administrator	2288.00000	HOURL	\$93	\$ 213,012.80

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior SQL Server Database Administrator



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
50	Senior SQL Server Database Administrator Optional Ren Yr1	2288.00000	HOURL	\$97	\$ 222,141.92

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior SQL Server Database Administrator Optional Ren Yr1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
50 Senior SQL Server Database Administrator Optional Ren Yr2	2288.00000	HOURL	\$101	\$ 231,271.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior SQL Server Database Administrator Optional Ren Yr2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
52	Senior SQL Server Database Administrator Optional Ren Yr3	2288.00000	HOUR	\$101	\$ 231,271.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior SQL Server Database Administrator Optional Ren Yr3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
SQL Server Database Administrator	2288.00000	HOUR	\$86	\$ 197,797.60

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

SQL Server Database Administrator



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
54	SQL Server Database Administrator Opt Ren Yr1	2288.00000	HOURL	\$90	\$ 206,926.72

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**  
SQL Server Database Administrator Opt Ren Yr1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
SQL Server Database Administrator Opt Ren Yr2	2288.00000	HOURL	\$94	\$ 216,055.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**  
SQL Server Database Administrator Opt Ren Yr2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
56	SQL Server Database Administrator Opt Ren Yr3	2288.00000	HOURL	\$94	\$ 216,055.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**  
SQL Server Database Administrator Opt Ren Yr3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
57 Senior COGNOS Analyst	2288.00000	HOURL	\$93	\$ 213,012.80

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**  
Senior COGNOS Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
58	Senior COGNOS Analyst Optional Renewal Yr 1	2288.00000	HOUR	\$97	\$ 222,141.92

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior COGNOS Analyst Optional Renewal Yr 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
59 Senior COGNOS Analyst Optional Renewal Yr 2	2288.00000	HOUR	\$101	\$ 231,271.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior COGNOS Analyst Optional Renewal Yr 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
60	Senior COGNOS Analyst Optional Renewal Yr 3	2288.00000	HOUR	\$101	\$ 231,271.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Senior COGNOS Analyst Optional Renewal Yr 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
60 COGNOS Analyst	2288.00000	HOUR	\$86	\$ 197,797.60

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

COGNOS Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
62	COGNOS Analyst Optional Renewal Year 1	2288.00000	HOUR	\$90	\$ 206,926.72

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**  
COGNOS Analyst Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
63 COGNOS Analyst Optional Renewal Year 2	2288.00000	HOUR	\$94	\$ 216,055.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**  
COGNOS Analyst Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
64	COGNOS Analyst Optional Renewal Year 3	2288.00000	HOURL	\$94	\$ 216,055.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

COGNOS Analyst Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
65 Software Test Analyst	2288.00000	HOURL	\$80	\$ 182,582.40

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Software Test Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
66	Software Test Analyst Optional Year 1	2288.00000	HOUR	\$84	\$ 191,711.52

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Software Test Analyst Optional Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
66 Software Test Analyst Optional Year 2	2288.00000	HOUR	\$88	\$ 200,840.64

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Software Test Analyst Optional Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
68	Software Test Analyst Optional Year 3	2288.00000	HOUR	\$88	\$ 200,840.64

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Software Test Analyst Optional Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
68 Help Desk Analyst	2288.00000	HOUR	\$37	\$ 85,205.12

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Help Desk Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
70	Help Desk Analyst Optional renewal year 1	2288.00000	HOURL	\$41	\$ 94,334.24

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Help Desk Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Help Desk Analyst Optional renewal year 2	2288.00000	HOURL	\$44	\$ 100,420.32

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Help Desk Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
72	Help Desk Analyst Optional renewal year 3	2288.00000	HOURL	\$44	\$ 100,420.32

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Help Desk Analyst Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Business Analyst	2288.00000	HOURL	\$73	\$ 167,367.20

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Business Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
74	Business Analyst Optional Renewal Year 1	2288.00000	HOURL	\$77	\$ 176,496.32

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Business Analyst Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
75 Business Analyst Optional Renewal Year 2	2288.00000	HOURL	\$81	\$ 185,625.44

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Business Analyst Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
76	Business Analyst Optional Renewal Year 3	2288.00000	hour	\$81	\$ 185,625.44

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Business Analyst Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Technical Writer	2288.00000	hour	\$53	\$ 121,721.60

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Technical Writer



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
78	Technical Writer Optional Renewal Year 1	2288.00000	HOUR	\$57	\$ 130,850.72

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Technical Writer Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
79 Technical Writer Optional Renewal Year 2	2288.00000	HOUR	\$61	\$ 139,979.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Technical Writer Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
80	Technical Writer Optional Renewal Year 3	2288.00000	HOUR	\$61	\$ 139,979.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Technical Writer Optional Renewal Year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
81 Information Systems Assistant	2288.00000	HOUR	\$53	\$ 121,721.60

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Information Systems Assistant



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
82	Information Systems Assistant Optional renewal year 1	2288.00000	HOURL	\$57	\$ 130,850.72

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Information Systems Assistant Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
83 Information Systems Assistant Optional renewal year 2	2288.00000	HOURL	\$61	\$ 139,979.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Information Systems Assistant Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
84	Information Systems Assistant Optional renewal year 3	2288.00000	HOURL	\$61	\$ 139,979.84

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Information Systems Assistant Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
85 Imaging Operator	2288.00000	HOURL	\$60	\$ 136,936.80

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Imaging Operator



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
86	Imaging Operator Optional renewal year 1	2288.00000	HOURL	\$64	\$ 146,065.92

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Imaging Operator Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Imaging Operator Optional renewal year 2	2288.00000	HOURL	\$68	\$ 155,195.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Imaging Operator Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
88	Imaging Operator Optional renewal year 3	2288.00000	HOURL	\$68	\$ 155,195.04

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Imaging Operator Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
89	Programmer Analyst	2288.00000	HOURL	\$73	\$ 167,367.20

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Programmer Analyst



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
90	Programmer Analyst Optional renewal year 1	2288.00000	HOUR	\$77	\$ 176,496.32

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Programmer Analyst Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
91	Programmer Analyst Optional renewal year 2	2288.00000	HOUR	\$81	\$ 185,625.44

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Programmer Analyst Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
92	Programmer Analyst Optional renewal year 3	2288.00000	HOUR	\$81	\$ 185,625.44

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Programmer Analyst Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
93 Systems Programmer	2288.00000	HOUR	\$73	\$ 167,367.20

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Systems Programmer



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
94	Systems Programmer Optional renewal year 1	2288.00000	HOURL	\$77	\$ 176,496.32

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Systems Programmer Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
95 Systems Programmer Optional renewal year 2	2288.00000	HOURL	\$81	\$ 185,625.44

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Systems Programmer Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
96	Systems Programmer Optional renewal year 3	2288.00000	HOUR	\$81	\$ 185,625.44

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Systems Programmer Optional renewal year 3

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
Computer Operator	2288.00000	HOUR	\$40	\$ 91,291.20

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Computer Operator



INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
98	Computer Operator Optional renewal year 1	2288.00000	HOUR	\$44	\$ 100,420.32

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Computer Operator Optional renewal year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
99 Computer Operator Optional renewal year 2	2288.00000	HOUR	\$48	\$ 109,549.44

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Computer Operator Optional renewal year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
100	Computer Operator Optional renewal year 3	2288.00000	HOUR	\$48	\$ 109,549.44

Comm Code	Manufacturer	Specification	Model #
80111608			

**Extended Description:**

Computer Operator Optional renewal year 3

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	VENDOR QUESTION DEADLINE	2020-09-10