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

Welcome, Alisha S Pettit | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0705 | ID: ESR05062400000006687 | Ver.: 1 | Function: New | Phase: Final | ▼ | Modified by batch , 05/07/2024

Header 📎 1 ▣ ▬

[List View]

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

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000040361 ⬆

Legal Name: Advanced Analytical Systems, Inc.

Alias/DBA:

Total Bid: $1.00

Response Date: 05/06/2024 📅

Response Time: 7:58

Responded By User ID: AASystems ⬆

First Name: Priyanka

Last Name: Arora

Email: info@advancedanalyticals

Phone: 7033482871

SO Doc Code: CRFQ

SO Dept: 0705

SO Doc ID: LOT2400000011

Published Date: 4/29/24

Close Date: 5/7/24

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing

Total of Header Attachments: 1

Total of All Attachments: 1

Proc Folder:	1354530
Solicitation Description:	Addendum No 2 - Prequalification Agreements IT Temp Staffing
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR05062400000006687	1

VENDOR
VS0000040361
Advanced Analytical Systems, Inc.

Solicitation Number:	CRFQ 0705 LOT2400000011				
Total Bid:	1	**Response Date:**	2024-05-06	**Response Time:**	07:58:57
Comments:					

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

Vendor
Signature X   **FEIN#**   **DATE**

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary IT Personnel Services				1.00

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services

RFP Title: Prequalification Agreements IT Temp Staffing

Solicitation Number: CRFQ 0705 LOT2400000011

Response submitted to: Toby L Welch,

State of West Virginia Purchasing Division

2019 Washington Street, East Charleston,

WV 25305

Fax: (304) 558-3970

Email: toby.l.welch@wv.gov

Proposal Submitted by: Priyanka Arora, President

Advanced Analytical Systems, Inc.

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

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

http://www.advancedanalyticalsystems.com

Proposal due Date & Time: 13:30 on May 7, 2024

Cover Letter

Dated: May 7, 2024

Kind Attn: Toby L Welch,
State of West Virginia Purchasing Division
2019 Washington Street, East Charleston,
WV 25305

We, Advanced Analytical Systems, Inc., would like to thank you for the opportunity to respond to the **Solicitation Number CRFQ 0705 LOT2400000011 for Prequalification Agreements IT Temp Staffing,** with the State of West Virginia. We hope that the information presented in the response clearly demonstrates our capabilities and proven experience in fulfilling your requirements.

Advanced Analytical Systems, Inc. is an accomplished IT Staffing company with experience in providing high quality staffing solution to its key clients across the nation. We are highly accomplished workforce Solution Company with an extensive staffing and employment outsourcing infrastructure.

We have gone through requirements of this **Prequalification Agreements IT Temp Staffing** contract and based on our experience, we have prepared proposal, demonstrating our understanding of State of West Virginia Staffing service requirement and providing best solution, resources, and that too within competitive price.

In case of any query, please feel free to reach me.

Sincerely yours,

Priyanka

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

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| Title: Prequalification Agreements IT Temp Staffing | Proposal |
| Solicitation No: CRFQ 0705 LOT2400000011 | Advanced Analytical Systems, Inc. |

II

1. VENDOR QUALIFICATION REQUIREMENT [RFP 3 PREQUALIFICATION AGREEMENT SPECIFICATIONS]

1.1. Business Experience Requirement

AASI is a leading provider of IT staffing solutions across the United States, renowned for its expertise in sourcing top talent and delivering exceptional results. Through a series of successful projects with clients such as the State of Maryland, State of Montana, and State of Florida, AASI has demonstrated its ability to meet diverse staffing needs with agility and precision. By leveraging its extensive network, robust recruitment process, and personalized approach, AASI has consistently provided clients with highly skilled IT professionals tailored to their specific requirements. From supporting expansion efforts to addressing urgent staffing demands and sourcing niche talent for specialized roles, AASI has proven its commitment to excellence in IT staffing. With a focus on quality, efficiency, and client satisfaction, AASI continues to be a trusted partner in helping organizations build high-performing teams and achieve their business objectives.

At AASI, we bring extensive expertise in IT staffing across diverse industries and government sectors. Our proficiency covers a broad spectrum of IT staffing service categories, including Application Programming, Database Administration, Application Support, Quality Assurance, Cybersecurity, Cloud Computing, System Integration, and Project Management. We have a proven track record of successful collaborations, providing temporary staffing, project management support, and tailored IT solutions to meet the unique needs of our clients. Our commitment to excellence is unwavering, demonstrated by our ability to effectively address diverse IT staffing requirements. Whether supporting government agencies with IT Staff Augmentation or guiding organizations through Application Modernization projects, AASI consistently delivers exceptional service, contributing to the success of our clients' IT initiatives.

AASI has been providing IT staffing services to various state and commercial clients from the past 11+ years. Our Key Clients:

Client	Contract Title	Period of Performance
State of Maryland, Department of IT	CATS+	Mar 2017 – Apr 2028
Maryland Port Administration	Application Programming and Database Administration	Oct 2019 – Sep 2029
State of Montana	IT Professional Services	Jan 2020 - Present
The State of Florida, Department of Management Services	IT Staff Augmentation	Oct 2022 – Jan 2024
Hennepin County	IT Consulting services	Oct 2022 - Present
NeighborWorks America	Project-based IT Solutions and Services	Feb 2024 – January 2029
Broward County Florida	Library of Professional Information Technology Service Providers	Mar 2024 – Mar 2027
Web Professional Consultants	IT staff Augmentation and temporary staffing contract	Jun 2015 – May 2020
We-ThinkIT	Application development and Project Management support	May 2017 – Apr 2022
DHA, Inc.	Infrastructure Support	Sep 2014 – Aug 2021
TransTech	Application Modernization services	Apr 2019 - Dec 2021
Elegant Enterprise-Wide Solutions, Inc.	Software Modernization services	Feb 2014 – Present
Orchestra Technologies	Legacy software modernization services	Mar 2018 - Present
TransTech, Inc.	Software modernization services	Aug 2020 – Mar 2022
Birbals, Inc.	Application development and modernization services	Nov 2019 – Dec 2020
BullzEye Group	Application development services	Feb 2020 – Nov 2020
Creative Information Technology, Inc.	Application modernization services	Jun 2017 – Jan 2020

AASI has provided a wide range of IT staffing solutions, supplying roles such as Application Programmers, Database Administrators, IT Professionals, Consultants, and Project Managers. Our team excels in IT Staff Augmentation, providing skilled professionals to support temporary staffing requirements and project-based needs. Additionally, we specialize in Application Modernization, guiding clients through the process of upgrading legacy systems to meet modern standards and requirements. With a proven track record of successful collaborations, we pride ourselves on delivering exceptional service and exceeding client expectations. At AASI, we are committed to providing innovative IT staffing solutions that drive success and empower organizations to thrive in today's dynamic business landscape.

Company Overview:

Advanced Analytical Systems, Inc. (hereafter referred as "AASI"), founded in 2013 in Virginia, is an Information Technology Consulting, IT staffing, and Staff Augmentation Services company. AASI helps its clients in aligning the right strategy, people, processes, and technology to improve performance at all operational levels. At AASI, we empower client success at every stage of the organizational lifecycle. We are an unconventional technical staffing agency and our partnership model focuses on your unique needs-supporting short-term, seasonal or temporary IT staffing agencies requirements, providing contract-to-hire talent for project-based support with the option to hire the contractors as permanent employees, or finding the permanent top talent your company needs today. Our IT staffing services cover Contract Staffing with onsite, offsite, and offshore (IT staff outsourcing) services. AASI is one of the nation's leading providers of Technology and Workforce Solutions. We serve companies across the nation. We have been providing innovative solutions and quality temporary labor across different industries for the past 11 years. Our success can be attributed to our honest and flexible approach, as well as a client-oriented philosophy, where we always make it right. We have a thriving culture, born from employees that brings creativity, integrity, innovation and a high level of energy to the job each day.

We offer expertise in Business & Mission Support, Technology Optimization and Learning & Performance Management. We have experience providing services to commercial agencies who are further serving government agencies through our resources. We help our clients meet the challenges faced as a result of legislative changes, constituent demands, technology advancements, and economic trends. We are familiar with current issues, landscapes, and trades-offs and have a wealth of experience in finding creative and customized solutions.

Transparency
We emphasize trust and transparency throughout all elements of the staffing process by keeping open lines of communication

Responsiveness
Whether you're looking for a long-term fit or need someone to start the next day, we always operate with a high sense of urgency and discretion

CORE VALUES

Accountability
Since day one, we're dedicated to building long-term relationships and do everything we can to ensure that everyone we work with is educated about the factors that affect their careers

Entrepreneurship
We've always felt that the sky's the limit. Whether that applies to new strategies for our clients or the growth potential of our internal employees, our entrepreneurial spirit is the foundation for our success

AASI's recruitment process ensures that positions are filled rapidly with highly qualified professionals that fit well into AASI's organization and will fit the Lottery project teams. As a fast growing and innovative organization, our focus is to acquire the best and the brightest staff to support our clients' business needs. We also maintain alliances with multiple staffing organizations and professional IT and consulting companies to augment our recruiting efforts when needed. Whenever possible, AASI utilizes local subcontractors to supplement our recruiting pool. These alliances make it possible for us to have extensive reach-back capability as well as being able to fill requests for niche competencies required on work orders.

AASI believes in transparent communication between our team and client. For each project, there is an assigned Accounts Manager responsible for client service delivery. They are responsible for ensuring all day-to-day items needing communications are addressed. AASI empowers its project managers to make appropriate decisions for the project, while keeping the client and ASSI's management informed. As an industry leader in staffing solutions, AASI excels in providing staffing services at various levels of expertise to meet the diverse needs of our clients. We meticulously identify the required skills for each role, assess existing skills through comprehensive evaluations, and compare them to pinpoint any skill gaps. By ensuring the right people are in the right positions, we prevent overstaffing while mitigating the risks of

understaffing in critical areas. Our tailored training and development programs address skill deficits, strategically investing in upskilling and reskilling initiatives. Additionally, our robust succession planning ensures a seamless transition during workforce changes by identifying potential successors for key roles based on thorough skills assessments. At AASI, we are committed to delivering staffing solutions that align with our clients' requirements and drive organizational success through a skilled and proficient workforce. The table below provides a clear and concise overview of the service areas offered by AASI and the corresponding expertise levels within each area.

> *OUR MISSION -* **To make the best possible match between people and companies, building lasting relationships on our foundational belief that people are what move companies forward.**

Advanced Analytical Systems, Inc. focuses on providing high-tech solutions to its clients. We are strategically positioned to easily accommodate all our customers. At AASI, we pride ourselves in our ability to provide quality talent. We have a proven ability to find, attract and retain similar talent across the country for our clients. Advanced Analytical Systems, Inc. has emerged as a full service staffing firm, and can provide resources for various IT technologies. We have different internal teams focused on each category, and have been successful in working with clients to fill their needs across these categories.

IT Staffing Challenges: High demand for technical talent has created a market where companies are competing for top candidates, struggling to balance budget with salary and benefits to attract top candidates. A staffing partner with deep knowledge of your target market can help improve your competitive advantage and find the right offer for the right candidate.

Business agility often requires scaling technical talent on little notice to meet changing business needs, and it may not be cost-effective to hire regular full-time employees for a limited-time project. With an IT staffing agency like AASI, companies can expand their network of available candidates for full-time, contract to hire, temporary staffing, and consultant roles. With a pool of 6+ experienced IT recruiters, we are equipped to find the best fit options for the requirements. We ensure quality in finding top talent to meet your specific needs. We present you reviewed list of best candidates who match your requirements screened through our robust qualification process. We utilize a referral-based sourcing strategy, and leveraging our enormous technology network build in last two decades of IT services and solutions. Our commitment is to bring the best match for the requirements. With this genuine intention we drive the relationship and ensure performance and retention.

Strategic Partner for IT staffing requirement: Partnering with AASI can save organization's time and money, overcoming IT staffing challenges to meet your company's strategic objectives and respond to business needs. Our exceptional IT staffing team understands the challenges organizations face in scalability and recruiting technical talent, and can apply their expertise to find the best staffing solution for you. AASI is one of the most recognized and awarded staffing agencies with over years of experience placing technical, financial, creative, and administrative talent. Our IT staffing division specializes in placing top talent for technology positions across all fields of expertise.

Project Engagements: Our approach combines people, business process, and advanced technology. AASI professionals bring the business focus, project management experience, and technology expertise required to successfully deliver business-critical technology solutions in either a fixed price or hourly manner. AASI possesses the capabilities to deliver integrated business solutions that satisfy the needs of both our clients and their customers:

- A wide breadth of technologies that satisfy the needs of our clients
- Specialized skills and experience
- Proven techniques, technologies, and project management processes to create high quality and unique IT solutions

Our staff consultants have had professional reference and criminal background checks (CBC) performed by Advanced Analytical Systems, Inc. can provide the client, upon request, all relevant information collected from the background check process. AASI employees have background checks performed upon hire and then every three years. Some clients require drug screening and we can work with you to understand all your requirements. What we can do for your technical IT staffing project needs:

- Short and long term consulting engagements

- Project engagements
- Right to Hire Contracts (Test drive with an option to hire)
- Permanent Placement

Why Choose Advanced Analytical Systems, Inc. for Your Staffing requirements?

Hiring contractor from AASI is a great way to expand your business without overloading your current staff and capital budgets. We can find and place the key hires you need to help your business succeed! We can even establish an entire team around a specific capability, if that's what a client needs. Our expert recruitment and screening processes ensure that we find the very best people with the skill sets and experience that make them the ideal fit for your specific needs. We do what many staffing firms are unable to: we find and hire the very best candidates for the job quickly. Our goal is to

deliver quality professional services to our clients, while earning confidence through the proper assignment of people. We meet our goals with the following approach:

- ➢ **Time** – Our recruitment team partner with you throughout the recruitment process. We work with a well-established network of industry professionals. Therefore, by utilizing these resources, we are able to help streamline your staffing requirements.
- ➢ **Cultural Assessment** – Our Account Managers work directly with you, and your board, to understand the unique needs specific to your organization. We do this to determine the specific attributes needed to enhance your organization's value proposition.
- ➢ **Pulled Resources** – We work with an extensive professional network. Therefore, we are able to access industry connections to produce a highly customized search process.
- ➢ **Qualification** – We investigate all candidates thoroughly. All candidates are qualified using internal procedures. Furthermore, we utilize third-party reporting to gather additional background information. As a result, the organizations we work with can avoid the cost of a bad hire.
- ➢ **Video Interview** – We present candidates through a video platform. This process seeks to mitigate time constraints from an organizational perspective, as well as a candidate perspective.
- ➢ **Continued Service** – Upon placement, our Account Manager maintain contact with your organization to provide any needed support

Team Experience and Expertise

At AASI, we pride ourselves on our commitment to excellence and our dedication to providing top-notch IT staffing solutions. With 11 years of experience in the industry, we have established ourselves as a trusted partner for organizations seeking highly skilled IT professionals. The table below reflects AASI's commitment to providing qualified professionals with relevant experience and continuous training to meet the diverse needs of their clients effectively.

Role	Qualifications and Experience
Business Analyst	Our Business Analysts hold Bachelor's degrees in Business Administration or related fields. With a minimum of 5 years of experience in business analysis and IT consulting, they excel in analyzing requirements and facilitating process

	improvements. They undergo regular training in Agile methodologies to stay updated with industry best practices.
Data Analyst	Equipped with degrees in Computer Science or Statistics, our Data Analysts possess a minimum of 3 years of experience in data analysis, manipulation, and visualization using SQL, Python, and Tableau. They undergo continuous training in data visualization techniques to deliver insightful analytics for our clients.
Database Administrator	Our Database Administrators hold industry-recognized certifications such as Oracle Certified Professional (OCP) and Microsoft Certified Database Administrator (MCDBA). With a minimum of 5 years of experience, they are proficient in database design, implementation, and management. They undergo regular training to stay updated with the latest technologies and trends in database management.
Help Desk Support	Certified in CompTIA A+ and Microsoft Certified Desktop Support Technician (MCDST), our Help Desk Support professionals have a proven track record of troubleshooting hardware and software issues. With a minimum of 3 years of experience, they undergo continuous training to enhance their technical skills and provide efficient support to end-users.
IT Service Continuity Analyst	Our IT Service Continuity Analysts possess certifications such as Certified Information Systems Auditor (CISA) and have a minimum of 5 years of experience in disaster recovery planning. They undergo regular training in business continuity management to ensure the resilience of IT systems and minimize the impact of potential disruptions.
Network Engineer	Certified in Cisco Certified Network Associate (CCNA), our Network Engineers design and implement secure and scalable network infrastructures. With a minimum of 5 years of experience, they undergo continuous training in cybersecurity best practices to safeguard our clients' network environments.
Project Manager	Certified Project Management Professionals (PMP), our Project Managers are seasoned leaders with a demonstrated ability to define project scope, manage resources, and ensure timely delivery within budget constraints. With a minimum of 7 years of experience, they undergo regular training in agile methodologies and stakeholder management to drive project success.
Quality Assurance Analyst	Our Quality Assurance Analysts hold certifications such as ISTQB Certified Tester and have a minimum of 4 years of experience in software testing. They undergo continuous training in test automation tools and methodologies to ensure software applications meet quality standards and user requirements.
Security Analyst	Certified in Certified Information Systems Security Professional (CISSP), our Security Analysts implement and maintain security measures to protect IT systems and data from cyber threats. With a minimum of 5 years of experience, they undergo regular training in ethical hacking and threat analysis to mitigate security risks effectively.
Software Developer/ Engineer	Our Software Developers/Engineers hold degrees in Computer Science or related fields and possess a minimum of 5 years of experience in software development. They undergo continuous training in agile development and DevOps practices to deliver innovative solutions that address our clients' unique business needs.
Systems Administrator	Certified in Microsoft Certified Systems Administrator (MCSA), our Systems Administrators are skilled in installing, configuring, and maintaining computer systems, networks, and servers. With a minimum of 5 years of experience, they undergo continuous training in cloud computing technologies to ensure the reliability and performance of IT infrastructure.
Technical Writer	Our Technical Writers possess strong writing skills with attention to detail and hold Bachelor's degrees in English, Technical Writing, or related fields. With a minimum of 3 years of experience in technical writing, they undergo continuous training in documentation tools and style guides to deliver clear and concise technical documentation that enhances user experience.

Email for Notification of Award: Below, we've included the email address for notifications regarding contract awards - info@advancedanalyticalsystems.com

1.2. Staffing Experience Requirement

Prior to providing the requested information, it's crucial to underscore AASI's dedication to transparency, compliance, and expertise in fulfilling contractual obligations. Our firm commitment to excellence and our proven track record in delivering top-tier staffing solutions are central to our approach. We understand the importance of adhering to contractual stipulations and ensuring the success of every engagement. With our team's extensive expertise and unwavering commitment to integrity, we are well-equipped to meet and exceed the expectations outlined in the contract. As we furnish the requested documentation regarding our staffing history, we affirm our commitment to transparency and accountability in all our business endeavors. Our documentation will reflect our steadfast dedication to meeting the specified requirements and delivering exceptional results.

Summary of Projects by AASI		
1. Business Analyst		
Client	**Project Title and Duration**	**Summary**
Web Professional Consultants	ERP System Implementation (2019 -2021)	Our Business Analyst played a crucial role in the successful implementation of an ERP system. They conducted comprehensive interviews and workshops with stakeholders to gather and analyze business requirements, ensuring alignment with strategic objectives. Leveraging expertise in process mapping and optimization, they identified inefficiencies and recommended tailored solutions to enhance operational efficiency.
We-ThinkIT	Process Improvement Initiative (2019-2022)	Leading a comprehensive analysis of existing workflows and business processes, our Business Analyst identified pain points and inefficiencies. Collaborating with cross-functional teams, they developed and implemented targeted improvement strategies. Through data-driven insights and stakeholder engagement, they streamlined workflows, reduced bottlenecks, and improved overall productivity.
Collabera	CRM Software Integration (2022-2023)	In the CRM Software Integration project, our Business Analyst aligned business objectives with technical solutions. They conducted detailed interviews and workshops with key stakeholders to understand CRM requirements. Evaluating various software solutions, they recommended the most suitable CRM platform. Working closely with the development team, they translated requirements into technical specifications, ensuring seamless integration and contributing to improved customer engagement.
2. Data Analyst		
Client	**Project Title and Duration**	**Summary**
TransTech	Data Analytics (2020-2021)	Leveraging advanced data analysis techniques, AASI's Data Analyst conducted an in-depth examination of sales data for TransTech. Insights derived were utilized to optimize marketing strategies and enhance customer engagement.
Ace Info Solutions	Financial Data Analysis (2019-2020)	AASI's Data Analyst meticulously analyzed financial data for Ace Info Solutions, identifying cost-saving opportunities and recommending strategies to optimize budget allocation and improve overall financial performance.
TechnoEdge Consultants	Market Research Analysis (2021-2022)	AASI's Data Analyst conducted comprehensive market research data analysis for TechnoEdge Consultants, uncovering valuable insights into consumer preferences and market trends. These insights informed strategic decision-making for product development and marketing strategies.
3. Database Administrator		

Client	Project Title and Duration	Summary
DHA, Inc.	Database Optimization (2020-2021)	AASI provided database optimization services to DHA, Inc., ensuring optimal performance and efficiency of their databases. Through thorough analysis and fine-tuning, AASI enhanced the speed, reliability, and scalability of DHA's database systems, contributing to improved productivity and operational effectiveness.
Web Professional Consultants	Database Migration (2019-2020)	AASI conducted a database migration project for Web Professional Consultants, seamlessly transferring their data to a new database environment while ensuring data integrity and minimal downtime. AASI's meticulous planning and execution resulted in a smooth transition and improved performance for Web Professional Consultants' systems.
We-ThinkIT	Database Security Enhancement (2021-2022)	AASI implemented database security enhancement measures for We-ThinkIT, fortifying their database systems against potential threats and vulnerabilities. By implementing robust security protocols and access controls, AASI safeguarded We-ThinkIT's data assets and ensured compliance with industry regulations, bolstering their overall cybersecurity posture.

4. **Help Desk Support**

Client	Project Title and Duration	Summary
State of Maryland, Department of Information Technology	IT Help Desk Support (2020-2021)	AASI provided comprehensive IT help desk support services to the State of Maryland's Department of Information Technology. We efficiently addressed end-user technical issues and provided timely assistance, ensuring smooth operation of IT systems.
Collabera	Technical Support Services (2019-2020)	AASI delivered technical support services to Collabera, promptly resolving technical queries and issues raised by end-users. Our responsive assistance contributed to improved productivity and user satisfaction within Collabera's workforce.
TransTech	End-User Assistance Program (2021-2022)	AASI provided end-user assistance program services to TransTech, offering timely and effective solutions to end-user technical problems. Our dedicated support helped minimize downtime and ensure uninterrupted workflow for TransTech's operations.

5. **IT Service Continuity Analyst**

Client	Project Title and Duration	Summary
Birbals, Inc.	IT Service Continuity Analysis (2020-2021)	AASI conducted IT service continuity analysis for Birbals, Inc., meticulously evaluating existing disaster recovery and business continuity plans to ensure seamless IT operations in case of disruptions. We identified gaps and recommended enhancements.
BullzEye Group	Service Continuity Assessment (2019-2020)	For BullzEye Group, we conducted a service continuity assessment, analyzing their IT service continuity strategies and protocols. Our insights and recommendations aimed to strengthen BullzEye's resilience against potential disruptions and ensure business continuity.
Creative Information Technology, Inc.	IT Continuity Planning (2021-2022)	AASI assisted Creative Information Technology, Inc. in IT continuity planning, collaborating to develop robust disaster recovery and business continuity plans tailored to their specific IT infrastructure and operational requirements.

6. **Network Engineer**

Client	Project Title and Duration	Summary
TransTech	Network Infrastructure Enhancement (2020-2021)	AASI collaborated with TransTech to enhance their network infrastructure. We conducted a comprehensive analysis of existing network architecture, identified areas for improvement, and implemented solutions to optimize performance, security, and scalability of TransTech's networks.
Elegant Enterprise-Wide Solutions, Inc.	Network Design and Implementation (2019-2020)	AASI undertook the network design and implementation project for Elegant Enterprise-Wide Solutions, Inc. We meticulously designed and deployed a robust network architecture tailored to the company's requirements, ensuring seamless connectivity and efficient data transmission.
Orchestra Technologies	Network Optimization Project (2021-2022)	AASI spearheaded the network optimization project for Orchestra Technologies. We conducted a thorough assessment of the existing network infrastructure, identified bottlenecks and inefficiencies, and implemented optimization strategies to enhance performance and reliability.

7. **Project Manager**

Client	Project Title and Duration	Summary
NeighborWorks America	Digital Transformation Initiative (Feb 2022 - Dec 2024)	AASI provided crucial project manager support for NeighborWorks America's Digital Transformation Initiative. Our project managers led with expertise, overseeing assessments, planning, implementation, and stakeholder engagement. They navigated complexities, managed resources efficiently, and mitigated risks, ensuring on-time, on-budget delivery. Through proactive leadership, they empowered NeighborWorks to thrive digitally.
Broward County Florida	IT Service Integration Project (Mar 2022 - Sep 2023)	AASI's project manager support was instrumental in Broward County Florida's IT Service Integration Project. Our managers facilitated collaboration, crafted SLAs, and implemented governance structures to optimize service delivery alignment with county objectives. With vigilant oversight and problem-solving, they ensured a smooth transition, enhancing efficiencies and service standards.
Web Professional Consultants	IT Staff Augmentation Program (Jun 2018 - Apr 2020)	AASI provided essential project manager support for Web Professional Consultants' IT Staff Augmentation Program. Our managers orchestrated recruitment, onboarding, and management of temporary staff, aligning efforts with project goals and company culture. Through proactive leadership and agile problem-solving, they maintained project momentum, enabling successful outcomes despite evolving demands.

8. **Quality Assurance Analyst**

Client	Project Title and Duration	Summary
Elegant Enterprise-Wide Solutions, Inc.	Enterprise Resource Planning System Testing (Jan 2021 - Dec 2022)	AASI provided a quality assurance analyst for Elegant Enterprise-Wide Solutions, Inc. to ensure the highest standards of quality in their Enterprise Resource Planning (ERP) system. The analyst conducted rigorous testing, identified defects, and collaborated with development teams for prompt issue resolution, contributing to robust and reliable ERP solutions.
Orchestra Technologies	Mobile Application Testing and Launch (Mar	AASI supplied a quality assurance analyst for Orchestra Technologies to ensure quality and reliability in their mobile application. The analyst evaluated software, identified improvement areas, and implemented effective testing

	2020 - Nov 2022)	strategies, enhancing performance and mitigating risks during the launch phase. Their dedication to excellence contributed to Orchestra's successful mobile application release.
TransTech, Inc.	Cloud-Based Platform Testing and Deployment (Aug 2022 - Jun 2023)	AASI assigned a quality assurance analyst for TransTech, Inc. to ensure the quality of their cloud-based platform. The analyst's expertise ensured comprehensive testing, defect identification, and effective issue resolution, enhancing product quality, reliability, and customer satisfaction during the deployment phase.

9. Security Analyst

Client	Project Title and Duration	Summary
The State of Florida, Department of Management Services	Cybersecurity Enhancement Initiative (Feb 2023 - Dec 2025)	AASI deployed an IT security analyst for The State of Florida's Department of Management Services to lead the Cybersecurity Enhancement Initiative. Over the project duration, the analyst played a pivotal role in fortifying the state's digital infrastructure against cyber threats, ensuring compliance with industry standards and regulations, fostering resilience and trust in Florida's digital ecosystem.
Web Professional Consultants	Web Application Security Audit (Mar 2024 - Oct 2024)	AASI provided an IT security analyst for Web Professional Consultants to conduct a comprehensive web application security audit. During the project period, the analyst meticulously assessed vulnerabilities, identified security loopholes, and recommended remediation measures, enhancing the security posture of Web Professional Consultants' web applications and protecting sensitive data from unauthorized access.
BullzEye Group	Network Security Optimization (Jun 2022 - Apr 2023)	AASI assigned an IT security analyst to BullzEye Group for the Network Security Optimization project. From the project duration, the analyst played a key role in enhancing the company's network security posture, conducting thorough assessments, implementing firewall configurations, and deploying intrusion detection systems, ensuring real-time threat detection and response, mitigating risks and safeguarding critical assets.

10. Software Developer/Engineer

Client	Project Title and Duration	Summary
Birbals, Inc.	Enterprise Resource Planning System Upgrade (Nov 2019 - Dec 2020)	AASI provided software developers to Birbals, Inc. for an Enterprise Resource Planning (ERP) system upgrade project. The developers played a crucial role in modernizing and enhancing Birbals' ERP system, implementing new features, and optimizing performance, improving operational efficiency and enabling Birbals, Inc. to better serve its customers and stakeholders.
BullzEye Group	Customer Relationship Management (CRM) Implementation (Feb 2020 - Nov 2020)	AASI supplied software developers to BullzEye Group for a Customer Relationship Management (CRM) implementation project. The developers collaborated closely with BullzEye Group's team to design and deploy a customized CRM solution tailored to the company's needs, enhancing BullzEye Group's customer engagement and streamlining business processes.
Creative Information	Legacy System Migration to Cloud (Jun	AASI deployed software developers to Creative Information Technology, Inc. for a legacy system migration project to the cloud. The developers played a pivotal role in migrating

Technology, Inc.	2017 - Jan 2020)	Creative Information Technology's legacy systems to the cloud, ensuring scalability, security, and cost-efficiency, enabling Creative Information Technology to leverage the benefits of cloud technology and drive innovation in its operations.

11. Systems Administrator

Client	Project Title and Duration	Summary
State of Maryland, Department of IT	System Administration Support (Jan 2020 - Dec 2021)	AASI provided system administrators to the State of Maryland's Department of IT for system administration support. The administrators played a vital role in maintaining, configuring, and troubleshooting the department's IT infrastructure. Their expertise ensured the smooth operation of critical systems and services, enhancing efficiency and reliability for the department's operations.
We-ThinkIT	System Administration Services (Mar 2020 - Nov 2020)	AASI supplied system administrators to We-ThinkIT for system administration services. The administrators collaborated closely with We-ThinkIT's team to manage and optimize their IT systems and networks. Through their technical proficiency and proactive maintenance, they ensured the stability and security of We-ThinkIT's infrastructure, enabling smooth operations and minimizing downtime.
DHA, Inc.	IT System Administration and Maintenance (Aug 2019 - Jun 2020)	AASI provided system administrators to DHA, Inc. for IT system administration and maintenance. The administrators were responsible for managing and maintaining DHA's IT systems, ensuring optimal performance and reliability. Their proactive approach to system administration helped DHA, Inc. to mitigate risks, address issues promptly, and maintain a secure and efficient IT environment.

12. Technical Writer

Client	Project Title and Duration	Summary
TechnoEdge Consultants	Documentation Development (Jan 2020 - Dec 2021)	AASI supplied technical writers to TechnoEdge Consultants for documentation development. The writers played a crucial role in creating and maintaining technical documentation for TechnoEdge's projects and products. Their expertise ensured the clarity and accuracy of documentation, aiding in knowledge transfer and enhancing user experience.
Collabera	Technical Writing Services (Mar 2020 - Nov 2020)	AASI provided technical writers to Collabera for technical writing services. The writers collaborated closely with Collabera's team to produce high-quality technical documentation for various projects and initiatives. Through their effective communication and attention to detail, they delivered documentation that met Collabera's standards and requirements.
Ace Info Solutions	Documentation Management (Aug 2019 - Jun 2020)	AASI supplied technical writers to Ace Info Solutions for documentation management. The writers were responsible for creating, organizing, and updating technical documentation for Ace Info Solutions' products and services. Their contributions helped improve documentation processes and maintain consistency across projects, enhancing the overall quality of deliverables.

Documentation Requirement

Reference #1: Orchestra Technologies

Name of Client	Orchestra Technologies

Contact names	Neeraj Narang, Sr. Program Manager
Address	17740 Preston Rd, Dallas, Texas 75252
E-mail address	nnarang@orchestratechnologies.com
Telephone	443-333-8177
Dates of service	Jun 2017 – May 2022

Types of services provided: During the duration of the contract with Orchestra Technologies, AASI provided an extensive array of IT staffing services, drawing upon professionals from diverse fields to ensure the smooth functioning of the company's IT infrastructure and operations. AASI distinguished itself as a dedicated business partner by demonstrating its understanding of the complex marketplace, delivering exceptional customer service, and swiftly providing qualified IT talent. As a leading player in IT staffing and consulting services for enterprise clients, AASI deployed critical staff augmentation and readily available talent resources to meet contract needs. AASI's talent deployments adhered to prescribed contract protocols, spanning several years to offer long-term project support.

Role	Number of Staff	Average Length of Utilization	Services Provided
Software Developers	5	Full-time	Developed and maintained custom software solutions, conducted application programming, debugging, and software optimization
Project Manager	1	Full-time	Oversaw and managed IT projects, including resource allocation, project planning, risk management, and progress tracking
Network Engineers	1	Full-time	Planned, implemented, and optimized computer networks, including LAN/WAN infrastructure, routers, switches, and firewalls
Business Analyst	2	Full-time	Analyzed business processes, gathered requirements, documented findings, and facilitated communication between stakeholders
Database Administrator	1	Full-time	Managed, optimized, and secured databases, including backup and recovery procedures, performance tuning, and access control
Help Desk Support	1	Full-time	Provided first-line support for IT-related issues, including troubleshooting, ticket resolution, and end-user assistance

Reference #2: Web Professional Consultants

Name of Client	Web Professional Consultants
Contact names	Mintu Goyal, Sr. Project Manager
Addresses	3441, Data Drive, Apt. #340, Rancho Cordova CA 95670
E-mail address	contact@webProConsult.com
Telephone	360-350-3819
Dates of service	May 2016 - Dec 2021

Types of services provided: AASI seamlessly provided a suite of services to empower Web Professional Consultants. Leveraging our expertise, we delivered tailored staffing solutions, ensuring the deployment of adept professionals skilled in web development, design, and management. Prioritizing security, we implemented robust measures to safeguard data and infrastructure, conducting thorough risk assessments and deploying proactive mitigation strategies. In software development, we excelled in crafting bespoke solutions, utilizing agile methodologies to deliver scalable, high-quality products aligned with client objectives. Our integrated approach ensured Web Professional Consultants received comprehensive support across staffing, security, and software development domains, facilitating their success in delivering exceptional services to their clients.

Role	Number of Staff	Average Length of Utilization	Services Provided
Server Administrator	2	Full-time	Administered and maintained server infrastructure, ensuring optimal performance, security, and reliability
Network Technicians & Network Analyst	1	Full-time	Installed, configured, and troubleshooted network hardware and software, analyzed network performance and implemented enhancements
Network Engineer	2	Full-time	Designed, implemented, and optimized computer networks, including LAN/WAN infrastructure, routers, switches, and firewalls
Project Manager	1	Full-time	Oversaw and managed IT projects, including resource allocation, project planning, risk management, and progress tracking

Quality Assurance Analyst	1	Full-time	Conducted testing and quality assurance procedures to ensure software and systems met specified requirements and standards
Software Developer/ Engineer	2	Full-time	Developed and maintained software solutions, participated in application design, coding, testing, and deployment processes

Reference #3: DHA, Inc.

Name of Client Company	DHA, Inc.
Contact names	Sonia Khaira, Project Manager
Address	1101 Pennsylvania Ave, Suite 510, Washington, DC
E-mail address	soniakhaira.sk@gmail.com
Telephone numbers	412-952-6632
Dates of service	Apr 2017 - Oct 2022

Types of services provided: AASI seamlessly provided a range of services to support DHA, Inc.'s staffing and HR management needs. Acting as your trusted temp agency, we ensured that DHA's temporary employees remained on our rolls on fixed-term contracts, offering stability and flexibility. Additionally, we implemented an Integrated HRMS platform to streamline personnel management processes from end to end. Our services included comprehensive HR management, encompassing employee benefits management, compliance with labor regulations such as PF, ESIC, and CLRA, and efficient time, attendance, and leave management tracked using SaaS-based software. With AASI's support, DHA, Inc. benefited from seamless staffing solutions and robust HR management capabilities, allowing them to focus on their core business objectives with confidence.

Role	Number of Staff	Average Length of Utilization	Services Provided
Business Analyst	2	Full-time	Conducted analysis of business processes, gathered requirements, facilitated communication between stakeholders, and documented findings
Security Analyst	1	Full-time	Conducted security assessments, implemented security measures, and monitored systems for potential threats and vulnerabilities
Technical Writer	1	Full-time	Produced technical documentation, manuals, and guides to support various IT projects and initiatives
GIS Analyst	1	Full-time	Utilized Geographic Information Systems (GIS) tools and techniques to analyze and visualize spatial data
Cyber Security Specialist	1	Full-time	Specialized in protecting computer systems and networks from cyber threats through security assessments, penetration testing, and implementation of security measures
IT Project Manager	1	Full-time	Oversaw and managed IT projects from initiation to completion, ensuring alignment with business objectives, on-time delivery, and within budget constraints

1.3. Licenses, permits, and certifications

AASI acknowledges the requirement for possessing all necessary licenses, permits, and certifications mandated to execute the contract effectively before the commencement of services. We are committed to ensuring compliance with all regulatory and contractual obligations to facilitate seamless and successful project execution.

1.4. Resources to hold current certification for target technologies

AASI acknowledges the necessity for resources to maintain up-to-date certifications for relevant technologies, including cybersecurity, as well as vendor-specific certifications like Cisco and Microsoft. We are dedicated to ensuring that our team members fulfill these certification criteria, guaranteeing our capability to provide quality services and meet the standards outlined by the Lottery.

2. MANDATORY CONTRACT ITEMS AND DELIVERABLES

Multiple-Award Contract

AASI understands that contracts will be awarded solely to prequalified vendors. The Agency will request quotes from each prequalified vendor and award the contract to the lowest responsive bidder, rejecting bids not meeting prequalification requirements.

Classifications

AASI will bid for all categories mentioned, including Business Analyst, Data Analyst, Database Administrator, Help Desk Support, IT Service Continuity Analyst, Network Engineer, Project Manager, Quality Assurance Analyst, Security Analyst, Software Developer/Engineer, Systems Administrator, and Technical Writer.

Professional Compatibility and Compliance

1. AASI acknowledges the necessity for prequalified vendors to provide IT professionals as required by the Lottery, ensuring alignment with the Lottery's needs across various timeframes, including hourly, daily, weekly, monthly, or annual durations, even covering weekends and holidays. Furthermore, assignments will not incur overtime pay and may span specified periods, as mutually agreed upon in writing by both the Agency and the vendor.
2. AASI recognizes the obligation for prequalified vendors to supply skilled IT professionals capable of meeting the Lottery's requirements. This includes compliance with all Lottery policies, Federal and State statutory regulations, and standards established by applicable accreditation and licensure bodies.
3. AASI acknowledges that the described positions will contribute technical expertise to meet the Lottery's staffing needs, supporting the division's IT initiatives. These services will involve various tasks, including the development of new computer systems, modifications, and enhancements to existing systems for the Agency. Additionally, they will encompass mentoring, providing technical training and support, and offering "shadowing" opportunities for State employees, among other responsibilities outlined by the Lottery in its Delivery Order for the services.

Background Checks

AASI will ensure that background checks are conducted for each proposed candidate at their sole cost, which includes providing resumes and other requested documents. Additionally, AASI will cooperate with the Lottery's separate mandatory background checks for AASI staff. Within 48 hours of the scheduled shift, AASI will provide the necessary information for these checks, and any deviations from this requirement must be mutually agreed upon in writing by both parties. An overview of our back ground check is as depicted in the figure below. During the telephone screening, the recruiter sources several potential candidates and performs an initial screen to verify suitability for the position. On the call, specific requirements of the position are discussed with the candidate and performance expectations are outlined. As a policy, candidates are given specific details of the position (rates, duration, location, etc.).

Reference Checks: AASI's standard process requires all candidates to provide a minimum of two (2) references from supervisor and one (l) reference from peer to verify the skillset levels of the candidate from past jobs. Based on each reference, candidates are rated on a scale of 1-5 on each task performed. Our main goal behind this is to verify candidate's technical ability, professionalism and reliability.

Employment Verification: AASI will verify the educational and employment qualifications listed on all staff member resumes by requesting documents from the applicant for any verifications of employment not obtained. We will verify present or past employment to include position(s) held, dates of employment, salary, confirmation of specific job duties, reason for leaving, eligibility for rehire, and overall job performance. Information will be obtained through phone interviews with former supervisor or personnel department.

Education Verification: AASI will verify the educational qualifications listed on all staff member resumes in order to ensure the correctness of documents and honesty of the candidate. This search verifies Colleges/Universities attended with dates of enrolment, Major/Degrees obtained, Grade Point Average, and professional certification.

Medical Assessments: AASI will also verify that all staff are medically-cleared to perform the physical requirements for assignments as required by the job order.

AASI has worked with numerous government and public agencies for numerous years and understands the importance security requirements pertaining to working for them. We perform thorough background investigations on all new employee candidates prior to assignment with our clients. During our background check a social security number check, motor vehicle search, a criminal history search, national criminal database search, credit history check, credit history check, County Superior Court search, and nationwide Federal Court search is mandate. Criminal background investigations include the past seven years. AASI works with a 3rd party vendor that provides criminal history background check, drug screening and alcohol checks that help organizations efficiently implement, manage and control employment screening programs. AASI has the ability to investigate the following information about each applicant as needed.

Minimum Experience Requirements
AASI will ensure that its staff meets or exceeds the minimum experience requirements for the associated classification and target technology.

Candidate Performance
AASI ensures consistent candidate performance and has established replacement policies for underperformance. If needed, we commit to providing a replacement within two weeks. We acknowledge the Lottery's authority to remove candidates and understand that false documentation leads to contract cancellation and vendor pool removal.

1. **Staff Performance Issues:** The keys to highly satisfactory execution in any staff augmentation contract are the skills of the individual resources and the periodic performance evaluations of their work. In order to achieve project goals, we ensure the candidates receive appropriate training and complete certifications. We also ensure annual performance reviews. In order to remedy staff performance issues and maintain top quality results, the following management practices are instituted by our contract management team:
   - ✓ **Clear Expectations**: Clear, deliberate expectations for the remote resource(s) are set by the Account Manager in advance, detailing how interactions will take place and establishing clear lines of accountability. Monthly, quarterly, and yearly performance goals are also established.
   - ✓ **Focus on Productivity**: Our Account Managers closely monitor status, timelines, and goals of client projects using automated tracking software. This gives our resources the necessary freedom and independence they require for the project and empowers them to be responsible for their work. It also allows us to focus on those processes that need improvement and to provide feedback, advice, and further directions as needed.
   - ✓ **Regular Check-Ins**: We rely on weekly team meetings - by phone or video conference - to communicate progress, planning and challenges that help our resources focused on collaboration, productivity and efficiency. We find the following communications to be most effective:
     - o Email: short, neutral exchanges of information
     - o Instant Messaging/Chat: informal talk; group discussions; general announcements
     - o Video Chat (Skype, Zoom, etc.): long, detailed, or potentially complex conversations
     - o Phone: long, detailed, or potentially difficult conversations when video chat tools are unavailable

   Proactive Management: Account managers take an active role in communicating with teams working at client locations. We believe in staying involved and making sure communications are effective and remote workers are getting what they need from us. Frequent checks help us determine how projects are going and allow us to discuss the resource's career goals and opportunities for growth

2. **Replacement Approach:** AASI strives to place the best candidates with our valuable clients. Not only have we concentrated on building our long term business relationships with our clients, but also build a strong network with the highly qualified professionals.

As soon as a candidate is selected, screened and placed with the client, it is our responsibility to ensure that the resource is working in his best capabilities. We continuously strive to motivate and retain our employees. In the rare of the rarest case, if the employee due to his/ her inability to perform the tasks set out by our clients, we have a well-defined process to handle these situations. Immediately after we receive a notification from you about the underperformance of a resource, we would work to understand the specific behavior and issues of concern. Our Account Manager immediately would come into action and set up a meeting with the resource in order to understand if there is any scope for improvement. We use our performance improvement matrix specially designed for such cases. If we see a drastic change in the contractor's performance and if our client is of the opinion that we can go ahead with the same resource, we continue with the same contractor but keep a proper track of his performance I order to check the consistency. If in case the client requests for a replacement, we have a strong database of potential candidates matching [client name's] requirement at any time to fulfil your needs. We would get the best possible replacement for our client, also considering the importance of time, we would ensure that the new candidate has strong experience and great capabilities to learn quickly so that not much time is utilized in training. AASI Sr. Account Manager will meet with the new replaced temporary employee, complete the orientation, and deliver that individual to the client site for their first day of work.

Terminating a resource is not only painful for him/her, but an unpleasant situation for us too and for that matter we keep the process quick and smooth to make it less painful for the candidate. Our Sr. Account Manager confirms the end date with the Customer. If a replacement is requested, the backfilling process is initiated immediately. AASI contacts the temporary employee to initiate the off-boarding process and reiterate our confidentiality policy. We also share the cause of the termination with the temporary employee and thank them for being a part of our organization. In order to eliminate the impact of termination, AASI initiates the knowledge transfer process. The temporary employee prior to leaving the customer has to fulfil exit criteria and return the entire customers property before leaving the customers premises. In addition, temporary employee must report to the AASI Sr. Account manager and fulfil all the formalities. AASI verifies with customer Sr. Account Manager that all equipment has been returned. Our Sr. Account Manager then collects badge from the temporary employee on the last working day and delivers the badge to a customer representative.

Work Location and Work Hours
We, as AASI, have understood the requirement regarding work arrangements and related policies.

Non-Disclosure Agreement (NDA) or Confidentiality Agreement
We understand that AASI, as the vendor, must sign a mutual Non-Disclosure Agreement (NDA) with the Lottery and proposed candidates to maintain confidentiality. We will ensure compliance with this requirement and review the attached Lottery NDA as Exhibit — B.

Previous Employees
We acknowledge the Lottery's policy prohibiting the reemployment of any previous employee dismissed by a state agency for disciplinary or performance reasons through any Staffing Agency.

3. ADDENDA ACKNOWLEDGEMENT (IF APPLICABLE) [RFP 8 Instructions To Vendor Submitting Bids]l

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

Proc Folder:	1354530	Reason for Modification:
Doc Description:	Addendum No 1 - Prequalification Agreements IT Temp Staffing	Addendum No 1 is issued to modify the bid opening date.

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-22	2024-05-07 13:30	CRFQ 0705 LOT2400000011	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000040361

Vendor Name : Advanced Analytical Systems, Inc.

Address : 24035 Suite A

Street : Whitten Farm CT

City : Aldie

State : Virginia   **Country :** US   **Zip :** 20105-2767

Principal Contact : Priyanka Arora

Vendor Contact Phone: 703-348-2871   **Extension:**

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov
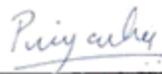
Vendor Signature X _Priyanka_   **FEIN#** 46-2846333   **DATE** May 7, 2024

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

Date Printed: Apr 22, 2024   Page: 1   FORM ID: WV-PRC-CRFQ-002 2020/05

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ LOT24*011

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

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

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

[✓] Addendum No. 1   [   ] Addendum No. 6

[   ] Addendum No. 2   [   ] Addendum No. 7

[   ] Addendum No. 3   [   ] Addendum No. 8

[   ] Addendum No. 4   [   ] Addendum No. 9

[   ] Addendum No. 5   [   ] Addendum No. 10

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

Advanced Analytical Systems, Inc.
_____
Company
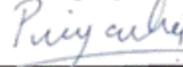
Priyanka
_____
Authorized Signature

May 7, 2024
_____
Date

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

Title: Prequalification Agreements IT Temp Staffing	Proposal
Solicitation No: CRFQ 0705 LOT2400000011	Advanced Analytical Systems, Inc.

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

Proc Folder: 1354530	**Reason for Modification:**
Doc Description: Prequalification Agreements IT Temp Staffing	
Proc Type: Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-11	2024-04-25 13:30	CRFQ 0705 LOT2400000011	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000040361

Vendor Name : Advanced Analytical Systems, Inc.

Address :   24035 Suite A

Street :   Whitten Farm CT

City : Aldie

State : VA   Country : US   Zip : 20105-2767

Principal Contact : Priyanka Arora

Vendor Contact Phone: 703-348-2871   Extension:

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

Vendor
Signature X   FEIN# 46-2846333   Apr 25, 2024
DATE

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

Date Printed: Apr 11, 2024   Page: 1   FORM ID: WV-PRC-CRFQ-002 2020/05
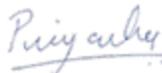
4. EXCEPTIONS AND CLARIFICATIONS [RFP 11- Instructions To Vendor Submitting Bids]

AASI affirms that we are not making any exceptions to the specifications outlined in the Solicitation. Our bid will not include any exceptions, clarifications, or modifications to the requirements or terms and conditions.

5. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES [RFP 16 Instructions To Vendor Submitting Bids]

Not Applicable

6. VENDOR NON-CONFLICT [RFP 34 - Instructions To Vendor Submitting Bids]

We acknowledge that neither AASI nor its representatives are allowed to hold any interest, nor shall they acquire any interest, whether direct or indirect, that could compromise the performance of services outlined in this agreement.

Title: Prequalification Agreements IT Temp Staffing	Proposal
Solicitation No: CRFQ 0705 LOT2400000011	Advanced Analytical Systems, Inc.

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7. DESIGNATED CONTACT

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

(Printed Name and Title) _____ Priyanka Arora, President _____

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

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

(email address) _____ info@advancedanalyticalsystems.com _____

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

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

Advanced Analytical Systems, Inc.
_____
(Company) *Priyanka*
_____
(Signature of Authorized Representative)
Priyanka Arora, President   Apr 25,2024
_____
(Printed Name and Title of Authorized Representative) (Date)
703-348-2871
_____
(Phone Number) (Fax Number)
info@advancedanalyticalsystems.com
_____
(Email Address)

Revised 8/24/2023

8. Appendix

Business Analyst
Professional Summary

- Highly seasoned and reliable Lead Business Solution Analyst with a superb customer satisfaction record.
- Adept at interdepartmental coordination to maximize business functionality and efficiency. Has experience working with **California Housing and Community Development** and **Texas Health Resource**.
- Strong analytical skills to meet solutions to problems faced by customers in Housing & Community development, Healthcare, E-Commerce, Banking and Pharmaceutical/Life Science domain.
- Business Analyst with 10+ years of work experience on various corporate projects, working with cross-functional teams on gathering Business Requirements to analyze AS-IS TO-BE analysis and prepared Functional Specification Documents.
- Well versed with all phases of Software Development Life Cycle (SDLC) including but not limited to the various concepts such as Requirement Gathering.
- Proficient in Requirement Management, including gathering, analyzing, detailing and tracking requirements. Extensive knowledge of SDLC methodologies like Agile (Scrum), ITIL and Rapid Application Development (RAD). Extensive experience in gathering Functional user requirements, creating Use Cases and creating functional Requirement Document (FRD) as per user requirements in addition to creating Business Requirements Document (BRD).
- Experienced working with government and commercial departments as well as working with various corporates on software tools such as Balsamiq Mockup, Adobe XD, Pencil, MS-SQL, Visio, Veeva CRM, MuleSoft API, Google Ad-Sense, Lucid chart, JIRA, MS-Office and Salesforce. Proficient in Agile-Scrum and Waterfall processes, artifacts production and maintenance, Stakeholder management and BPMN/UML techniques. Empathetic, collaborative, result-oriented and process-focused as a person.
- Strong Communication (written/verbal) and organizational skills that support an advanced ability to communicate effectively with various levels of management and to gain cross-functional support.

Tools:

Digital Marketing	Google Ad-Sense, Marketo
Wire-framing	Balsamiq Mockup, Pencil, Adobe XD
UML	Microsoft Visio, Lucid chart, UX/UI Design
Database	MS-SQL, Salesforce
Agile-Scrum Methodology	JIRA, Confluence.
Other Tools	MS-Office, MIRO, Salesforce, Veeva CRM, Tableau, SSRS.

Education
- Bachelor's Degree from University of Madras, Chennai.2012

Professional Experience
California Housing and Community Development, Sacramento, CA - Lead Business Solution Analyst; 6/2022 – Present

- Work as a Lead Business Analyst Handle California State Clients, gather requirements to digitalize all HCD forms and facilitate payments via Chargent. Create BPMNs/Process diagrams and other UML diagrams via MS Visio as well as handle Basic Salesforce Configurations
- Work with business stakeholders and partners to help identify and understand their requirements within the scope of a project. Build Tableau dashboards to show insights of different portfolios, dashboards, and customer-level detailed reports for relational managers, directors, and the vice president.
- Collaborate and coordinate with cross-functional teams and with client for enhancements, and UATs BA documentation (SRS), Scope analysis, Change request analysis, Risk analysis and future scope
- Use advanced Excel skills such as vlookups, pivot tables, and multiple variable formulas for cleaning up the raw data. Collaborate with business users to define scope, clarify Functional and Non-functional requirements to translate them into application and operational requirements
- Implement user acceptance testing with a focus on documenting defects and executing test cases and reviewed files, records, and other documents to obtain information and respond to stakeholder requests

- Document functional BRDs, business requirements using best practices method including high- level system diagrams, requirements traceability matrices, user stories, functionality specification documents, data maps test cases, workflow diagrams, system interface and user, report requirement according to standardized methods
- Capture technical requirements via Data Mapping Document/Source to Target Mapping documents with complicated business rules to send data to Internal CASAS by triggers through JSON Package
- Conduct Agile Ceremonies such as sprint grooming, retrospective meetings, sprint planning, scrum calls & Created reports, charts in JIRA. Produce artifacts that include feature definitions, user stories, flow-charts, swim-lanes and feasibility studies.
- Read API documents and listing out the Source field names in STM documents.
- Communicate requirements to Dev team via wireframes/prototypes & BRDs. Ensure that requirements clarify the business value and are accessible and understandable to any team member & stakeholder.
- Use JIRA to record and maintain the artifacts such as Product backlogs, Sprint backlogs, user stories, Impediments list, tasks, defects and issue tracking.
- Follow State guidelines in compliance with federal and state laws.
- Perform Vulnerability Analysis and Deep Dive analysis of the application to find out vulnerable areas and to strengthen them by offering solutions.
- Provide post implementation support and fixed post implementation issues/bugs.
- Conduct JAD sessions, Brainstorming and various other methods for gathering business requirements.
- Carry out Business analysis planning and monitoring activities; the task a business analyst performs to coordinate and organize the effort of a business analyst and stakeholders
- Develop and maintain configuration and functional design documentation
- Review and guide QA team on writing test scripts, test scenario by demonstrating the E2E flow of the developed applications. Create production test validation scenarios and approved testing documents.
- Perform Automated testing which includes Regression testing before UAT starts via Postman.
- Convert requirements into Epics, Features and User stories in JIRA.
- Work on JIRA Queries and Dashboard creation along with leading & providing E2E testing support for SIT & UAT environments and fixed the issues in UAT before Go-Live. Work with Project Manager in release planning and helped them to prepare release notes & updated project planner accordingly.
- Facilitate various Scrum ceremonies like Sprint Planning Meeting, Daily Stand-up Meeting, Sprint Review Meeting, Sprint Retrospective Meeting and Backlog Grooming.
- Lead off-shore & on-shore teams to meet project timelines.
- Responsible for analyzing requirements and derive AS-IS TO-BE state.
- Manage the project requirements using scrum methodology

Genentech, San Francisco, CA - Senior Business System Analyst; 10/2021 – 6/2022
- Involved in Revamping Legacy database with Veeva CRM and MuleSoft API.
- Worked on Technical Assessment for Change Request Form and present it to business for approvals.
- Collaborated with SMEs and Solutions Architects to get refinements for the design solution.
- Elicited the business requirements from Client/End-user and converted them into deliverables.
- Involved in requirements elicitation and captured requirements from SMEs in workshop sessions and conducted interviews, document analysis, requirements analysis, and scope analysis
- Generated and built complete functional and technical user stories that are necessary to capture the essence of what is being asked, why it is important and who benefits from the effort.
- Discussed the high-level requirements internal with SME & Developers to create the POC.
- Performed analysis for business process improvement, application design and workflow automation
- Consulted with product owners and stakeholders to understand business problems and translate them into functional and non-functional requirements. Collected, cleansed and provided modeling and analyses of structured and unstructured data used for major business initiatives.
- Worked on data analysis, modeling, and design interface with both technical and business leaders within the organization. Visualized complex data sets, draw conclusions and relationships and developed actionable recommendations
- Cooperated with Data Warehouse team and others as needed to define data roadmaps for IT.
- Created the Weekly and the Iteration Reports including the Key Performance Indicators to monitor the progress and have traceability across the team. Led technical design sessions, architect and document technical solutions that are aligned with business objectives

- Created functional design documentation needed to promote software application changes
- Configured Veeva CRM to meet Business Requirements
- Integrated Veeva CRM with other Veeva Commercial Cloud applications/data
- Gathered technical and functional requirements for Veeva Align, NBA, Sampling, Veeva Vault, Concur, Global canspam etc., and supported development.
- Provided advice and guidance on functionality and implementation strategy for Veeva CRM
- Demonstrated knowledge of tools, techniques and industry best-practices for performing data analysis, business process flows and supporting documentation. Produced artifacts that includes feature definitions, user stories, flow-charts, swim-lanes, SIPOCS, and feasibility studies
- Understood Veeva CRM data model as well as used Ancillary Veeva products such as OpenData, Link, Align, PromoMats etc.,
- Actively assisted the product owner in prioritizing the product backlog as per the maximum business value, grooming User Stories in planning activities using INVEST criteria and tasks using the SMART criteria. Supported and assisted Product owner in Capacity planning to determine the production capacity.
- Led the scrum team with strong knowledge of Software Development Life Cycle (SDLC) Waterfall and Agile (Scrum and SAFE) methodologies covering all the phases of Project Initiation and Planning, Requirement Analysis, Design and Development, Testing, Implementation and Support.
- Performed analysis of data and preparing reports/charts to present them to senior stakeholders, thus helpful to them in decision making. Responsible for monitoring and meeting deadlines related to Requirement gathering, Test script development and Design document with Smartsheet.
- Brought features in systems to provide collaboration between Vendors (Knipper/PSI) and the Healthcare professionals for automating the process of easy ordering and delivery of medicines.
- Responsible for identifying duplication of data, Data cleansing and Transactional data.
- Acted as liaison support between the users, IT development team and Business to determine and deliver the most effective solution for development and implementation including preparing detailed business requirement documents for products.
- Handled sprint grooming sessions to prioritize requirements along with other team members to further plan the sprint. Developed and executed database queries and business processes against sensitive data to support client needs using MS SQL.

Texas Health Resource, Arlington, TX - Senior Business Analyst; 11/2017 – 10/2021
- Implemented and maintained various healthcare plans maintained by regulatory bodies in the current healthcare system. Responsible for holding Demos for managed care systems, Electronic Media Records EMR/ EHR/ PHE/ PMR demonstrating them with real-life use cases.
- Worked with HIPPA EDI transaction sets such as 835, 837 (P, D, I), 276, 277, 278 etc.,
- Created visually appealing and interactive data visualizations that drive action within the business.
- Integrated data from various sources into a single database for analysis.
- Demonstrated MMIS, EMR, EHR, PPACA and EMTALA along with current technology and industry standards APIs, FHIR, JSON. Widespread knowledge of EHR/EMRs, HL7 and its Patient Protection and Affordable Care Act (PPACA).
- Supported to develop and maintain ETL processes to automate data integration. Created, revised and executed Business Analysis Planning, Process Maps, Business Process Models, Requirements Specifications, Use Case Scenarios, User Acceptance Testing, Data Flow Diagrams, UI Wireframes
- Gathered business and system requirements; documented both functional and non-functional requirements after conducting extensive user interviews and workshops with stakeholders and end users
- Prepared detailed analytics and reports on an ad hoc basis per management, internal / external audit, and project stakeholder requests. Reviewed and analyzed business requirements to prepare test plans, test cases and traceability matrices and testing reports
- Met senior medical consultants in understanding problems they face in managing various procedures which patients might undergo and then based on that forming a generic life cycle for patient management.
- Responsible for developing test scripts, Transition plans and implementation requirements as per business specifications. Analyzed various data sources including clinical data warehouse, claims data, and state/national comparative data.

- Created and managed functional design documentation as well as led meetings to drive completeness
- Extracted large data sets from primary and secondary data sources, including data warehouses and public data repositories. Brought features in systems to provide collaboration between pharmaceutical retail entities and the patients for automating the process of easy ordering and delivery of medicines.
- Led discovery sessions with business partners; elicit and document business/technical needs across functional business units. Elicited and refined business requirements from business partners in several departments. Responsible to write, edit and maintain epics, user stories and use cases.
- Collaborated with team to manage expectations and change.
- Translated business requirements into functional specifications; work closely with the development team; executed testing to validate requirements for successful implementation.
- Followed agile methodology for acceptance criteria based on user stories associated to each sprint.
- Converted business Requirements into a Functional Specifications Document and a Technical Specifications Document using Rational Requisite Pro.
- Responsible for designing and implementing workflow automation, approval processes, and data validation rules to enhance data accuracy and process efficiency. Created Business Process Mapping Diagrams and Documentation for the process improvement recommendations.
- Worked with other process engineers in the integration of new and existing business processes.
- Coordinated and participated in design discussions/reviews to ensure future-state process designs meet requirements. Analyzed the business requirement and developing solution designs which meets customer's expectations.
- Supported project managers to build requirement tracker so that to have the delivery on time.
- Prepared Use Case Diagram and BPMN Models (via VISIO Tools) to demonstrate AS-IS and TO-BE parts of the requirements. Supported Project Managers & Scrum Masters in timely preparation of project status reports with all cross-functional stakeholders.
- Translated the business requirements into wireframes and documented their process flows.
- Collaborated with technical development teams for new implementations, functionality enhancements, application updates and performance issues and bugs. Drafted clear and concise user stories for business requirements along with clearly defined acceptance criteria and prerequisites.

Etsy, Brooklyn, New York - Senior Business Analyst; 05/2015 – 03/2017
- Responsible for implementing transactions involving EDI (E-Commerce platforms), writing technical specifications, documentation, process flow, and training documentation, and capturing and analyzing business requirements and processes to align with corporate objectives and drive costs down.
- Created and revised process flows, implementation documentation, and technical specifications for EDI supplier transactions.
- Created visually impactful dashboards in Excel and Tableau for data reporting by using pivot tables and VLOOKUP. Extracted, interpreted, and analyzed data to identify key metrics and transform raw data into meaningful, actionable information.
- Utilized MS SQL, Tableau and other dashboard/visualization for data intelligence and analysis.
- Documented Use cases, Functional Requirements, Non-functional Requirements, Reporting Requirements, process diagrams, context diagrams, current state & future state process flow diagrams, logical/physical diagrams
- Analyzed Business Requirements, reviewed Test Strategy, Traceability Matrices & Test Plans to ensure that test cases reflect user needs for functional, performance, usability & security requirements
- Tested projects in accordance with written business requirements and functional design documentation following established standards to ensure quality assurance. Created product plans and user stories based on business and customer requirements for three different financial reporting products.
- Analyzed the requirements to ensure they are PII and ADA compliance. Worked closely with SEO (Search Engine Optimization) Consultants to understand & gather the SEO requirements.
- Identified list of stakeholders using Business Analysis Planning and Monitoring Knowledge Area as well as created flow chart of the current state and future sate for the software
- Dealt with feeding the product data which is used to distribute & sync the product information from a retailer's website to multiple online marketing & distribution platforms.
- Evaluated use cases to understand the sales process in terms of how they flow into the ERP system.
- Gathered requirements & performed scenario analysis for Distribution Center Optimization.

- Documented requirements for receiving & sending product data/inventory data (warehouse management system) through in-bound & out-bound files. Defined and documented detailed ETL specifications for Data Warehouse interface, extracts, staging areas, atomic areas, and mart database environments. Tracked and reported key business metrics periodically (Daily, Weekly, Monthly)
- Developed presentations to potential clients that explained ecommerce and its benefits.
- Improved efficiency in the process and automated manual reports using Tableau and other ETL tools.
- Built ETL models to enhance business processes and automate data extraction.
- Implemented the integration of E-Commerce application with various third-party payment platforms (Net banking, credit card, wallets). Captured As-Is state of existing process through Visio.
- Facilitated workshops to capture complete and meaningful use cases.
- Developed functional specifications and system design specifications based on client needs.
- Conducted various Agile ceremonies such as Backlog grooming, Sprint planning, Retrospective meetings, Sprint reviews, Scrum calls throughout the PLM.
- Led and directed off-hours for EDI application systems and related server's technical response team for issues and outages. Result: after the complete data center power outage, EDI systems were fully functional within 3 days. Created STM (Mapping Documents) for migrating the data.
- Ensured issues were quickly identified, tracked, reported on, and resolved in a timely manner.
- Assisted in enforcement of project deadlines and schedules.
- Created user stories for the ordering and product catalog workflow models with the help of wireframes.
- Followed agile methodology for acceptance criteria based on user stories associated to each sprint.
- Developed stories and documented alternate scenarios for bringing the catalog and pricing online.
- Responsible for cleaning of the user story backlog and updating the project timelines and scope.

SunTrust Bank, Atlanta, GA - Business Analyst; 05/2014 – 05/2015
- Worked on Projects dealing in implementation of payment application (bank transfer or virtual wallets) which could be integrated with other products which involve payment / transaction use case.
- Worked on dashboard reports for the stakeholders for keeping track of payment-system performance with various KPI(s) like, number of times transactions failing each day, average monthly transactions – monthly comparison chart.
- Met respective stakeholders to gather the requirements around additional features to be added to existing products and then elaborating the required business rules for implementation of those features.
- Worked with SWIFT, third party payment gateway as well as Swift ISO 20022 standards
- Acted as bridge between (regional executives, direct users, client managers) and the (software development team) to implement requirements surrounding factors like (financial statements, interest rates, transactional workflows).
- Documented the requirements using different templates (BRD/FSD), incorporating the wireframes, flow diagrams for requirements in them for better understanding of the team. Prepared and presented summary recommendations to the firm's Private Alternative Strategies Committee
- Researched and documented minimal viable products for improving and streamlining the configuration processes and integrating with asset management.
- Avidly used Visio for high level diagrams and flow diagrams and using balsamiq mock in preparing screen designs (wireframes). Collaborated with stakeholders for signoff on the requirements.
- Maintained RTM matrix for keeping track of implemented requirements and to track the issues erupted back to modules in which they arrived for an RCA. Ran SQL queries on the system's database to prepare reports enquired by stakeholders on Ad-Hoc basis.
- Worked on Loan Origination domain project which was focused upon digitizing various processes in loan management (Customer Acquisition, Installment billing generation, bill settlement, Loan prepayment and termination, Assignment of account generation etc.)

Thought works, Hyderabad - Business Analyst; 08/2013 – 03/2014
- Coordinated with HR Business Partners to understand the process of an employee interview and onboarding process to minimize the manual intervention in the process and to automate as maximum as possible. Developed test plan maintenance for ongoing updates and fixes.
- Responsible for reviewing the process of employee appraisal system, identifying the underlined use-cases, creating process flows using VISIO tool.

- Performed Data Analysis using SQL and Excel and coming down with various reports and charts which can be useful for HR Dashboard. Created training manuals for employees and Hiring Managers, conducting Demos to train them with the implemented features of the HR Systems.
- Established and documented reporting processes and procedures for HRIS which improved report accuracy and shortened the time to deliver. Led system testing sessions including creation of test scripts as well as testing and validating all HR system changes/updates.

Title: Prequalification Agreements IT Temp Staffing	Proposal
Solicitation No: CRFQ 0705 LOT2400000011	Advanced Analytical Systems, Inc.

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Data Analyst

Hariharan Anantharaman
Summary

- OCP, MCP and ITIL V3 certified professional with an ambitious and aspirational outlook towards excelling in Project Management, Proficient in coaching and mentoring the Team. 15 years of IT experience with excellent exposure to various Project Management Methodologies - Agile Scrum, RAD, RUP, Lean and Traditional.
- Vase experience in Oracle SQL, PL/SQL Programming and PostgreSQL v15 in a fast paced, agile environment
- Strong knowledge in business process in telecom domain with hands on experience in complete Agile and scrum methodology. Expertise in all activities related to the development and support of Backend environments of Oracle SQL/ PLSQL and ETL processes for large-scale data warehouses using Ab Initio
- Well versed with the Database and Data Warehouse concepts such as dimensional data modeling, OLTP, OLAP, Star and Snowflake Schemas, RDBMS, Multidimensional Modeling, Views, Physical and Logical models, Analytical functions, Stored Procedures, Functions and Triggers.
- Hands on experience with ETL process flow – Gather requirements, create physical design, Design test plan, Create ETL process and Test process. Efficient in trouble shooting, performance tuning, system testing, debugging and optimization of SQL query and ETL and reporting analysis
- Profound experience in pre-processing the data using UNIX Korn /bash shell scripts
- Proficient in applying SQL, PL/SQL programming skills in optimizing the Graph performance
- Expertise in C/C++, Pro*C using Pointer, Structures, Macros, Functions
- Solid management skills, demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity, while forming cohesive team environments. Expertise in creating new C/C++, Pro*C Batch Programs with embedded SQL's, PL/SQL procedure calls, Arrays and Dynamic SQL
- Experience in Golden Gate administrator to utilize solid and professional skills in oracle database. Golden gate, RAC/ASM, Data Guard, Exadata, Unix/Linux, and shell scripts. Experience and solid hands-on-experiences in installation/Configuration/Performance Tuning/Troubleshooting Oracle Goldengate in Oracle-to-Oracle environment
- Total 9+ hands on experience with building product ionized data ingestion and processing pipelines using java, Spark, Scala etc and also experience in designing and implementing production grade data warehousing solutions on large scale data technologies
- Strong experience in migrating other databases to snowflake as well as maintaining, enhancing data models
- Experience with Snowflake Multi-Cluster warehouses and Splunk reporting system.
- Skilled in understanding of snowflake cloud technology along with the ability to simplify complex programming concepts by breaking down into parts that are easier to understand
- Experience with snowflake cloud data warehouse and AWS S3 bucket for integrating data from multiple source system which include loading nested JSON formatted data into snowflake table.
- Professional knowledge of AWS Redshift.
- Experience in building Snowpipe as well as using Snowflake Clone and Time Travel.
- In-Depth understanding of Data Warehouse/ODS, ETL concept and modeling structure principles.
- Hands-on experience with Snowflake utilities, SnowSQL, SnowPipe, Big Data model techniques using Python/ Java.

Education & Certifications

- Master of Science in Information Technology - Annamalai University   2009
- Bachelors of Science in Botany - Madras University   1999
- OCP (Oracle Certified Professional) in Oracle Developer 9i Stream.
- MCP (Microsoft Certified Professional) in Sql Server 2005.
- ITIL (Information Technology Infra Structure) Version-3 Foundation

Technical Skills

- Languages: C, C++, Proc'C, XML, HTML, Java, Data stage 11.7
- Network: Novell Netware 3.12, MS-Dos 6.22, UNIX
- Systems: Windows (95/98/NT/2000/XP/2003)
- RDBMS: Oracle 19c (SQL/PL SQL), PostgreSQL v15.2, SQL Server 2017(v14.0),

- Sybase, MS Access 2003, Data Model
- ETL Tools (Back End): Ab Initio (GDE 1.15.1, Co>operating system 2.15.1), Datastage 11.7,SAP Business Object 4.2
- Front End Tools: Visual Basic 6.0, VC++, and Oracle Developer 9i (Forms 9i/Reports 9i)
- Data Replication: Oracle Golden Gate 11gr2/12c, Export/Import, Data Pump, Snowplow

Work Experience

Technology Lead   **Dec 2018 – Till Date**

Verizon, (Infosys Limited), Richardson, TX

Project Name: RespOrg / National Application

Synopsis: RespOrg stands for Responsible organization for every Toll-free (TF) number. It's a TF Order Application which enables the customers to Order certain TF for their organization. This TF is one that is ordered to be used by end customers within the country/internationality and business pays for call made by the customers. It allows 3 ways to order s TFs to the customer 1) Through Batch process 2) Through RespOrg GUI 3) Through Webservices.

Responsibilities:

- Work on SQL and PL/SQL coding techniques, create and maintain tables, constraints, triggers, views, stored procedures and functions, packages, and types; solid understanding of SQL tuning practices and indexing and partitioning strategies
- Write complex SQL queries, advanced SQL, stored procedures, optimizing large complicated SQL statements, write and modify complex stored procedures. Extensively work on relational database design concepts as well as identify the Toll-Free data management needs and develop solutions to cater to them
- Perform application tuning using various query optimization tools like TKPROF, EXPLAIN PLAN, AUTOTRACE, AWR reports and SQL*TRACE. Utilize SQL programming and Transact-SQL in creating tables, Stored Procedures, triggers, user-defined functions, views, indexes, user profiles, and relational database models
- Implement ETL solutions for large volume of data by applying various data warehouse modeling techniques like Star Schema, Snowflake Schema and Galaxy Schema. Work on monitoring and measurement of data quality using business rules. Hands on experience hands with data quality assessment and resolution desirable
- Maintain metadata, data glossary and data catalog processes, Ability to work in fast paced environment
- Responsible for Implementation of Agile methodology, Unix/Linux shell scripting. Work on large volume of Data Load via ETL (SQL*Loader, External Table and Snowplow) and HVR replication strategies
- Responsible for database development for SSIS, SSRS, creating complex database queries, writing Indexes, Views, Stored Procedures, Functions, Performance Tuning, Query optimization using T-SQL in SQL Server. Responsible for Code optimization / Performance Tuning as well as manage and mentor the team for the timely deliverables
- Responsible for Co-coordinating with offshore and onsite teams in resolving the issues during requirement design and development. Perform analysis of current system architecture, processes (business/technical), designs, landscape and reverse engineering ETL mappings
- Work with the BA's presenting GD (General Document) walk through with team members.
- Facilitate Release management for all the enhancement. End of each release generate Test Defect Analysis Report and work with the team to find the route- cause of the issue and providing preventive solution to the teams.
- Involve in Project Tracking update as well as Detail Design walk through. Develop User documents for internal analysis using BI Publisher as well as design and develop auto-login scripts using Java syntax and Text
- Implement Fix for the repeated production bugs based on the defect report obtained from the support team
- Responsible for Automation of system performance and order status to OM/AM using oracle pl/sql and UNIX shell script. Extensively develop the advanced PostgreSQL It is enterprise class open source relational database that used in my module to build the both SQL (relational) and JSON (non-relational) querying
- Develop modules for implementation using PostgreSQL, PL/SQL Scripts, Unix Shell Scripts and Pro*C

- Responsible to develop custom batch programs in Pro*C and developed custom Functions, Procedures and Packages Scripts for RETEK -12 implementation.
- Involve in upgrade/migration of databases from Oracle 11g to oracle 12c, migrating data from Oracle to Snowflake
- Query JSON data in Snowflake is fast and effective. That means that when we load Snowplow data into Snowflake, we're able to load it all into a single table with a single column per event and context type, and the individual event-specific and context-specific fields available as nested types in those columns. This is an attractive data structure because all your data is in a single, easy-to-reason about table
- Redshift, by contrast, has much more limited JSON parsing support: JSON parsing is very brittle (a single malformed JSON will break a whole query) and querying JSONs in Redshift is not performant. As a result, when we load Snowplow data into Redshift we do not use JSON: we shred out each event and context type into a dedicated table, so that they can be queried in a performant way
- Develop and maintain backend systems for web applications using Python, Django and Flask, resulting in enhanced performance and scalability. Design and implement RESTful APIs to facilitate seamless communication between front-end and back-end systems, improving overall user experience
- Responsible to migrate Oracle 10g/11g/12c databases cross platform from Solaris to Linux using transportable tablespaces/ Goldengate to reduce downtime. Responsible for writing SQL Queries, Indexing, Views, Materialized views, PL/SQL- procedures, functions, packages, triggers, cursors, collections, Ref cursor
- ETL data modeling starts by creating data models by which source data associations and constraints are described, categorized and coded for storing in a data warehouse. Collaborate with Web Application Engineers, used Python scripts to load the data into AWS Cloud Cassandra database
- Data modeling solves the reliability issue of the ETL process through visual representation and information. It takes care of entity integrity and referential integrity with the help of keys. Visualize over 40 datasets with Matplotlib as well as involve in processing the streaming data as well as batch data using Apache Spark
- Data modeling analyzes data objects and their mutual relations, while ETL applies those rules and inspects them for anomalies, and loads them into a data warehouse or data mart. Assist in the development and maintenance of a large-scale e-commerce platform using Python, Django and PostfgreSQL
- Migrate Oracle database 11g from Linux boxes to EXADATA machine using Goldengate and Export & Import
- Resolved the issues in conflicts between the target and source database in Goldengate. Perform database migration from non-Exadata to Exadata as well as use Goldengate to migrate large database (15TB)

Environment: Oracle 19c, PostgreSQL v15.2 Amazon RDS, Sybase, MS-SqlServer, Pro'C, Java with UNIX, ETL – Business Object 4.2, AB Initio (2.10.15) and Datastage 11.7, Data Modeling, Pro*C, Python, AWS

Project Lead   **Nov 2006 - Dec 2018**
Verizon Data Service, India
Project Name: EZStatus
Synopsis: EZStatus has become the primary enterprise order tracking and status application, providing information from more than 40 Verizon Business systems and significantly reducing the time needed to provide order status to Verizon Enterprise Solution customers. This will provide the best customer service experience. This application is used by Implementation Managers (IM) to track orders, in their role as the internal customer support organization for Verizon Business, implementation managers (IM) invest a considerable amount of time tracking orders and providing status to their customers. Previously a manual process, much of that time was spent looking up order information in multiple systems and creating spreadsheets for tracking purposes. It was not unusual for IMs to traverse through 40 different systems to track an order from start to finish. To reduce the amount of time IMs must commit to tracking orders from start to finish. To reduce the amount of time IMs must commit to tracking orders and minimize the number of systems they need to access during the process, an EZStatus set out to develop a new status and tracking application.
Responsibilities:

- Utilized SQL and PL/SQL coding techniques, created and maintained tables, constraints, triggers, views, stored procedures and functions, packages, and types; solid understanding of SQL tuning practices and indexing and partitioning strategies
- Wrote complex SQL queries, advanced SQL, stored procedures, optimizing large complicated SQL statements, write and modify complex stored procedures. Performed application tuning using various query optimization tools like TKPROF, EXPLAIN PLAN, AUTOTRACE, AWR reports and SQL*TRACE
- Implemented ETL solutions for large volume of data by applying various data warehouse modeling techniques like Star Schema, Snowflake Schema and Galaxy Schema. Worked on monitoring and measurement of data quality using business rules. Hands on experience hands with data quality assessment and resolution desirable
- Identified the Toll-Free data management needs and develop solutions to cater to them. Worked with domain experts, engineers, and other data scientists to develop, implement, and improve upon existing systems.
- Developed both synchronous and asynchronous Event Receivers to perform data validation and to ensure data integrity. Involved in relational data modeling and multi-dimensional modeling using De-normalizations, Fact tables, Dimension tables, Star schema for OLAP systems
- Participated in design meetings for creation of the data model and provide guidance on best data architecture practices. Worked on SQL Programming and development like Querying data, creating tables, creating views, stored procedures, Triggers etc.
- Conducted data validation and quality assurance checks to ensure accuracy and integrity of datasets
- Involved in the development improvement and maintenance of Snowflake database applications.
- Built the Logical and Physical data model for snowflake as per the change required.
- Extensively worked on Data Modeling, evaluating Data Sources, and understanding of Data Warehouse/Data Mart Design, and Client/Server applications. Worked with cloud architect to set up the environment as well as defined virtual Warehouse Sizing for Snowflake for different type of workloads.
- Developed PL/SQL code along with Coding of Procedure and Packages in PL/SQL, creating and managing materialized views to improve query performance and data availability. Created ETL pipelines in and out of data warehouse using combination of Python and Snowflakes SnowSQL Writing SQL queries against Snowflake.
- Reduced code footprint and increased reusability of logic by refactoring Pl/SQL code
- Maintained metadata, data glossary and data catalog processes, Ability to work in fast paced environment
- Co-coordinated with offshore and onsite teams in resolving the issues during requirement design and development.
- Generated weekly MIS (Management Information System) Report for utilization of the application by End user
- Managed and mentored the team for the timely deliverables. Worked on Volume Order Report (Pending/ Active/ Cancel) to the Order Manager, Account Manager and higher management.
- Facilitated Release management for all enhancement. At the end of each release, generated Test Defect Analysis Report and work with the team to find the route- cause of the issue and providing preventive solution to the teams.
- Implemented Fix for the repeated production bugs based on the defect report obtained from the support team
- Involved in automation of system performance and order status to OM/AM using oracle pl/sql and UNIX shell script

Environment: Oracle 12c, Pro'C, Java with UNIX, ETL – AB Initio (2.10.15) and Datastage 9.1, Data Modeling, Pro*C, PostgreSQL

Senior Software Engineer **Jul 2006 - Nov 2006**
Arete Technologies, India
Project Name: eCOPS (e-Computerized Operations for Police Services)
Synopsis: eCOPS is an integrated, enterprise-wide IT tool for enhancing the performance of state police units in crime control, law & order and administrative operations. The primary purpose of "electronically Computerized Operations for Police Services" (eCOPS) is to maintain information to monitor and enhance

the performance of the department, to take a critical look at the existing systems, processes and procedures of the department so as to identify and remove the redundancy thus making the department function better.

- Developed procedures, packages scripts in Oracle 10g along with integrating the procedures and fixing the bug.
- Provided Database Support for Generating Different type of Reports. Decentralized Client/Server architecture as well as integrated with FACTS for capturing criminal information and physical features of accused.
- Workflow instructions were sent from one office to other offices as part of workflow using MS Exchange Server.
- Performed Data Transfer, Day end / On demand/Automatic in encrypted mode and Integration with emails
- Perfomred Data capture in desired language – complainant details in FIR and witness statements in Case Diary Part – II. Created Application log as well as logged the information of files exported, imported, messages received, login and logout of all application users.
- Involved in Analysis & Reporting, Crime statistics, percentage of property recovery in comparison with previous months, years.
- All reports related to the unit offices – like daily, weekly, fortnightly, monthly and other yearly reports.

Project Coordinator   **Nov 2002 - July 2006**
Office Tiger Database Systems India Private Limited, India

- Responsible for Monitoring the Flow of messages.
- Resolved issues regarding the Message flow along with developing procedures, packages scripts in Oracle 9i.
- Involved in integrating the procedures and fixing the bug as well as provided database Support like generating Different type of Reports.

Project Name: WWL – Global Support   **Apr 2005 - July 2006**
Environment: Oracle 9i, Developer 9i with UNIX

Project Name: LEAVE & MIS MANAGEMENT SYSTEM   **Dec 2004 – Apr 2005**
Responsibilities: Designing, Bug Fixing, Implementing, Supporting Functional
Environment: Oracle 9i, Developer 9i

Project Name: ACTIVITY UTILIZATION & DCS (Data Capture System)   **Sep 2003 - Dec 2004**
Environment: Oracle 9i, Developer 9i

Project Name: DMS PRODUCTIVITY MANAGEMENT SYSTEM   **Nov 2002 – Aug 2003**
Environment: MS-Access, VBA

ADDITIONAL EXPERIENCE:
Trainee Programmer & Network Support   **Mar 2001 - Nov 2002**
Dev Constructions Pvt Ltd, India
Environment: VB 6.0 & Oracle 8i

System Engineer   **Sep 1999 – Feb 2001**

Super Auto Forge LTD, India
Responsibilities:
Incoming & Outgoing mail.
Win NT 4.0 Server Handling.
User Hardware & Software support.
Taking care of all kind of Technical Network Issues

Database Administrator
Charan Sirivisetty
Summary: 9+ years of professional experience in IT industry as an Oracle database administration in Linux, UNIX and Windows platforms. Experience includes design, build, test and supporting next-generation database solutions in Oracle enterprise. Proficient in Database Administration, Database Installation, Upgradation, Migration, Patching, RAC installation, setting up and configuring DataGuard, Maintaining Exadata, Databases clone, Performance tuning and monitoring the database using OEM Grid Control, RMAN backups, Golden Gate replication, product support.

- Expert with planning, creation, administration and troubleshooting of ORACLE 19c,18c,12c,11g,10g OLTP (multiple instances)/OLAP Data Warehouse databases in production.
- Expertise in Installing and configuring transactional level DDL, DML, Bi-Directional replication using GoldenGate v11 and v12, 18c and 19c
- Expertise in implementing (unidirectional, bi-directional and downstream capture) and configured Goldengate extract and replicate during the database character set conversion.
- Experienced in Cross Platform Migration from Solaris to Linux and Upgraded database from 11g to 12c, 18c, 19c using GoldenGate with Zero downtime.
- Expertise in monitoring database servers and optimized database performance using various tools such as Oracle Enterprise Manager (OEM), Oracle Grid Control.
- Expertise in deploying agents from OEM, patching OEM, performing administrative tasks using OEM, AWR, ASH reports, scheduling jobs using Auto sys, blackout scheduling, SQL tuning advisor to tune sql's on databases.
- Expertise in installation, configuration of Oracle in Aws EC2-Console. Migrated development and production databases from data center to AWS RDS on oracle platforms. Troubleshooting performance related issues in AWS Oracle data warehouse environment.
- Good experience with AWS DMS, database tuning, caching application architecture of cloud computing & administration of EC2, auto scaling, Oracle 12c Cloud Control, BMC Tools.
- Experienced in functional and technical aspects of Oracle E-Business Suite/ Applications 10g and 11i deployment Requirements, Coding and Development along with supporting EBS Financial, WebLogic Middleware Stack and Oracle Fusion Middleware.
- Strong Oracle, MySQL, MariaDB, and PostgreSQL database skills and brief general system administration skills in UNIX, Linux, and Windows environments.
- Proficient in EBS Installation, Patching, Cloning, Database Refresh, Upgrade (Database), Disaster Recovery, High Availability and Backup & Recovery (RMAN).
- Hands on Experience in Data Center Migrations, Disaster Recovery Testing and Migrate/Convert Standalone Databases to RAC Databases and to ASM Storage.
- Experience in applying Oracle rolling PSU and CPU Patches Quarterly on EXADATA RAC 11g,12c environment using response file
- Expert in Oracle Appliance such as ZFS Storage, Creating Snapshots, Creating Clones.
- Experience on Oracle Hybrid Columnar Compression with Exadata and ZFS Storage and Oracle Storage in production environments with Oracle Data Warehouses.
- Expertise in Oracle Transparent Data Encryption (TDE) such as Defining Keystore, Creating Wallet, Generating Master Key, Enabling Autologin, Rotating Master Key Encryptions.
- Have Ability to function independently and plan, evaluate and design solutions to problems and Ability to work well in a group environment.
- On-call team rotation and support: investigate, troubleshoot problems related to performance of database under SLA, perform root cause analysis (RCA) for high severity incidents in relation with problem management requirements for corrective actions

Technical skills:

Databases	Oracle 19c,18c,12c,11gR2,11gR1,10gR2,9i, SQL 2012/2008R2, MYSQL 5.7
Oracle Products	Oracle Real Application Cluster 19c/18c/12c/11g/10g, GoldenGate, DataGuard, Import and Export, Data pump, Oracle Wallet Management, Automatic Storage Management, Recovery Manager, Oracle Streams, Oracle 10g/11g/12c (Grid Control), Oracle EXADATA X4-2, X5-2, RMAN, Oracle Wallet, ZFS, Transparent Data Encryption, Oracle Enterprise Manager (OEM) 11g,12c,13c.

Operating System	Red Hat Enterprise Linux (RHEL) 4.x, 5.x, 6.x, 7.x, Oracle Linux, HP UNIX 11i, AIX 6.1, Sun Solaris 5.8, 5.9, 5.10, Windows XP/2003/2008
Languages	SQL, PL/SQL, Unix shell scripting, Java, C, .Net, Python, Cassandra.
Tools & Utilities	SQL Trace and SQL tuning Advisory, SQL* plus, ADDM, DBCA, Log Miner, TKPROF, AWR, ASH, Toad, Oracle SQL Developer, ERWIN, ETL

Education:
- Bachelor of Technology in Computer Science 2014
- Master of Technology, Texas A&M University Kingsville TX 2016

Professional Experience:

Charter Communications   **Jun 2020 - present**

Senior Oracle Database Administrator
- Work with Spectrum Oracle Engineers and service providers to deliver a highly available, resilient, and performant database environment.
- Design and implement Exadata based Oracle RAC databases that meet business and infrastructure CHARTER team requirements.
- Responsible for monitoring and supporting the Production which include an ERP and non-ERP databases.
- Configure, document and administer Oracle Golden Gate bi-directional replication and Oracle GDS in accordance with Oracle best practices and project requirements.
- Involve in database monitoring using shell scripts and OEM as well as database Migration from MySQL 8 to Oracle.
- Configure Oracle Streams in One Way Setup and Bi Directional Setup.
- Implement Disaster Recovery database 12c Data Guard on physical standby database in maximum performance mode.
- Setup Replication to migrate data from On-Premises to Azure DB (PaaS) and manage Azure DB security.
- Install and configure 3 node 10g RAC Databases for EBS Database.
- Develop performance metrics and customized performance and resource utilization reports on z/OS mainframe and other platforms.
- Perform MySQL 8 one-way replication from a Source MySQL database to a Target MySQL database.
- Modify PostgreSQL database functions for better performance and structure.
- Troubleshoot and tune Oracle e-Business and Non-ERP Oracle Databases.
- Work on Data Modeling in Cassandra and MongoDB along with managing and scheduling of data backup and restore operations.
- Involve in Database Migration from Oracle to MySQL 8.0 as well as plan, implement and test disaster recovery system, using RMAN and custom written shell scripts.
- Use OEM & Grid Control for database monitoring/performance/diagnostics.
- Create and maintain shell scripts to backup and restore Oracle and PostgreSQL databases.
- Involve in designing various stages of migrating data from RDBMS to Cassandra and MongoDB.
- Ensure Delta's Oracle database environment is secure, provide recommendations for improving database security and implementing approved security improvements.
- Upgrade 12c RAC to 19c RAC and Administering the RAC Environment through SRVCTL and CRSCTL.
- Implement non-ERP applications on AWS and cloud as well as clone PostgreSQL instance using pgdump and snapshots.
- Configure Data Guard Broker, fast start failover and used for switchover and stopping and Starting Media recovery process, Instance status, check queries, Top wait events, redo transport status and Performed Disaster Recovery testing.
- Setup and execute FTP sessions to send data to clients and receive data from clients on Z/OS mainframe system and Windows servers.
- Create volumes on ASM disk groups and maintained ACFS Cluster File system in RAC and applied rolling patches to fix known bugs as well as PSU.
- Develop custom shell scripts leveraging Oracle's SQL*Plus utility and PL/SQL to perform tasks such as database backups, log file rotation, index rebuilding, and statistics gathering on a scheduled basis.

- Production support in going live to freshly installed Oracle EBS R12.1.3 with 11.1.0.7 database.
- Use Different RAC utilities: raccheck, orachk, oratop, TFA Collector, ocrconfig, OS Watcher, Srvctl and Crsctl and resolved RAC issues, OCR related issues, rebooting of faulty nodes, relocating the switched over services.
- Responsible for Sybase Replication Server creation configuration, monitoring, and problem resolution.
- Implement GoldenGate Replication 12c, 19c on ACFS and configure Automatic failover of GoldenGate process and upgraded GoldenGate 11g, 12c to 19c.
- Refresh the 5 test Sybase instances with staging production to help implement testing purposes more times every day or every week.
- Deploy and upload the SSRS/Power BI reports to SharePoint Server for the end users and involved in enhancements and modifications
- Implement and Install Level 3 OEM Cloud Control 12c on Linux machine. Installed WebLogic server 10.3 during the Installation of Cloud Control 12c. OEM Cloud Control 12c Agent installations, plug-ins installations and adding targets to OEM, configure new databases for monitoring, Setup jobs, alerts, notifications etc.
- Implement DataGuard with maximum availability, protection and performance configurations and work with DataGuard Fail over and Switch over cases at the times of upgradation and migration.
- Proactively engage in continuous improvement efforts for SSRS/Power BI reports and their operation
- Coordinate with multiple module Team Leads in requirements gathering based on the company's client business requirements and use cases available and help in root cause analysis.
- Design and setup database replication using Oracle Golden Gate integrated replicate between homogeneous and heterogeneous databases (Oracle-Mongo).
- Work on Configuration, documentation and administration of Oracle Golden Gate bi-directional replication and Oracle GDS in accordance with Oracle best practices and project requirements.
- Responsible in installing and setting-up Golden Gate from source to target to provide active data replication. In all Higher environments including PROD (Transactional and Reporting databases).
- Take logical backup of the database using DATAPUMP (Expdp/Impdp).
- Responsible for analysis and Design of System and Database which includes preparation of process Flow Diagrams, Entity Relationship Diagrams, Datafile and File System Design, Program Specification and Design Documents.
- Analyze the ALM defects and Jira dashboard as well as review the Logical Database Model and suggest changes if needed and implement the Logical Model in to Physical Databases and Migrate the Data.
- Involve in Installation and configuration of Recovery Catalog for multiple Databases.
- Responsible in configuring Golden Gate using User Exit and Voltage encryption to encrypt the data before being delivered into Golden Gate Trail file.
- Work on Recovery of Databases (Recovering from Media Failure, recovering tables dropped accidentally, recovering data files, Recovering from Block Corruption etc.)
- Develop and Program Computer Software applications using various software interfaces.
- Develop PL/SQL Stored Procedures, Packages, Triggers, and Views to support Mission Critical business Applications.
- Optimize database performance along with developing database capacity estimation models, and methods for monitoring capacity and usage.
- Responsible for completing environments refreshes of lower environments on periodic basis, troubleshooting application and database related issues, completing applications and databases restarts during maintenances.
- Work on resolving security vulnerabilities associated with those applications/databases from the monthly security scans along with completing annual disaster recovery test for those applications/databases.
- Computer Operator contract for ECCO Select at Confidential in New Century KS working nights servicing confidential zOS mainframe and AS400 midrange distributed system operations.
- Responsible for Installation, Configuration, Administration, Up gradation, Migration of databases running on Oracle and SQL Server Platforms
- Collaborate with business stakeholders to gather requirements, define data models, and develop ETL (Extract, Transform, Load) processes for integrating data from multiple source systems into the Data Warehouse.

- Coordinate with multiple teams of different environments Developers, admins, Testing Team, UAT Team, Business users and provide solutions for improvement of code quality, increase performance and scalability for deployed data product.
- Develop PL/SQL scripts for Extraction, Transporting Transforming ETL data from Production databases to Data Warehouse Databases.
- Design and build new structures to support application enhancements and promote database changes throughout the Dev, UAT and Prod databases.
- Responsible for quarterly patch applications (PSU) and periodic database upgrades with minimal downtime in database environment.
- Spearhead the design and implementation of a comprehensive Oracle Data Warehouse solution to support business intelligence (BI) and analytics requirements for a large enterprise.
- Monitor Locking Activity/Long Running Transactions/Temp issues/UNDO Issues/RMAN Backup Issues/Tape Issues/DR Recovery Issues/monitor ORA errors like ORA-7445 and ORA-600 and apply patches if required or contact Oracle Support for Additional Information (by raising SR) Replication Maintenance
- Configure RMAN backups using NetBackup and DDBoost, Experience in backup and recovery. Cold backups, Hot backups, Logical backups, RMAN backups performed at different levels of Full backup, Incremental backup, Differential backups, Cumulative backups.
- Conduct database performance testing and tuning, user configuration, security and support processes including gather stats, database backup/recovery, and partition administration.
- Coordinate downtime with application teams and system engineers to implement approved changes.
- Interface with Oracle support to resolve operational issues or questions.
- Build new or upgrading / patch existing databases and associated software in accordance with vendor best practices.
- Implement Oracle's Transportable Tablespace (TTS) feature using Datapump Export/Import allowing users to quickly move a user Tablespace across Oracle databases
- Create Physical Standby databases using RMAN with zero downtime, performed Failover and Switchover using Data Guard Broker and manually as and when required.
- Implement physical standby database for maximum availability using Oracle Data Guard 19g with Oracle Enterprise Manager (OEM) Grid Control.
- Install Oracle audit scripts across all high profile and low profile categorized servers over GMRT region (Global Markets and research technology).
- Administer the Business Objects server using the CMC as well as create thorough documentation of installation procedures and administrative tasks in the clustered environment.
- Apply patches and CPU regularly to keep the databases in current version.
- Work with oracle support to report and resolve issues in production databases.
- Handle Tickets assigned via remedy queue and Oracle severity for critical DB Applications.
- Configure and maintain Oracle Golden gate instances for replication of database.
- Responsible in installing and setting-up Golden Gate from source to target to provide active data replication.
- Responsible in configuring Golden Gate using User Exit and Voltage encryption to encrypt the data before being delivered into Golden Gate Trail file.
- Work on very wide environments including Linux, Sun Solaris, and IBM AIX.
- Install and roll out auditing on over more than 1000 oracle instances including RAC/Non-RAC.

Delta Air Lines, Minneapolis, Minnesota   **Jan 2017 - May 2020**
Senior Oracle Database Administrator
- Worked in migration project, performed new installations and migrated databases to new servers
- Worked on databases ranging 500GB to 10TB and participated in monthly on-call DBA schedule.
- Installed, configured, and maintained Oracle 12c, 19c on Linux and also Upgraded from 12c to 19c, and refreshed Oracle 12c, 19c databases using file system for storage to ASM.
- Planned and Implemented Disaster Recovery (DR) and High Availability using RAC, DataGuard and also, responsible for setup and implementation of 3 Node RAC on Linux in 12c.
- Upgraded 12c RAC to 19c RAC and Administering the RAC Environment through SRVCTL and CRSCTL.

- Applied EBS management pack patching on OEM and EBS to monitor EBS through Enterprise Manager.
- Built Download and Insert Data Modules into MariaDB using Python.
- Wrote UNIX shell scripts to process the files like renaming the file, extracting the date from the file, unzipping the file and remove the junk characters from the file before loading them into the base tables.
- Designed, documented, and deployed many infrastructure projects managed cost and cost avoidance for the client significant. Solutions proposed, architected, deployed include HP-UX to Linux platform migration, new oracle VM farm, disk snapshot and clones, advanced compression, Real Applications Clusters (RAC), Database migrations.
- Implemented DataGuard with maximum availability, protection and performance configurations and worked with DataGuard Fail over and Switch over cases at the times of up gradation and migration.
- Implemented Active DataGuard for querying on standby to load balance the databases, snapshot standby databases for testing objects performance.
- Troubleshot DataGuard using dynamic views, troubleshooting missing archive log scenario using Incremental backup, patching DataGuard environment.
- Implemented Coordinated Replicat in GoldenGate with maximum performance depending on threads availability for large transactions replication in 12c.
- Performed Data Redaction, Data Masking and configured Database Vault in 12c using grid control (OEM) to protect sensitive data. Generated PostgreSQL DDL from Oracle DDL using ora2pg and AWS tool.
- Performed Backup and recovery operations for MongoDB and Cassandra.
- Worked on CQL (Cassandra Query Language) and Mongo Shell for obtaining data.
- Installed GoldenGate for replication of database on 12c, 19c RAC environment and Configured parameters for the Bi-directional replication to provide uninterrupted service in case of RAC instance/ node failure.
- Implemented Business Objects security to do User/Group management, Folders, Universes and Reports management, a job scheduling.
- Responsible for PostgreSQL and MariaDB installation, configuration, migration, upgrades and patches
- Monitored the system based at Sybase ASE level as well at OS level using utilities like Watch etc.
- Involved in development of .net components for reusable reports in SSRS/Power BI.
- Responsible for managing and monitoring MongoDB replica set using opsManager.
- Configured DR Solutions from R12 ERP Applications.
- Installed OEM 13c cloud control Agents on database 12.1.0.2 and Monitoring databases using Grid Control 12c and 13c for Configuration of error notifications.
- Worked on Database monitoring/health check alert scripts for database uptime/down status, and sizing issues using grid control (OEM).
- Configured Oracle Streams in One Way Setup and Bi Directional Setup. Implemented Disaster Recovery database 12c DataGuard on physical standby database in maximum performance mode.
- Fixed compilation problems in generated PostgreSQL and MariaDB source code.
- Involved in Monitoring the system at Sybase RS level as well as OS level as well as upgraded Cassandra from 5.1.x to 6.8.x with no downtime.
- Responsible for developing, testing, and deploying SSRS and Power BI reports to production environments and Power Bi Cloud.
- Configured DataGuard Broker, fast start failover and used for switchover and stopping and Starting Media recovery process, Instance status, check queries, Top wait events, redo transport status and Performed Disaster Recovery testing.
- Worked on maintenance of 10g databases and other non-ERP Databases.
- Upgraded databases in Dataguard Environment from 12c to 19c for primary and standby.
- Involved in Installing and configuring Nagios check PostgreSQL.pl plugins for Monitoring PostgreSQL instances effectively.
- Worked on Oracle Exadata Applied patches on Exadata X4-2, X5-2 and Converted databases from ZFS filesystem to ASM filesystem. Supported Oracle Cluster series using ZFS Storage Subsystem.
- Worked on Cross Platform Migration from Solaris to Linux and Upgraded database from 11g to 18c using GoldenGate with Zero downtime.
- Integrated the 10g AS SSO/OID with ERP R12.1.3 with build 6.0 integration patch.

- Introduced Oracle Advanced queuing technique in the database for the Java based applications to trigger the processes based on Oracle Advanced Queueing Technique.
- Configured a real-time downstream capture processes using GoldenGate and Active DataGuard.
- Used Logdump Utility to Investigate data on the trail and fixed the abended process by outer repositioning the process, defgen utility to create definition files in GoldenGate.
- Configured GoldenGate as CRS resource to provide uninterrupted service of RAC instance node failure and implemented basic tasks on RAC like Mirroring OCR on different ASM diskgroups, Tuning Node Evictions by setting disktimeout, reboot time, miscount.
- Created volumes on ASM disk groups and maintaining ACFS Cluster File system in RAC and applied rolling patches to fix known bugs as well as PSU.
- Implemented GoldenGate Replication 12c, 19c on ACFS and configured for Automatic failover of GoldenGate process and upgraded GoldenGate 11g, 12c to 19c.
- Configured Integrated Extract, Integrated replicat and coordinated replicat on Oracle multitenant database 12c and 19c
- Migrated databases using GoldenGate from AIX, UNIX to RHEL environments and applied patches to GoldenGate environment 12.1.0.2 and 12.1.0.3.
- Upgraded GoldenGate from 11g to 12c, 18c, 19c and troubleshoot the several issues on GoldenGate using ggserrorlog, using log dump utility. Performed Zero-Down Time migration from AIX to RHEL using Expdp and Golden Gate.
- Configured and built heartbeat monitoring in GoldenGate and process improvement for GoldenGate by proactive monitoring using Shell scripts.
- Worked on Metadata Modelling at three layers (Physical, Business and Presentation) using the Oracle BI Administration in OBIEE
- Performed EBS R12 platforms migration from AIX to Oracle Linux
- Monitored databases performance using Oracle Enterprise Manager (OEM) 11g, 12c Grid control.
- Implemented ASM on RAC and stand-alone databases, managed disk groups with ASM.
- Involved in configuring and implementing ASM and proficiency in using ASMCMD and ASMLIB and configuring ASM disk groups using ASMCA and SYSASM.
- Used Different RAC utilities: raccheck, orachk, oratop, TFA Collector, ocrconfig, OS Watcher, Srvctl and Crsctl and resolved RAC issues, OCR related issues, rebooting of faulty nodes, relocating the switched over services.
- Worked on EXADATA (X5-2) RAC and having well Experience with Oracle for Exadata or Database Appliance hardware issues. Expertise in Oracle for Exadata. Worked on single Command configuration on Exadata Machines
- Extensively worked on Enterprise Data Warehouse (EDW) to ensure that Extract Transfer and Load (ETL) processing was completed. Participate and assist in meetings as a member of the Data Warehouse team and completed tasks in specified sprints.
- Used the Oracle Tools like OEM, SQL* Plus, SQL* Loader, TKPROF, LOGMINER, STATSPACK, SQL*Net, IMPORT/EXPORT, and RMAN.
- Utilized Oracle Metalink Support to resolve issues related to database servers, security patches and raised SR with Oracle Support.
- Developed UNIX shell scripts to monitor various events in the database and also to maintain and cleanup oracle generated files/logs.
- Monitored Locking Activity/Long Running Transactions/Temp issues/UNDO Issues/RMAN Backup Issues/Tape Issues/DR Recovery Issues/monitor ORA errors like ORA-7445 and ORA-600 and apply patches if required or contact Oracle Support for Additional Information (by raising SR) Replication Maintenance.
- Generated Weekly Adhoc reports. Tasked to complete Adhoc & weekly data requests for a variety of quality assurance processing.
- Provided on-call support 24x7 for any issues with system by receiving text messages when an issue arose and logging in remotely to resolve those issues.

Environment: Oracle 19c,12c,11g, Oracle Exadata X5-2, X6-2, HP-UX 7.x/11.x, IBM AIX-6.1, RHEL 5.x, 6.x, OEM 11G/12c/13c, Oracle ZFS NAS, RAC11gR2, 12c, 19c, ORACHK, RACCHECK, OCRCONFIG, SRVCTL, CRSCTL GoldenGate, Linux 5.8, Sun Solaris, Red Hat Linux, RMAN, SQL server, DataGuard, GoldenGate, OEM, Grid Control, STATSPACK, AWR, Exports/Imports, Oracle-Wallet-Management, WebLogic server, Fusion Middleware, PL/SQL Tuning, Data Pump, Business Objects, putty, TOAD 11.6.

Texas A&M University, Kingsville, Texas.   **Jan 16 –
Dec 16**
Oracle Database Administrator
- As an Oracle DBA, Supported Educational Testing Center by implementation of High Availability solutions with Oracle 11g RAC, Standby Database (Active DataGuard) to ensure high availability, data protection and disaster recovery for enterprise data.
- Used Data masking to protect private and confidential data by replacing sensitive information with dummy data, knowledge on Physical and Logical structure of database.
- Responsible for Administration and troubleshooting 10g, 11g and 12c RAC clusterware using lusterware logs.
- Implemented and Installed Level 3 OEM Cloud Control 12c on Linux machine. Installed WebLogic server 10.3 during the Installation of Cloud Control 12c. OEM Cloud Control 12c Agent installations, plug-ins installations and adding targets to OEM, configure new databases for monitoring, Setup jobs, alerts, notifications etc.
- Used AWR, ASH reports, ADDM reports, provided instance level performance monitoring and tuning for Event Waits, Sessions, Physical and Logical I/O and Memory Usage, Oracle 11g new partition techniques Interval partitioning, Creating Views & Materialized Views.
- Implemented scheduling full, incremental, cumulative and hot, cold backups writing, editing UNIX Shell Scripts for RMAN, Snap Level backups.
- Responsible for Full database, Schema refresh using RMAN, Datapump and Implemented the Backup strategies using RMAN catalog and nocatalog methods.
- Recovered dropped tablespace using RMAN performed TSPITR on dropped tablespaces.
- Performed tasks on RAC like Creating New VIP to manage high availability, Configuring TAF and used different parameters, Configuring ACFS and configuring for Automatic failover.
- Supported University systems with Ellucian Banner ERP systems within and outside of the organization. Upgraded all databases from 11.2.0.4 to 12.1.0.2 using Banner application in Oracle Databases by following Ellucian schedule.
- Extensively involved in analyzing the functional requirements for the Database Access Profiles.
- Configured RMAN backups using NetBackup and Dubost,
- Performed Cold backups, Hot backups, Logical backups, RMAN backups performed at different levels of Full backup, Incremental backup, Differential backups, Cumulative backups.
- Designed and implemented Oracle Fusion Middleware components for systems integration on WebLogic 11g and OAS 12c platforms.
- Missed archive log scenarios in Dataguard environment resolved by restoring archive logs from backup and incremental backups through RMAN
- Implemented the DataGuard with delay shipping of the archive logs in order to avoid the logical corruption on the physical standby database.
- Implemented DataGuard with maximum availability, protection and performance configurations and worked with DataGuard Fail over and Switch over cases at the times of upgradation and migration.
- Performed Upgrades, Enhancements, and regular maintenance to system by researching, planning, as well as applying patches to databases and E-Business suite to keep them up-to-date.
- Followed Planning Recovery Procedures and Performing backups in both Archive log backup using RMAN and No archive log Back mode using Exports and Import utilities
- Upgraded process from 10g to 11g and 11g to 12c and data migration using Expdp and Impdp. Identified and fixed the logical block corruption using RMAN & logical backup using Data pump Expdp and Impdp Utility.
- Performance tuning of the database - SQL Tuning, Used Tuning utilities like STATSPACK, UTLESTAT, AWR, ADDM and Tuning of SGA, Distribution of disk I/O, Sizing of tables and indexes.
- Performed cross platform migration of databases from IBM - AIX, Solaris, HP-Unix to Linux 11g using RMAN, FLASHBACK and Data Pump.
- Worked with developers on preparing, testing and deploying application releases to non-production and production environments.
- Worked closely with application and development teams to resolve production issues.
- Created database services for different applications as well as applied one-off patches to fix problems, upgraded Grid and RDBMS software to higher versions.

- Configured AWS EC2 redshift Instances using AMIs and launched instances.
- Created highly available and scalable infrastructure in AWS cloud by using various AWS services like EC2, VPC, and RDS.
- Participated in installation and support of Oracle Financial Accounting Hub (FAH) application.
- Attended Developer's code review meetings and Iteration meetings made recommendations to improve Efficiencies.
- Optimized SQL queries by reading Explain Plan Statistics, developed backend interfaces using PL/SQL Packages, Stored Procedures, and Collections.
- Upgraded the Oracle 11g database to 12c version and also applied patch set and interim patches whenever required to make the database software up to date.

Environment: Oracle 11g/12c, BANNER-ERP, DataGuard, ASM, Banner, Oracle Enterprise Manager (OEM) Grid Control 12c, 11g, Golden Gate, RMAN, Remote NG, Putty, SQL PLUS, PL/SQL, Toad 9.5, LINUX 4,5 and 6, Solaris.

State Bank of India, Bangalore, India   **Mar 14 - Apr 15**
Oracle Database Administrator

- Configured and tested Replication using GoldenGate where Source Database on Sun Solaris 10 SPARC 64 bit with Oracle 11g and Target Database on Linux with Red Hat Enterprise Linux Server release 5.4 with Oracle 11g Database with 2 node RAC on ASM.
- Installed and configured Oracle spatial database application simulating a system to keep track of all the transport services, for department of transportation and performed backup files, point in time recovery and remote backup of spatial databases.
- Used Oracle utilities like IO Calibration to understand the response time of storage and report to SAN if response time is more.
- Deployed agent and implemented GoldenGate plugin in the OEM to monitor the GoldenGate.
- Configured integrated replicat by converting the classic replicat to improve the performance of the process in the GoldenGate.
- Added a new node to RAC cluster and installed Oracle RDBMS software on new node of cluster and created ASM volume using ASMCA and created ACFS for GoldenGate 11g.
- Divided replicated tables among multiple GoldenGate processes to speed up performance.
- Troubleshot typical Oracle GoldenGate technical problems such as unique key violation long transaction abending by using GGSCI, Logdump, discard file analysis etc.
- Installed configured and maintained databases on high availability systems like DataGuard and Real Application Cluster environments.
- Involved in setting up and maintaining Oracle DataGuard (Physical) with Fast Start Failover, Active DataGuard.
- Converted RDBMS and ASM instances to EDT time zone during daylight saving in RAC and stand-alone configurations. Converted data in DATE datatype columns to EDT time zone.
- Worked extensively on Performance tuning of Queries by maintaining Aggregates, Compression, partition, indexing and use of Statistics, Tuning RAC, tuning applications, shared pool, I/O distribution, rollback segments, buffer cache, redo mechanisms, OEM GC, Cost Optimizer, SQL analyzer, Performance Manager, Stats pack, scrutinizing the long-running SQL queries.
- Worked on Informatica Data Replicator (IDR) tool to optimized ETL procedures and removed load, query performance bottlenecks by using explain Plan. Migrated databases into Exadata Machine with minimal downtime using DataGuard.
- Configured Oracle DataGuard for Oracle Disaster Recovery and Performed switchover/switchback from primary database to standby database for testing.
- Setup multiple DataGuard Setups (DataGuard Broker-DGMGRL) for 2 Node 11g RAC Clusters.
- Managed the centralized storage technologies including the various SAN and NAS environments.
- Involved in Configuration of 2 nodes RAC on Red Hat Enterprise Linux Server release 5.4 with Oracle 11g on ASM and performing health checks on RAC using SRVCTL and CRSCTL.
- Worked on Database Cloning and Refreshing pre-prod databases.
- Managed and monitored the Oracle Real Application Cluster running on VERITAS storage.
- Performed Tuning, coding and Monitoring for Oracle Real Application Clusters (RAC) nodes, Production Standalone Servers via Toad.

- Worked closely with system administration and network teams to ensure standard and consistent platform, storage provisioning and configuration. Apply patches and bug fixes. Design and implement new functionality. Converted standalone databases to RAC.
- Used Oracle Data Pump utility and performed Database Migration and Upgradation of databases.
- Developed Recovery Manager (RMAN) scripts for database backup and recovery for hot and cold backup options for both RAC and standalone instances.
- Troubleshot various database performances by proper diagnosis at all levels like SQL, PL/SQL, database design, database tables, indexes, instance, memory, OS and java calls.
- Worked on analyzing database objects, creating indexes, creating materialized views, Store Procedures, Functions, Views, Database Triggers, exception handling using SQL and PL/SQL in Oracle.
- Worked with Informatica Data Replicator (IDR) tool during Extraction/Transformation/Loading using Informatica Power Mart/Power Center with flat files, Oracle, Exadata and Teradata.
- Implemented advanced features of Oracle 11g such as Automatic Database Diagnostic Monitor (ADDM), Automatic Workload Repository (AWR) for monitoring database performance. Modified and updated the Performance tuning
- Worked on Database backup options such as user-managed backup, RMAN-managed backup, operating system backup, cold and hot backup, full back up, incremental, cumulative backup and implementing backup and recovery strategies.
- Successfully implemented Backup & Recovery using RMAN, Hot and Cold backups and data transfer using Data Pumps and Export/Import utilities.
- Worked on Data migration Projects which uses SQL Developer, PL/SQL programming, coding Procedures, triggers and functions.
- Responsible for Installing, Configuring, Upgrading MySQL 5.0/5.6/5.7 databases running on OEL
- Provided Instance level performance monitoring and tuning for Event Waits, Sessions, Physical and Logical I/O and Memory Usage.
- Maintenance: Setup cron jobs to monitor database status and to alert on-call DBA, to backup databases, to monitor space usage, and to generate status reports.
- Refreshed non-production databases using Oracle export and import, using RMAN restore and recovery. Provided 24/7 general database support as well as on-Call 24x7 DBA support for production databases.

Environment: Oracle 11g RAC& 11g RAC, SAN/NAS, OEM Grid Control, Sun Solaris, HP-UX, RHEL, MYSQL 4, 5, Windows 2000/XP, MYSQL, RMAN, TOAD, RATIONAL ROSE, TKPROF, EXPLAIN PLAN, STATSPACK, AWR and ADDM.

Help Desk Support
Maia Collins-Thompson
Summary

- Solution- Focused IT professional with 10+ years of experience, instrumental in dissecting complex problems, devising iterative processes, and leading end-to-end change management.
- Presently working with **City Of Columbus**
- Skilled problem-solver able to communicate with users at all levels of technical proficiency.
- Experience in resolving PC hardware and software problems for business users.
- Concisely alert to issues faced by clients and take the initiative to remove, resolve, or mitigate problems before widespread impact to the organization.
- Proven experience in a high profile, fast-paced Help Desk and Desktop Support environment
- Effective communicator with interpersonal skills developed through years of customer related interaction.
- Capable of effectively communicating and resolving user issues either face-to-face or remotely.
- Expert with installing, configuring, and troubleshooting Windows 10 and Win7 in various environments to ensure user resolution.
- Strong communication, problem solving and technical writing skills with the ability to handle difficult to manage customer situations and providing positive customer service
- Experienced lead technical representative in numerous network expansion projects including PC's and Notebooks in preparation for organizational expansion and software upgrades.
- Expert in analyzing, troubleshooting, mitigating and resolving network issues via physical interaction with users or via remote communication in remotely in large, diverse, and complex network environments.
- Strong experience providing on-site Windows 7/10 and Office 2013/2016/office 365 support as needed
- Proficient in resolving hardware and software issues with Microsoft and Apple computing and products
- Proven track record of consistently achieving organizational goals by directing multi- million-dollar projects and implementing robust IT solutions that incorporate a wide range of application and technologies.

Education

Canton High School   Canton, Mississippi
- Graduated 2010 (4.0 GPA)
- High Honors
- Honor Society Badge
- 32 ACT SCORE
- Highest Average in Math and English

Tougaloo College   Tougaloo, Mississippi
- 103 credited hours
- 3.7 GPA
- Math and Economics degree

Skills: Data Entry, Window Config, Mac Config, MIIX, MS Office Suite, O365, Customer & Data analysis, Cross-Functional Teams, Quality Assurance, Risk Management, Interpersonal Skill, Financial forecasting & analysis, Project planning, Team Leadership, Organizational Skills

Professional Experience
City Of Columbus, Columbus, Mississippi - Technical support; May 2023- Present
- Oversee the design, implementation, and management of the LAN, including hardware and software, to provide city wide automation. Develop and maintain system documentation, policies, and procedures relating to data processing hardware and software.
- Develop overall information processing plans and policies for approval for management. Provide end-user services escalation requiring Windows administrative assistance for help desk services
- Provide recommendations for enhanced system capabilities and features based on organizational growth. Develop recommendations on related capital and operating budgets for data processing.
- Provide Microsoft Office 365 support to stakeholders and end users across the division. Develop and maintain policy and procedures as they relate to general use if all systems and system security.

- Install, configure and upgrade PC/Workstation software, including hard drives, network cards and other peripheral equipment. Troubleshoot hardware errors and conflicts with software.
- Research hardware and software upgrades and provide recommendations for City-wide acquisitions.
- Recommend hardware and software solutions for specific departments work applications.
- Diagnose and repair computer systems and software, as needed. Maintain the City's Information Technology inventory; monitor hardware, warranty and support information, software programs and licensing compliance. Attend Council meetings and operate computer, digital needs.
- Provide Support for Microsoft Office Suite (traditional and O365). Design, implement, and manage the City's linkage to the internet. Maintain and update the City's webpage.

Apple Inc., Ridgeland, Mississippi – Technical Expert; Dec 2015 - Feb 2023
- Worked as a certified expert to repair OS and IOS device. Provided feedback and mentorship to others
- Identified patterns based upon prior troubleshooting experience to diagnose symptoms and causes
- Responded and resolved Help Desk and Incident support tickets
- Involved in Mentoring technical specialist on technical and customer service issues.
- Provided remote assistance to users. Responsible for identifying needs of the consumers and present product and service solution. Created troubleshooting documentation for the computer operations group and for the help desk technicians
- Worked in a flexible manner, often preforming multiple activities simultaneously.
- Recoded and documented all pertinent user information and the nature of the problem with accuracy in all supported systems. Responsible to delegate to the team clearly and comfortably, while sharing responsibilities and accountability. Managed trainings for new technicians

United States Armed Forces, Fort Jackson, South Carolina - 36B Financial Management Technician; Mar 2016- Mar 2021
- Performed comprehensive reviews of military pay transactions to include determining allowances, special incentive pay, debt collection, enters necessary pay transaction via automated military pay systems. Examined and verified documents for propriety, completeness, and accuracy.
- Preformed audits and resolves problem cases involving over payment or underpayment of members for prior periods of service. Reviewed error reports for actions rejected by the automated pay systems to determine the reason and input adjustment transaction.
- Provided customer service, explaining entitlements, adjustments, and indebtedness of pay account.
- Used remote assistance/access tools to identify and resolve Information Services Equipment problems, connectivity problems, telecommunication problems, hardware problems, software problems, and applications problems
- Provided Tier 2 level Help Desk support resulting in 'Excellent' service ratings on feedback surveys
- Was responsible for the execution of pre-deployment and redeployment training programs
- Served as a Senior Financial Management Analyst for an MTOE Financial Management Support Unit (FMSU) supporting over 35,000 soldiers and families in Fort Gordon, Georgia. Ensured the processing section complies with the Defense Finance and Accounting Service (DFAS) regulations and standards.
- Provided help desk support for Office 365 and virtual client via telephone, instant messaging, and remote desktop communications with end-users. Ensured internal control procedures are enforced to detect fraud, waste, and abuse of government funds.

United States Armed Forces, Fort Gordon, Georgia 25B - Information Technology Specialist; Mar 2010 - Mar 2018
- Assisted in the planning, configuration, management, and monitoring of the wide area network (WAN)
- Installed, operated and maintained computer systems and local area networks (LAN). Preformed network administration; installs, configures and maintains network equipment within the LAN.
- Installed, operated, and performed maintenance on equipment and devices and transfer data between information processing systems as well as troubleshoot computerized equipment for hardware and software malfunctions.
- Responsible for properly uninstalling and disconnecting critical network equipment such as data centers, server rooms, and IT workspaces. Performed all manner of installing and editing of computer programs and provide technical documentation and maintenance for programs.

- Performed system administration (SA) and maintains computers and servers within the computing environment (CE) and the network environment (NE).
- Performed Network Operations (NETOPS) Service Desk Management, which included incident and problem processing, change request processing, availability management and user interaction.

| Title: Prequalification Agreements IT Temp Staffing | Proposal |
| Solicitation No: CRFQ 0705 LOT2400000011 | Advanced Analytical Systems, Inc. |

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IT Service Continuity Analyst
Frantz Joachim
Summary

- Global Business Continuity Specialist / Disaster Recovery Consultant Expert with working knowledge experience that go beyond twenty years. Combines technical knowledge with Business Continuity Specialist, Project Management and Risk Management to successfully develop and integrate technologies to support broad-ranging operations and organizational needs.

Education / Professional Development

- BSI - Certify Business Continuity Planner-CBCP, DRII - BS IT/Computer Science, National University, Mission Valley, CA - Essential & Master Project Management
- Villanova University, Villanova, PA - Six Sigma Green Belt – Information Technology- Oracle8i/9i DBA / Developer, California State University, San Marcos, CA -Logistic Management, United States Marine Corp, Camp LeJeune, NC
- ISO 22301 – Lead Auditor

Technical Skills

- Business Continuity Manager, Disaster Recovery, Crisis Management, Risk Assessment Analysis, LDRPS 9 & 10, BIA Professional, Master Project Management, Six Sigma Green Belt – IT, ITIL, Ops Planner, ISO17799, ISO22301, ISO27001/27018, Sarbanes Oxley, GxP, ServiceNow, Zerto, Fusion, Archer BC Systems, PowerBI, SharePoint, Strategic BCP / ResilienceONE, Fusion, Archer,MetricStream, SOC2 Type2, NIST-SP800, FISMA, FedRAMP, FIPS, HIPAA Compliance, Read & Speak – French, Oracle 8i/9i PL/SQL, PowerPoint, Word, Excel, Access, Project Management, Visio, Control-D-M-O, TSO, JOB TRACK, MVS OS/390

Military:
Honorable Discharge, U.S. Marine Corp - Good Conduct Medal - Meritorious promotion for Excellency

Work Experience
Depository Trust Clearing Company (DTCC), Tampa, FL | Sr Business Continuity; Jun 2018 – Present

- Independently manage the business continuity lifecycle including governance, planning, testing, education, metrics and reporting.
- Governance Represent the business continuity management (BCM) area within internal groups as required.
- Recommend changes or additions to the business continuity plan as appropriate.
- Planning and lead cross functional teams of plan coordinators comprising both internal and external personnel.
- Review, assess and update the recovery plans for assigned area based on required elements in Fusion.
- Utilize ServiceNow to obtain servers configuration, IP and other information to update DR documents.
- Manage crisis management framework based on time zone coverage and provide timely updates to global leaders.
- Work with individuals at all levels as a critical member of site-based and global crisis management teams.
- Co-ordinate special projects as needed in relation to the expansion of the DTCC business continuity program.
- Assist with the global business continuity related testing and desktop exercises Lead regional crisis management exercises Education Support and monitor ongoing staff education and development in effective risk management.
- Assist in the construction of a program to educate business continuity coordinators.
- Develop and administer business continuity and crisis management training across the business and portfolio as required.
- Manage risk reporting process for assigned portfolio and location.

- Maintain all business continuity and crisis management related documentation for review by internal and external auditors and regulators.
- Define and document best practices and strategies regarding application deployment and infrastructure maintenance in AWS
- Forward-thinking with regard to risk assessment and potential.
- Utilize appropriate subject matter expertise to analyze third party risk elements in support of due diligence requirements.
- Formalize third party risk control levels, requirements, and ownership for on boarding and monitoring. Collaborate with internal partners to promote awareness, transparency, and extend third party risk management and monitoring efforts consistent with industry best practices commensurate with risk
- Lead and develop and present risk metrics related to strategy and program changes related to the third-party risk management process.
- Third Party Risk Analysis - Review and interpret vendor due diligence materials (e.g., security control questionnaires, SSAE16 SOCs and supporting vendor control documentation) against the internal information security control frameworks. Assess security control effectiveness in the context of business needs and practices.
- Identify security risks and potential controls for mitigation. Identify potential business impacts from security related issues.
- Coordinate and track remediation efforts of identified risks. Serve as point of escalation as subject matter expert when relationship challenges are presented that may warrant broader vetting across risk areas.

Regeneron/Xoriant, Albany, NY | Site Disaster Recovery Analyst; Oct 2016 – Mar 2018
- Provided subject matter expertise and management level oversight and governance for all DR related activities.
- Ensured that all corporate-defined DR standards and practices are being followed at a site level and adjusts approach, as needed, based on any unique business challenges or strategies at their respective location.
- Led site-wide DR Planning tasks and activities such as BIA, DR Remediation, Testing, and Production Recoveries by working closely with the local business unit management teams, Information Technology, Quality Assurance, and other key stakeholders who participate in IT system implementation, management, and support activities in Zerto.
- Supported the Corporate DR Director and assists with other DR site leads to develop and enhance DR practices that are applicable across all sites.
- Under the direction of the Corporate DR Director, developed and maintained any unique site requirements that pertain to the specific business operations at a particular site.
- Represented the DR Team in support of site level processes such as major incident, disaster declaration, and system recovery at their respective site.
- Led site level and corporate support teams in the recovery from actual disasters occurring within their site.
- Provided local governance and support for internally developed best practices and processes defined in DR Planning and related Policies and SOP's.
- Helped identify when approved Policies and SOP's need to be modified or enhanced based on changes within the business or technical environments.
- Steered the DR Team, local SME's and QA to define suitable changes to established process and procedures, Policies, and SOP's Provide oversight and support for proposed site level changes that impact existing DR strategies such as those impacting Data Center facilities management systems, major changes to IT infrastructure design, changes to network carrier services, and/or localized facilities expansion and relocation plans.
- Worked with local business management teams and leverages BIA methodologies to facilitate business process identification and assesses risk and impact associated with downtime using standard impact criteria.
- Aligned system recovery requirements and levels of DR planning based on the BIA output.
- Served as DR liaison for the local PMO and project teams to assist in DR planning within projects and new, or replacement, system implementations, upgrades, etc.

- Supported activities such as requirements gathering, DR design and architecture, DR documentation, and recovery testing.
- Assigned additional DR Team resources to assist local project teams as needed.
- Attended planning and project meetings, as needed, to support and facilitate DR Planning activities and defined best practices within IT and other corporate initiatives.
- Assisted teams with DR planning requirements specific to GxP controlled environments and works closely with local QA representation to modify or refine existing GxP processes.
- Led the DR Testing Program at the respective site including the planning and execution of system recovery tests, tabletop exercises, and large-scale failover and failback tests. Identifies issues with executed recovery tests, creates test summary reports, facilitates post-mortems, and schedules re-testing when needed.
- Helped identify capability gaps at a site level and leads DR remediation activities when needed.
- Adjusted system recovery targets based on changes in BIA or other business priorities and objectives.
- Supported and provided technical oversight to local Tech Writing resources responsible for the creation of DR documentation.
- Supported the integration of third-party DR services, such as Verizon, for their respective site.

Depository Trust Clearing Company (DTCC), Tampa, FL | Internal Audit/Subject Matter Specialist; Jun 2013 – May 2016
- Led BIA, BCP, BCM Governance and Crisis Management audits or focused reviews; implemented initial crisis management program and trained various departments on role across company.
- Maintained regulatory awareness and compliance as well as key policies and procedures related to risk assessment and audit planning, fieldwork, and reporting, including work paper documentation.
- Advised management on risk and internal controls, emerging risks, and industry best practices by providing deep and specific BCM expertise areas.
- Identified and mitigated risk, such as credit, market, liquidity, operational, legal, compliance, technology, and systemic within BCM areas of responsibility.
- Assessed existing processes and recommended new ones that most effectively anticipate, manage and reduce risk to DTCC and its participants.
- Demonstrated behaviors and competencies that create risk management mindset in organizations.
- Consulted Internal Audit management how best to examine BCM and test key controls.
- Provided deep and specific BCM expertise in one or more subject areas to help advise management on risk and internal controls, emerging risks, and industry best practices.
- Developed and maintained relationships with individuals in the incumbent's areas of expertise, both inside and outside DTCC.
- Took ownership for identifying and mitigating risk, such as credit, market, liquidity, operational, legal, compliance, technology, and systemic, within assigned areas of responsibility.
- Strengthened DTCC's controls over risk, and comply with corporate initiatives, such as the New Initiatives Process (NIC), Management Self Identification of Audit Issues, Management Representation Letters, and Operational Risk & Control Self Assessments (RCSA).
- Continued building expertise in one or more areas, and identify ways to share BCM expertise with another team member.
- Monitored and reviewed IT DR continuous improvement and provided recommendations for after-action reviews.

Accenture, Business Continuity, Tampa, FL | Disaster Recovery Sr. Consultant; Mar 2010 – Jun 2013
- Helped and led multiple clients by developing and implementing corporate-wide business continuity program where I conducted various assessment to complete impact analysis and gaps remediation.
- Developed multiple crisis and emergency management teams to respond to various threats and developed corresponding crisis management plans and train identified accordingly.
- Managed Information Security activities within the Risk Management Framework (RMF). Create the Resilience / High Availability Testing Framework and Assessment Methodology.
- Managed specific areas of design/development and support client workshops in this area.

- Documented high level strategy recommendations for corrective actions and high-level steps required to remediate gaps found with the Resilience / High Availability Assessment based on Industry and Best practice.
- Developed new program tool for the BCM practice while ensuring that risk assessment, gap and impact analysis, disaster recovery assessment is captured in tool.
- Worked on BCM practice emergency management and Cloud disaster recovery methodology and questionnaires.
- Assumed accountability for delivery of one or more projects and programs at client site.

Sanofi-Aventis, Associate Staffing, Malvern, PA | Site Disaster Recovery Analyst; Jun 2007 – Dec 2009
- Utilized GxP to provide governance and support for all internally developed best practices and processes defined in DR Planning and SOP's.
- Attended DR planning and project meetings, as needed, to support and facilitate DR Planning activities.
- Provided oversight and support for site level changes impacting Data Center facilities management systems.
- Served as DR liaison for the local project teams to assist in DR planning within projects and new.
- Assisted teams with DR planning requirements specific to GxP controlled environments and refined existing GxP processes.
- Led the DR Testing Program at the respective site including the planning and execution of system recovery tests, tabletop exercises, and large-scale failover and failback tests.
- Identified and documented the issues with executed recovery tests, creates test summary reports, facilitates post-mortems/lessons learned and schedules re-testing when needed.
- Performed and managed Data Center recovery sequence for successful shut-down, fail-over and resumption.
- Responsibility includes coordinating the development, maintenance, and testing of the overall disaster recovery plans for the Sanofi-aventis R&D SIS organization.
- Performed risk analysis, provides guidance to and coordinated the efforts of SIS staff members in the development of recovery procedures for key areas as defined by the Sanofi-aventis SIS DRP steering committee.
- Established disaster recovery testing methodologies; planned and coordinated the testing of key applications within the guidelines established by relevant Sanofi-Aventis policies.
- Conducted disaster recovery training for all identified staff members belonging to SIS. Provides instructional and informational materials on how staff is expected to respond during an emergency.
- Led in the actual DR test for the scope of applications defined by the steering committee, documents the results and made recommendations to senior management on improvements that will have to be implemented to enhance the responsiveness of the department.
- Reported progress on developing the plan to the management team on a scheduled basis.

Sykes Enterprises, Inc., Tampa, FL | Global Business Continuity Specialist; Jun 2006 - Jun 2007
- Led the business continuity for the global enterprise including risk and competitive assessment and business impact analysis. Created and implemented crisis management and disaster recovery plans on a corporate–wide basis.
- Prepared and implemented exercises to test the viability of Crisis Management and Business Continuity (CMBC) plans and to ensure uniform application of company policies across all business units.
- Ran a successful corporate test run of the CMBC plan at the corporate headquarters utilizing the results to improve and upgrade the overall plan.
- Created a vital awareness of the importance of the CMBC plan ensuring that all senior executives were fully supportive of its value and need.
- Worked effectively with government officials to obtain county and state emergency response protocols.
- Developed a business continuity plan for the first time in the company's history that covered all support functions (HR, Payroll, Finance, Accounting, etc.) in addition to the critical databases.

- Provided consultation toward corporate wide Business Continuity plan strategy and tactical activities, to include all facets of planning, exercising, implementation, maintenance, documentation, and execution.

EDS, Camp Hill, PA | Business Continuity Management Specialist; Jun 2005 – Jun 2006

- Responsible for EDS Camp Hill first Business Continuity initiation. Conducted BC/DR walkthrough and exercise successfully to test BC/DR plan documentation consistency and adequacy.
- Coordinated with the technology department Disaster Recovery staff to facilitate the identification of critical applications/systems, as well as provide support toward integrating business unit and technology recovery exercises.
- Developed disaster recovery test criteria, methods, procedures, scheduling, coordinating and reviewing all data recovery simulations to assure that the existing plan will result in minimal or no business interruption.
- Followed HIPAA compliance and remain current with best practices related to Business Continuity Management (ITIL, Sarbanes-Oxley, and COBIT).

ADP TAX & Financial Services, San Diego, CA | Sr Disaster Recovery Specialist; Mar 2000 – May 2005

- Led the team in building new disaster recovery site. Performed daily, weekly, monthly, quarterly failed-over test and ran multiple asynchronous tests successfully. Evaluated opportunities to enhance the accuracy and execution of recovery plan.
- Provided technical support for application enhancements and system product installations.
- Endowed with expert planning, analysis, and advice on project cost analysis and fiscal program.
- Guaranteed a global risk mitigation perspective, identifying how individual business unit plans will align.
- Inspired, instructed, and led both main and DR site in the understanding of business continuity concepts, standards, practices, industry tools, issues and regulatory requirements.

United States Marine Corp, Camp Pendleton, CA | Data Center Operations Manager; Sep 1995 – Sep 1999

- Managed Mainframe computer systems, ran and monitored daily production jobs and backup of all files.
- Directed 12 – 20 employees and managed over 65 Supply Business Supply Accounts.
- Managed Mainframe computer systems, ran and monitored daily production jobs and backup of all files.
- Granted technical support CA-7/ Control M / Job-track for operations and application programming.

Specialties

- Senior Global Business Continuity Specialist/Manager & Planner, - IT Disaster Recovery & Risk Management Specialist, - Business / IT Risk Management Specialist, - Project Manager, - Senior Business Continuity and Disaster Recovery Consultant, - Internal Audit – Subject Matter Specialist

Network Engineer
Niveditha Bobba
Summary:

- Senior Network/Network Security/Application Delivery Engineer/Wireless Engineer with an overall experience of 10+ years in Healthcare, Financial, Retail, and Product Clients.
- Experience with various Network Topologies, LAN, MAN, WAN, Campus, Data Center, ISP Connectivity, WLAN, VOIP environments. Worked in Global environments with network spanned across globe in multiple regions.
- Proficient in working on Next-generation Network Engineering trends and have hands on experience in migration projects from legacy to latest technologies and equipment. Very flexible and enthusiastic to learn new technologies and work on any new vendor equipment.
- Excellent Switching experience which includes campus and Data Center Switching, Worked on Cisco, Juniper, Arista, Aruba and Dell Switching gear. Able to troubleshoot IPSEC overlay connectivity from SD-WAN appliance to Versa SD-WAN controllers via Internet, MPLS and WBS transports.
- Well versed with Campus Switching and Routing Hardware which includes – Cisco 3750, 3850, Cat 9K, 4500, cisco ISR routers, 2300, 7200 series routers Juniper EX 4300, 3400 in access and EX 4600 in Distribution. Aruba 2530, 2540, 3810 and 5400R switches. Cisco Layer 2/3 networking knowledge.
- Skilled in Data Center Switching and Routing Hardware Includes Cisco Nexus 2K, 5K, 3K, 7K and 9k modules.
- High Level understanding and implementation experience in VLAN, STP, RSTP, MST, 802.1X, DHCP, DNS, HSRP, VRRP, GLBP, IPv4, IPv6, OSPF, EIGRP, IS-IS, BGP, RIP, Static Routing, VSS, MLAG-VPC, MEC, VDC, VXLAN, EVPN Protocols.
- Demonstrated Continuous industry knowledge upgrade per the SD-WAN products, Cloud resources and firewall for enterprise and service provider to ensure SD-WAN clients/ISP expectations are met.
- Capable of successfully designing and delivering secure cloud solutions for some of the Major organizations on AWS Cloud. Experience in testing of Cisco high end products C12000, CRS and ASR9K platform routers running advanced IOS-XR Software.
- Experience working with Network Firewalls. Worked on Cisco ASA, Cisco Firepower, Palo Alto Next Gen Firewalls, Checkpoint, Fortigate and Sonic Firewalls.
- Experience with Perimeter Firewalls, VPN firewalls, Server Farm Firewalls using Standard and Extended ACL, All types of NAT, URL Filtering, SSL Forward Proxy, SSL Decryption, Threat ID, User ID and APP ID based Security policies.
- Highly skilled, analytical, goal - oriented Telecommunications Engineer with extensive experience in wireless telecommunication and cellular network provisioning, integration and Troubleshooting with all the major vendors
- Well versed with Wireless Technologies / Telecommunications / Cellular Communications / Vendor Management
- Skilled in using Cisco ACI (Application Centric Infrastructure) SDN architecture to reduce operating costs, automate IT tasks, for greater scalability and visibility in a data center environment.
- Able to work on Cisco ISE, Aruba ClearPass for RADIUS and TACACS Authentication. Integration with WLAN controllers. Wired and Wireless Authentication using Cert based and MAB.
- Enhanced level of knowledge with PPP, PAP, CHAP, ATM, T1 /T3 Frame-Relay, MPLS.
- Experience with DNS and DHCP servers which Include Infoblox, Windows DNS and DHCP, BlueCat DNS. DHCP scopes, IPAM, DNS Zones, Forwarders, Delegations to F5 GTM for WideIP, sub-Domains, External, Internal and Cache grids for DNS.

Technical Skills

Router and VoIP Platforms	Cisco Routers series ASR9k, 7300, 4000, 3800, 2000, 1900; Juniper MX, Arista 7000 series.
Routing Fundamentals and Protocols	Routed and Routing protocols RIP, EIGRP, IS-IS, OSPF, BGP, IPX; MPLS, Static routing, ICMP, ARP, HSRP, VRRP, Route Filtering, Multicast, Policy-Based Routing, Redistribution, Port forwarding.
Switch Platforms	Cisco Catalyst series 2960, series 3560, 3850, 4500, 6500, 7000; Nexus series 2K, 5K, 7K; Juniper EX, QFX, Aruba 2000, 3000 series.

Switching Fundamentals and Protocols	Ethernet technologies, LAN networks, MAC, VLAN and VTP, STP, PVST+, Multicast, RSTP, Multi-Layer Switching, 802.1Q, EtherChannel, PAGP, LACP, CDP, HDLC, RARP
Firewall Platforms	Checkpoint (NGX R65, 3100, 5100, 5900), Cisco Firewalls (ASA 5505, 5506-X, 5585), Palo Alto Networks (PA series 2K, 3K and 5K) with panorama 8.0, WAF
Security Protocols	Standard and Extended ACLs, IPsec, VPN, Port-security, SSH, SSL, IKE, AAA, Prefix-lists, Zone-Based Firewalls, NAT/PAT, HIPAA standards, Ingress & Egress Firewall Design, Content Filtering, Load Balancing, IDS/IPS, URL Filtering, L2F, IDS, TCP Intercept, Router Security, SNMP trap
Network Management and Monitoring	Wireshark, Infoblox, HP OpenView, Cisco Prime, Splunk, Security Device Manager (SDM), Cisco Works; TCP Dump and Sniffer, SolarWinds Net Flow Traffic Analyzer, NetScout, Network Performance Monitor (NPM), Network Configuration Manager (NCM), SAM, IP Address Manager, Additional Polling Engine.
Load Balancers and Proxies	F5 (BIG-IP) LTM 2000, 3900, 6400, 6800, AV 510, Citrix NetScaler, MWG, Zscaler Proxies, Bluecoat Proxies.
WAN and SD-WAN technologies	MPLS, ISP Leased Lines, SONET, Viptella, Versa.
Other Networking Protocols and Fundamentals	DHCP and DNS server, Active Directory Management, NTP, NDP, TCP, UDP, FCP, Network Implementation, Troubleshooting techniques, NHRP, NetBIOS, NFS, FTP, TFTP, HTTP, PAP, PPTP, SIP Trunking, SNMP logging, SMTP, RADIUS and TACAS+, PBX servers, SDN, IPV4, IPv6,
Operating Systems	Windows 10/7/XP, MAC OS, Linux, NX-OS, IOS XR, XE.
Wireless and Radius Technologies	Canopy Wireless Devices, CISCO 1200 series APs, Aruba wireless and APs, Cisco Meraki, Linksys Wireless/Wi-Fi Routers, Prime Infrastructure, Ekahau, Air Magnet, AirWatch and WLC's (8510, 5508, 5706), Cisco AironetAP's (2600, 3600, 3700), ISE, MSE, Aruba 225, Aruba 3000 controller & Airwave, ISE, Clear Pass 6.0,6.2,6.5, 802.11a,b,c,g,n,ac
Scripting	Python, Ansible and TCL (F5)

Education & Certification
- Bachelor's Degree in Computer Science-2013
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- PCNSE – Palo Alto Networks Certified Network Security Engineer
- ACE – Palo Alto Networks Accredited Configuration Engineer

Professional Experience:
Availity FL - Senior Network Data Engineer; Jan 2022 to Present
- Responsible for On-Site Deployment, Operation and integration, Installation, Configuration using Meraki Platform and Cisco Switches. Troubleshoot to bring the site up and running for the production workload and smooth Transition of overall cut.
- Work on Zenoss Network Device management tools for SNMP and Syslog and Monitoring.
- Involve in LAN, WAN development (including IP address planning, designing, installation, configuration, testing, maintenance etc.). Responsible for Design of in primary and redundant data centers with Next Gen Firewalls, IPS/IDS sensors, Switching and routing.
- Extensively work on Aruba 802.11ac wireless access points deliver superb Wi-Fi performance, Aruba 330 series, 501 wireless client bridge, 7220, 7010 MOBILITY CONTROLLER.
- Troubleshoot and configure Versa Flex VNFSD-WAN appliances including Versa 100, 500 and 800 series Advantech devices via CLI, appliance context and Versa director contexts. Work on Aruba Clear Pass authentication solution for guest and corporate connectivity internationally Dot1q.
- Upgrade the Firmware of Meraki Security Appliance and Cisco Catalyst 9000 line of product switches to its recommended versions. Cisco Meraki SD-WAN Solutions, for zero-touch cloud provisioning
- Involve in Dynamic Routing Protocols (OSPF, EIGRP, and BGP) Configuration and troubleshooting.

- Work on Migration of ASA firewalls to Meraki next gen Firewalls along with Migration IPSEC tunnels, ACL's, NAT rules and policies to SD-WAN Solution.
- Extensively work on Auto-VPN of Meraki SD-WAN Security Appliance for reachability AWS Hosted Domain Controllers, services hosted on AWS, Partners Network.
- Work on QOS configuration for bandwidth allocation for all the clients as per the requirements
- Responsible to work on Meraki Security Appliance MX450, 250, 100, 84 – Unboxing, Firmware Upgrade, Pre-configuration and Deploying and troubleshooting.
- Involve in Subnetting, Routing, Radius servers, NTP Servers, STP, and Ether Channel Configuration on Switches (C2960X, C2960S, C9300, C9200, and C4500X) IP addressing and Subnetting schemas are necessary to build local area networks.
- Perform Static route configuration on MX Security Appliance, IP Pools, and Reserved IP Address schemes, vlans, SVI. Extensively work on Wireless LAN Controllers (WLC) 5500 Series with Cisco Aironet 1140, 1200 Series Access Points
- Install the Access Points, Troubleshooting and configuration Static IP address, DNS Servers, Gateways, vlans, Licenses and etc. Provide Cloud-Based WLAN Solution and the features that can be delivered including Layer 7 traffic shaping and various guest access authentication methods.
- Deploy and manage with advanced security and network management tools like Aruba ClearPass Policy Manager, Aruba Air Wave and cloud based Aruba Central.
- Involve in Cisco 9K switches installation, Licensing, Configuration, Deployment and Troubleshooting.
- Work on Redundancy, Failover and Fault Tolerance Solution of Security appliance, UPS and switching infrastructure. Perform TACACS authentication and RADIUS authentication Aruba / Cisco ACS.
- Responsible for Ether channel Configuration between Stacks of switches to increase the Bandwidth and link failover. Staking 9200 series of switches.
- Extensively work on Network Design Documentation using Visio. Participate in Migration Project from Legacy network devices (HP, Cisco, Dell, Netgear, and Juniper) to Cisco Nexus 9000 series and firewall (Sonicwall, Fortinet, ASA, Palo Alto, Meraki) to Cisco Meraki SD-WAN Solution.
- Work on Palo Alto 5k firewall pre-production configuration Staging, Licensing Infrastructure. Convert Checkpoint VPN rules over to the Cisco ASA solution. Migration with Cisco ASA VPN experience.
- Provide Level-3 Network support for Cisco Switches and Cisco ASA 5500 Series Security.
- Implement Site-to-Site VPNs over the Internet utilizing 3DES, AES/AES-256 with ASA Firewalls.
- Convert PIX rules over to the Cisco ASA solution. Responsible for recreating network topologies to isolate issues or filing bugs for Cisco NXOS/IOS/IOSXE
- Configure and maintain all Palo Alto Networks Firewall models (PA-2k, PA-3k, PA-5k etc.) as well as a centralized management system (Panorama) to manage large scale Firewall deployments.
- Manage and troubleshoot NET Cloud, Cradle Point and Aruba access point's wireless devices on Citrix and Airwave. Aruba VPN, customer public and private wireless networks. Aruba mobility and Clearpass training. Responsible for Integration of service now with LDAP for authentication.
- Extensively work on Fortinet Firewall Appliances, Access Points, and Aruba Wireless, Cisco Wireless and unified communications, Cisco ASA and PIX Firewalls Checkpoint, and Palo Alto firewalls.
- Install and configure Meraki (MX80, MX60) Appliance via Meraki MX400 Cloud. Installed and configured Cisco Meraki (MR66, MR74, and MR84) wireless Access points in the warehouses.
- Move data in and out of an instance using import sets and transform maps and also auto import of data into service now. Participate in Implementation of Cisco Meraki wireless solutions and the deployment of wireless access points.
- Work on the implementation of Cisco Meraki Enterprise Cloud Wireless Bridge/Repeater to extend the LAN for multiple buildings. Work on Cisco ISE deployment which was a replacement for the ACS and provided new long term and short-term guest wireless services for the Port Authority.
- Work on all software blades of Check Point Firewall. 24x7 on-call step-up support as a part of the safety operations team. Support and maintain WAN & LAN managed network services, Load Balancer (F5), SD WAN Viptela Wireless

IP Infusion, CA - Sr Network Engineer; Jun 2019-Dec 2021
- Worked in Biogen Global Deployment and operations team to support multiple migrations in switching, routing, firewalls, LB and Proxies. Involved in Palo Alto design and installation (Application and URL filtering, SSL decryption, SSL Forward Proxy).

- Configured and maintained IPSEC and SSL VPN's on Palo Alto Firewalls as well as successfully installed PA-5000 series firewalls in Data Center as perimeter Firewalls.
- Involved in Migration of ASA firewalls to PA next gen Firewalls using migration tool in PA. Migrated all IPSEC tunnels, ACL's, NAT rules and policies.
- Deployed and Manage SD-WAN network (Cisco Meraki Solution) for WAN connectivity.
- Worked on Cisco ASR 9K, Nexus 7k and 9K.
- Involved with investigating and maintaining IP routers, LAN switches, wireless LANs and the Internet Protocols (IPv4 and IPv6), together with associated routing protocols (OSPF, EIGRP, BGP), layer 3 QOS, prioritisation, use of structured cabling systems including fibre optic cabling
- Configured and designed OSPF, EIGRP and BGP at Distribution and Core layers as well as configured OTV layer 2 connection between Data centers on Nexus.
- Worked on Juniper devices like M, MX, T routers on advanced technologies like MPLS VPNs, TE and other service provider technologies.
- Configured Cisco 4500 routers, 2900 switches, Cisco 5500(WLC) & Wisms2, 3800 2900 switches, Aruba 7200 3600s (Cisco, Aruba, & Ruckus AP's).
- Involved in configuring BGP, OSPF in Juniper M and MX series routers. Worked on several BGP attributes like MED, AS-PATH, and Local Preference for route optimization. Worked on Route-Reflector, Route-Redistribution among routing protocols.
- Analyzed and resolved problems with Cisco Internet Operating system (IOS), Cisco NXOS, ASA firewalls, data packet routing, switching, proxy services, and engineering for IP data networks, VPNs, and IPSEC
- Worked with Juniper devices like EX-2200, EX-4200, EX-4500, MX-480, M Series, SRX650, SRX240
- Managed AD Domain Controller, DNS and DHCP Servers and configurations.
- Worked on Cisco ISE for user Authentication, Security Group Tags, MAC based authentication for Wireless and Wired users, 802.1X, EAP, PEAP etc.
- Responsible for the IPAM (IP Address management) system for a very large WAN/LAN network (QIP) using Solarwinds IPAM and Infoblox DNS and DHCP servers. Experience with DHCP scopes, IP reservations, DNS host entries, pointers, delegations, Zones, DNSSec etc.
- Collaborated with Technology Service desk and Service Management to evaluate requests to change, customize, and configure service now.
- Involved in configuring Meraki devices and creating device and feature templates required for SD-WAN implementation. Worked with client and functional requirements within Service Now.
- Provided expert level security and networking knowledge in the planning, researching, designing, and testing of new networking technologies for perimeter firewall security, Intrusion Prevention/Protection System (IPS), DNS and DMZ security, and Internet Security in support of established Info Security program initiatives for the next 3 years.
- Regularly upgraded and maintained Infrastructure, Installing, configuring, and maintaining Cisco Switches (2960, 3500 ,7600, 3750, 3850 series, 6500 series) Cisco Routers (4800, ASR 9K, 800), Juniper Routers and Firewalls, Nexus 7k,5k & 2k, f5 BIG IP, Palo Alto Firewalls, Zscaler Proxy and Versa SD-WAN appliances.
- Conducted a POC on Versa and Viptella SD-WAN solution as a team and worked on evaluating the solutions. Migrated Nexus 7Ks & Nexus 5Ks to an ACI Fabric consisting of 9336PQ Spines & 9332PQLeafs in a brownfield Datacenter. Imported Active Directory to Service now using data sources.
- Worked on troubleshooting of complex LAN/WAN infrastructure.
- Integrated Meraki SD-WAN into the infrastructure during the design process.
- Worked on PAC file updates, Internet proxy migration from Ironport to Zscaler cloud. Access policies, AD based, user based, location-based access. ZAPP client.
- Worked on Bridge Domains, VXLANs, VTEPS, and VNID configuration of routing using BGP among multiple Leaf to spine switches. Thorough understanding of Application Profile, Tenants, End Point Group, Inter Subnet Tenant Routing, Routing within Tenants, Router Peering and Redistribution. Worked on Migration project from traditional Data Center Architecture to Spine Leaf.
- Worked on connections handoff using Bridged Interface to an External Route. L3- EPG configurations, AEP configurations. Expert in GUI of ACI. Provided Aruba wireless solution for international company, Virtual Controllers', Clustered AP's Access points, Airwave management.
- Worked on integrating existing Layer 2 and Layer-3 networks with ACI.

- Analyzed and provided courses of action on current as well as emerging security threats like ransomware attacks by research and recommendation of other security solutions to help mitigate network security threats while preventing their outbreak across the network.
- Played a key role in the company's direction towards Cloud Computing platforms by creating a strategy for transition plans. Azure AD and AWS, Office 365. Worked on network design improvements involving BGP, EIGRP, OSPF, IP metric tweaking and load balancing.
- Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.
- Designed, implemented, and developed network designs for applications used in TMO.
- Worked on Checkpoint Firewall to create new rules and allow connectivity for various Applications. Checkpoint is used as an internal firewall for application security in Kodiak network.
- Implemented Firewall rules and Nat rules by generating precise methods of procedure (MOPs). Responsible for packet capture analysis, syslog and firewall log analysis.
- Worked on F5 load balancers LTM and GTM and reverse proxy design and setup along with Migration from ACE to F5 as well as F5, Cisco ACE 4710 Load balancers.
- Extensively worked on Migration from ACE to F5 and Net Scalers to F5 as well as on critical applications on Layer 4 and layer 7 load balancing. Worked on Virtual server, Pool, Node, Profiles – TCP, http, https, ftp, fastl4, Persistence – Source IP, SSL, Cookie, SNAT, iRules, iAPP, SSL offloading.
- Responsible to work on F5 GTM and in-depth knowledge of DNS, Global level load balancing, Wide IP's, Zones, Prober pools, Delegation from Windows DNS server to listener IP. Troubleshot Linux and Unix servers for application delivery servers. Install Dockers, Cisco and HP servers.
- Performed High-level network troubleshooting and diagnostic experience using Packet capture tools like Wireshark. Configured network using routing protocols such as EIGRP, BGP and OSPF and troubleshooting L2/L3 issues.
- Responsible for Designing, configuring, and troubleshooting QoS, SIP, H.323, RTP, SCCP, Session Border Controllers, Voice Gateways, Voice circuits IP /TDM, Cisco Telepresence Infrastructure, QoS, NAT, PAT, and multicast.
- Worked on Riverbed steelhead appliance to troubleshoot delay, jitter issues. Captured traffic and analyzed for root cause. Wrote policies and rules in steelhead.
- Adding and modifying the servers and infrastructure to the existing DMZ environments based on the requirements of various application platforms
- Assisted in creating network design standards for hardware and software. Developing and maintain Network Documentation (Visio diagrams, Excel spreadsheets, Word documents, etc.) Configure and troubleshoot network elements in a test/dev environment. Worked on Orion (Solar Winds) for mapping network diagrams, updated Orion with commissioned and decommissioned network devices.
- Involved in configuration of Cisco call manager, Installing and worked on ICM management

Mizuho, NJ - Network Engineer; Mar 2017-May 2019
- Involved in complete LAN, WAN development (including IP address planning, designing, installation, configuration, testing, maintenance etc.). Responsible for Design of DMZ in primary and redundant data centers with Next Gen Firewalls, IPS/IDS sensors, Switching and routing.
- Worked on deployment of Nexus 7010, 5548, 2148T, 2248 devices
- Extensively worked with Cisco Nexus 2148 Fabric Extender and Nexus 5000 series to provide a Flexible Access Solution for datacenter access architecture.
- Involved in configuring Virtual Device Context in Nexus 7010. Responsible for Installation and maintenance of Cisco Layer 3 switches 3750, 4500X, 6500 in multi VLAN environment.
- Involved in Maintenance and configuration of Cisco ASR1000 series and 7200VXR routers at data center and deployment of 3900, 3800, 2951 and 2821 for branch connectivity. Involved in migration from Site-to-sire GRE tunnels network to MPLS-based VPN for customer's WAN infrastructure.
- Ensured uninterrupted operations by monitoring connectivity, performance, and QOS
- Developed a roadmap and migration plan for SD-WAN solution deployment globally in conjunction with internal support teams. Worked on NXOS, IOS, and IOS-XR BXB to N7K-NXOS (MPLS) system test
- Implemented security Solutions using Palo Alto PA-5000/3000, Cisco 5580/5540/5520.
- Migrated from Cisco ASA 5500 to PA along with migration tool in PA for Policies from ASA to PA. Worked on SSL forward proxy and URL filtering. Responsible for Configuration and administration of firewalls, which includes Checkpoint, Juniper, and Cisco ASA firewalls.

- Performed testing on incident, problem, and change workflows and involved in LDAP integration with Service Now for obtaining users and groups.
- Extensively worked on RIVERBED Steelhead appliance for WAN optimization.
- Configured High Availability using Cluster XL on Checkpoint as well as VRRP and monitor the Sync status for tasteful replication of traffic between active and standby member.
- Researched, designed, and replaced Checkpoint firewall architecture with new next generation Palo Alto PA3000 and PA5000 appliances serving as firewalls and URL and application inspection.
- Configured rules and Maintained Palo Alto Firewalls & Analysis of firewall logs using Panorama.
- Successfully installed Palo Alto PA-3000/PA-5000 firewalls to protect Data Center and provided L3 support for routers/switches/firewalls.
- Configured and maintained IPSEC and SSL VPNs on Palo Alto Firewalls and also implemented Zone Based Firewall and Security Rules on the Palo Alto Firewall. Exposure to Palo Alto Wildfire.
- Involved in Switching Technology Administration including creating and managing VLANS's, Port security, Trunking, STP, Inter VLAN routing, LAN security etc.
- Configured BGP, EIGRP and OSPF and Policy based Routing.
- Configuring OSPF and Static routing on Juniper M and MX series Routers
- Provided Tier II Load Balancer expertise on F5 Big IP Local Traffic Managers (LTM). Designing F5 solutions/support for migration work of applications and websites from Cisco ACE Load Balancers to the F5 Big IP Load Balancers.
- Configured VLAN, Spanning tree, VSTP, SNMP on EX series switches
- Configured Cisco 7200 routers which were also connected to Cisco ASA 5508 security appliances providing perimeter-based firewall security.
- Optimized performance of the WAN network consisting of Cisco 3550/4500/6500 switches by configuring VLANs.
- Configured ASA 5510 Firewall and accept/reject rules for network traffic.
- Troubleshot data communication protocols and standards including TCP/IP, UDP, IEEE 802.3, Token Ring, Cable Modem, PPPOE, ADSL, Multilayer Switching, DoD standards.
- Managed the F5 Big IP GTM/LTM appliances to include writing iRules, SSL offload and everyday task of creating WIP and VIPs.

Conoco Phillips, TX - Network Security Engineer; July 2015 – Feb 2017

- Worked for State client with various government departments which include DOT, DOH, DOE to configure site to site connectivity, troubleshoot issues, application load balancing, Network security.
- Configured the layer 2 and layer 3 on Cisco Nexus 7K, 5K, 6509, 9710, 5596 UP, 4500, 3850, 3950, ASR and 2960
- Worked with Checkpoint, Cisco ASA, and Palo Alto Networks solutions
- Worked on Network security using Juniper SRX, ASA Firewall, Checkpoint, Palo Alto, Cisco IDS/IPS and IPSEC/SSL VPN.
- Worked on integration of Net-cool Omnibus auto incidents into Service Now.
- Responsible for Design and configure ITSM and customizing the applications using Java script, AJAX and HTML in Service Now.
- Performed HSRP standby troubleshooting, configuring & upgrading of Cisco IOS.
- Responsible for Implementing & Troubleshooting of T1, MUXES, CSU/DSU and data circuits.
- Worked on integration of SSO and implemented Email Integration on Auto Suspend tickets in Service Now.
- Installed Meraki SD-WAN solution confidential remote branches to better utilize carrier circuits and mitigate packet loss and latency.
- Involved in designing and troubleshooting of complex BGP and OSPF routing problems,
- Worked on Firewall architecture, routing and VPN as well as HP Open view Network Node Manager.
- Managed, maintained and supported Juniper, Palo Alto Firewalls, IPS/IDS, Endpoint Security products, PKI and network security Infrastructure.
- Involved in Configuring Applications using Service - Now tool, used in ITIL Management. Strong understanding of ITIL V3. Deep functional and technical knowledge of the ServiceNow platform as well as experience delivering medium to large-scale ServiceNow implementations.
- Upgraded firewalls in accordance with change management & Document changes to firewalls.

- Monitored traffic and access logs inorder to troubleshoot network access issues.
- Extensively worked on Cisco Works LAN Management Solution as well as implemented Positive Enforcement Model with the help of Palo Alto Networks
- Involved in migration of Frame-relay based branches to MPLS based technology using multi-layer stackable switch like 6500 series and 2800 series router.
- Responsible for Testing VPC, BGP, OSPF, EIGTP, RIP, SPAN, Sflow, VlanTrunking, SVI and power supplies on Nexus and ASR devices. Involved in design and implementation of Data Center Migration, worked on implementation strategies for the expansion of the MPLS VPN networks.
- Extensively worked with Cisco 3500, 3750, 4500, 6500 series equipment and configuring and deploying and fixing them with various modules like Gig card, VPN SPA card, WIC card.
- Created functional and technical specifications documents for various Service Now modules.
- Worked on Cisco IOS 3600/7200 class hardware in complex WAN environment and experience on Cisco OS and IOS on CAT6500 in a complex data center environment.
- Responsible for designing, installing & configuring of Cisco ASA & FWSM (Firewall service module). Worked on Checkpoint firewalls R70, R75, R77.20 Gaia and Provider-1/MDM
- Evaluated, Analyzed & Implemented firewall policies to meet business requirements.
- Involved in configuring IP Quality of service (QoS) along with designing L2VPN services and VPN-IPSEC authentication & encryption system. Involved in creating and maintaining Checkpoint and ASA firewall configurations, updating documentation and log analysis.
- Worked extensively in configuring, monitoring, and troubleshooting Cisco's ASR 5500
- Applied crypto maps and security keys for the branches, ISAKMP (Internet security association key management protocol) for establishing Security associations (SA) cryptographic keys.
- Involved in configuring routing protocols like EIGRP, RIP v2, OSPF & BGP and Cisco ACS protocols like RADIUS and TACACS.
- Worked in WAN environments, installing and troubleshooting data circuit problems (MPLS, T1).
- Worked on Layer 2 protocols such as STP, VTP, STP, RSTP, PVSTP+, MST and other VLAN troubleshooting issues and configuring switches from scratch and deployment.
- Involved in designing and applying QOS and policy map to 2800 series routers for all the branches.

Techindya, India - Network Engineer; Aug 2013-Jun 2015
- Installation and configuration of Cisco Routers 3600, 3900 and Switches3550, 3560, 3560E, 3750, 6500, 7200 routers for VLANs, Routing Protocols (OSPF, BGP), VPNs etc.
- Implemented Cisco ACS for wired and wireless user authentication utilizing certificates and MAB for all known company assets. Installed WAN and LAN access for internet and intranet access.
- Configured Ether channels, Trunks, VLANs, HSRP in a LAN environment. Worked on Access, Core and Distribution layers. Implemented route redistribution between OSPF and EIGRP.
- Provided end-user technical support for LAN and remote users in a 24/7 environment.
- Assisted in deploying WAN projects. Connectivity and configuration of routers, switches, end to end monitoring in new campuses.
- Provided WAN/LAN Cisco router/switch configuration, implementation, and support to internal customer tickets involving BGP, OSPF, EIGRP. Responsible for Configuration and Maintenance of ASA 5585 firewalls with firepower, 5540, 5525 Firewalls using Cisco Security Manager (CSM).
- Involved in configuring and troubleshooting on Citrix NetScaler Load Balancer.
- Performed Access Control Lists (ACLs) to setup usage for the intended users.
- Responsible for IOS installations and upgradations using TFTP Server.
- Implement and modify DNS entries and managing IP Addresses using Windows DNS and DHCP.
- Troubleshot and worked with Security issues related to Cisco ASA/ PIX, Checkpoint, IDS/IPS and Juniper Netscreen firewalls. Troubleshooted Routing/Switching/Security Configuration problems/errors encountered to Clients in Head/Remote Campuses.
- Performed subnetting of the IP addresses. Configuration and allocating IP and network resources to Storage, Virtualization, Server, and Application teams.
- Responsible for design/implementation/maintenance of Site-to-Site VPNs, and remote access VPN's using Cisco solutions (ASA 5520 and 5540), including head-end and remote client-side connections.
- Performed network monitoring using tools like Netcool. Log collectors using Splunk. SNMP V2C configurations.

Project Manager
Yogendra Gupta
Summary

- A dynamic and PMP certified Project Manager with a proven track record of successfully managing multiple projects concurrently across various stages of the Software Development Life Cycle (SDLC).
- Track record of working with federal client **USDA, Kansas City.**
- Proven expertise in delivering innovative strategies spanning from project initiation through planning, design, execution, monitoring, controlling, and closeout phases.
- Proven track record of implementing and managing IT solutions to enhance organizational efficiency and productivity. Known for spearheading large-scale technology projects from conception to completion with keen emphasis on ensuring on-time delivery within budgetary constraints.
- Demonstrated proficiency in defining the phase deliverables, tracking milestones and incurred expenses versus planned expenses, scheduling roles and resources, evaluating risks, recommending contingency plans and managing the development of the technical strategy
- Excellence in managing end-to-end delivery/ program/ project planning & implementation from scope management, to activity sequencing, effort & cost estimation, pre sales activities, risk analysis to quality management in line with the guidelines & norms
- Expertise extends to managing budgets, allocating resources effectively, and facilitating multiple streams of communication to ensure seamless project execution. Proficient in risk management and mitigation strategies, excel in turning around underperforming projects, ensuring they meet deadlines and budgetary constraints.
- Drawing from extensive consulting experience, bring Best Business Practices (BBPs) from diverse sectors, enriching project outcomes with varied perspectives. Proficiency spans across SDLC methodologies including Waterfall, Agile, Prince, and SAP proprietary ASAP methodology.
- Wealth of expertise extends across various facets of project development life cycles, encompassing system engineering, process change, data warehousing, systems integrations, migrations, upgrades and establishment of new teams.
- Adept at handling high-priority, complex projects across a spectrum of industries including insurance, retail, consumer goods, telecommunications, transportation, industrial, manufacturing, financial, and others.
- Expert in Microsoft 2016 suite of applications including MS project, Visio, Power Point, Excel etc.
- Demonstrated skills in managing projects involving SAP, ABAP/4, Oracle, PL/SQL, MS-SQL, Java, C# .Net framework, EDI, Vertex, ALM-11, UFT, Sprinter, and GIS. Through effective leadership and collaboration, fostered cross-functional teams, drove innovation and excellence in project delivery.
- Professional verbal and written communication skills; able to clearly communicate technical concepts to both technical and non-technical audiences. Exceptional interpersonal skills with ability to partner effectively with other team members of different backgrounds and levels of experience

Education & Certifications

- MBA
- PMP – 11/2013
- SMAC (Scrum Master Accredited Certification) from International Scrum Institute 8/2015
- Business Intelligence Certifications from SAP America
- Bachelor of Engineering: Electronics and Communication Engineering

Core Competencies

• Strategic Thinker • Customer Impact focused • Market Knowledge Commercial orientation • Results Oriented with track of on-time delivery • Details Oriented • Analytical	• Change Mgmt. Leadership • Collaboration and Influence • People and Organization Development • Team Leadership • Time and Resource Optimization • Sales Strategies and Product launch	• Product Design and Development Business/Entrepreneur • Budget planning and Expense Tracking • Consolidation • Training and Development • Stakeholder management

Technical Skills

- Handled several technologies including SAP, ABAP/4, Oracle, PL/SQL, MS-SQL, Java, C# .Net framework, EDI, Vertex, ALM-11, UFT, Sprinter and GIS
- SAP Modules: SD, MM, FICO, LIS, BW, CRM, XI, MDM, MQ, AFS, SCM, BOX, MS Project, Excel, PIMS, Power Point, SharePoint, JIRA, Remedy, Power Center
  Data-Modeling Tools: Enterprise Architect, MS Visio, PowerPoint
- Data Conversions and Designs: Data loading through BDC, SAP Scripts and LSMW, Data Interface through BAPI's and RFC's. EDI through XI, ETL through Power Center, SalesForce.com, Payday, custom designed .Net, Java apps. & several other platforms including LAMP

Work Experience

Technology Consulting Group, Overland Park, KS – Partner; April 2019 - Current
- Leading project teams to implement technology solutions for small businesses, optimizing processes and driving efficiency gains. Developing strategies for identifying key performance indicators (KPIs) and implementing reporting mechanisms to track project progress.
- Implementing Deep Learning and Machine Learning protocols, reducing manpower dependence and achieving cost savings. Leading and managing the end-to-end project lifecycle, from project initiation to closure.
- Developing comprehensive project plans, including timelines, milestones, and resource allocation.
- Leading cross-functional project teams, ensuring clear communication and alignment on project goals.
- Implementing and adhering to project management methodologies, best practices, and standards.
- Managing project budgets and financials, ensuring projects are delivered within budget constraints.
- Effectively communicating project status, updates, and issues to senior management and stakeholders.
- Identifying and managing project risks, issues, and dependencies, implementing mitigation strategies as needed. Ensuring project documentation is complete, accurate, and accessible for auditing and reporting purposes.
- Monitoring project progress and performance, tracking key metrics and KPIs. Providing leadership and mentorship to project team members, fostering a collaborative and high-performing work environment.
- Collaborating with stakeholders to define project objectives, scope, and requirements. Assigning resources and tasks, and managing quality assurance, resolution of issues, status reviews and reporting, development of standards, change control, customer support, and compliance with all policies and procedures.

USDA, Kansas City - Sr. Project Manager /PMO; 10/17 – 04/2019
- Served as a Senior Project Manager and involved in transitioning the MIDAS investment.
- Discussed requirements with senior USDA management, including the Chief of Staff - USDA CIO, and engaging in day-to-day discussions with Branch Chiefs and Section Chiefs. Worked with a group of Project Managers, Integration Managers, Tech Leads, DBAs, Analysts, and Testers to manage the MIDAS investment.
- Gathered requirements and obtained requirement signoff. Developed the Project Plan and gained approval from senior management, including the CIO-COS and Branch Chiefs.
- Managed resources and other budget information. Conducted and coordinated meetings, Sprints, and Scrum sessions with Development Leads and other process owners.
- Managed project, including setting goals, providing direction, motivating teams, scheduling deliverables, defining task scope, managing Critical Path, obtaining agreement from all team members, and monitoring and controlling risks. Provided weekly project updates to all stakeholders.
- **Achievement:** The transition was completed on time (approximately 2 months ahead of schedule) and within budget.

Swiss Re ($45bn company), Overland Park - Program Manager /PMO; 9/15 - 10/17
- Acted as a project manager involved in multiple high-visibility software development complex projects characterized by resource constraints, tight delivery timelines, high risks, new technologies, global impact, widely distributed teams, diverse technologies, multiple vendors, and external development team.
- Understood the complex insurance industry by developing a seamless relationship with business owners to have realized benefits for project deliverables.

- Spearheaded the introduction of Scrum/Agile development methodology to the Swiss Re landscape. Interacted with a wide spectrum of stakeholders including Presidents, CIO-office, DBAs, Architects, and Analysts spread over 10 countries, and focused on continuous improvement
- Planned and defined scope, activity involved in planning and sequencing, resource planning, developing schedules, time estimating, cost estimating, developing a budget, documentation, creating charts and schedules, risk analysis, managing risks and issues, monitoring and reporting progress, team leadership, strategic influencing, business partnering, scalability, interoperability, and portability analysis, and controlling quality, benefits realization.
- Managed projects with teams located in various locations in the US and several locations globally. Coordinated and managed multiple vendors and service providers. Successfully managed around 30 people, including developers, architects, DBAs, and technical writers.
- Managed software development projects in various stages of SDLC with differing technological landscapes including Java-based portal claims applications, quotes applications, Salesforce.com-CRM application, Denodo, CMP data warehouse, etc.
- Interacted regularly with the sales teams to ensure the developments or reporting standards are met. Ensured corporate compliance and process change, developed security profiles, and worked closely with security teams.
- Managed risks and developed mitigation plans. Streamlined the CCB process, release management processes, and scope changes. Optimized usage of applications and resources by suggesting to weed out overlapping areas.
- Managed communications and budget, brought structure and content to meetings. Provided weekly/ monthly/ quarterly reporting to stakeholders, project steering board, and executive board for milestone and cost runs. Managed quality and delivery standards including trainings, UAT, and KT.

Internet Marketing Group, Overland Park; Project Director /CIO; 10/14 - 10/15
- Served as a Project Manager for a small startup, assisted in development and launching of innovative ecommerce solutions for small and medium-sized businesses. Conducted constant meetings with Business Leads to develop Statements of Work (SOWs) and Minimum Viable Product (MVP) offerings for pre-sales cycles. Managed customer relations and client expectations.
- Developed a requirement matrix chart to cater to diverse businesses, thereby realizing agreed benefits.
- Focused on company's niche area by incorporating security into the web-based ecommerce websites.
- Engaged in hiring and training individuals to work on new technologies, including Hadoop and Big Data.
- Developed a business analytics framework tailored for small businesses.

USDA - SME- SAP CRM, Project Lead/ Team Lead; 05/13 – 09/14
- Functioned as a Subject Matter Expert at MILVETS, assumed the role of Project Manager for a government contract that presented a unique challenge. Led the initiation, planning, design, execution, monitoring, and control of the complete $15 million USD contract from scratch.
- Recruited and trained a team of 20 members to fulfill project requirements effectively.
- Introduced the Scrum/ Agile Methodology to enhance project management practices and ensure adaptability to changing requirements. Initiated and collaborated in the design of the testing landscape infrastructure, testing scripts, and Reporting Template to ensure comprehensive testing procedures.
- Designed a robust testing strategy, including testing scripts, and obtaining approval from the government to ensure compliance with standards and regulations. Created reporting templates for weekly and monthly progress reporting, ensuring transparency and alignment with project goals and objectives.

Pfizer ($52bn company) - Project Manager; 06/2011 - 04/2013
- Acted as a Project Manager for the company's SAP integration development initiative, led the planning, design, execution, monitoring, and closure of the project following the SDLC process.
- Ensured project delivery adhered to the established timelines and budget constraints.
- Identified and managed risks to mitigate potential issues and ensure project success.
- Ensured deliverables met the specified requirements and aligned with the client's objectives.
- Efficiently managed resources to optimize project outcomes. The successful completion of the projects led to significant benefits for the customer, including nearly 20% savings on inventory levels and a substantial improvement in KPI reporting, resulting in annual savings of approximately $8 million USD.

Pepsico - Project Manager; 01/2010 - 07/2011
- The project entailed implementing the new SAP tool APO. The project was done using Waterfall methodology. The benefits realized were 20% reduction in the inventory levels. the major initiatives involved:

**Program
Director /Entrepreneur**   **12/2007- 02/2012**
- Worked on own business plan for this $1.5M enterprise.

Cap-Gemini - SAP Project Manager/ Solution Architect/ Team Lead; 09/2005 – 05/2010
- Joined as a consultant but soon rose to a prominent position of solution architect and project savior. As project manager most of the projects were done using SDLC or Waterfall methodologies. Major responsibilities included:
-
BNSF, Dallas, TX
- Spearheaded the architecture design and implementation of a $0.9 million railcar derailment automation system for a client in the transportation industry. This system revolutionized operations, significantly reducing paperwork and streamlining processes. As a result, the company realized annual savings of $0.5 million.

Florida Crystals, Miami, FL
- Integrated the companies export system to mainstream SAP system.

Shire Pharmaceuticals, New Jersey
- Optimized the existing system for effective KPI reporting. The reporting structure got high acclamations from leadership and generated a regular revenue stream for Cap Gemini.

Thompson Electronics, Indianapolis, IN
- Part of the leadership IT team for global roll out of SAP system both in France and US

Limited Brands, Columbus, OH
- Streamlined the warehouse management system for the company. The $3m dollar initiative was highly visibility as it was the core of company's business practice.

Hubbell Electrical, Spartanburg, SC
- Integrated SAP ERP package to another (OASIS) ERP package. Company saves several million dollars from moving away from manual processes to a completely integrated solution

Vanity Fair ($30bn), Greensboro, NC - Project Lead-Technical; 01/2005 – 09/2005
A major company (one of the largest in US) in Apparel with Lee, Nautica, etc. as its major brands as project lead worked through - Requirement gathering- Managing budgets and resources - Design development and implementation

Sprint, Overland Park, KS - Developer/SQL DBA; 02/2003 - 01/2005
- Developed in house CRM package using DOS Shell scripting. The process improved the weekly reporting time for generating reports for 7 days to 2 days.

Past Experience
DBA/Architect - Direct TV/ MTG- Dallas   **04/2001-01/2003**
MIS Manager - Vinmar - Houston   **01/1999-04/2001**
VP Sales - BMT - N. Delhi - India   **03/1995-11/1998**
All India Marketing Head - Wipro- GE - Bangalore - India   **01/1992 - 03/1995**
Infrastructure Expert, SCADA/DAS - ESPL - Chandigarh- India   **05/1988-12/1992**

Quality Assurance Analyst

Lakshmi Patti

Summary

- 9 Years of QA Automation Engineer experience in Automation/Manual testing of Web Application and Web Service API with specializing in Software Test Automation. Expertise in QA Principles and Process, SDLC, STLC, Bug Life Cycle, and QA development methodologies like Agile, Waterfall and Scrum etc.
- Experience in analyzing business requirements and functional requirements specifications of an application and Tracking Defects using JIRA, Rally and Bugzilla for user stories, bug management and team communication. Good knowledge of Sprint Planning, Daily Stand-up, Defect Tracking & Defect Matrix Review Meeting.
- Experience in Functional Testing, UAT (User Acceptance Testing), GUI, Integration Testing, System Testing, Sanity Testing, Smoke Testing, Regression Testing, Black Box Testing. Experience in various applications to ensure proper business compliance and reporting the defects in Jira/Quality Center.
- Extensive experience in using SQL with Oracle, My-SQL for back-end testing, and performing Data Integrity testing by writing SQL Queries to retrieve data from the Database servers to verify and validate data. Experience in testing both SOAP and REST services using SOAP UI and Postman and tested both XML and JSON formats.
- Extensive experience in developing Selenium Test Scripts using Java in Eclipse IDE. Working knowledge of Core Java and Object-Oriented concepts (Inheritance, Encapsulation, Polymorphism, Exception Handling).
- Hands on experience in Developing Automation Scripts, Execution and Analysis of Test Results using of different type of framework like Data driven, Keyword driven, Hybrid framework and Page Object Model.
- Extensive experience in Cross-Browser and Parallel execution using TestNG by creating groups and running test cases in Grid for WEB. Experience in using Jenkins as a Continuous Integration and Continuous Deployment (CI-CD Pipeline) server to configure with GitHub and Maven.
- Expert in creating HTML formatted reports for Test team using build tool like Maven Surefire Plug- in. Experience in efficient locator's strategy like Ptah and CSS to run WebDriver script in stable condition. Working knowledge of Rest Assured API Testing and expert in manual test procedures for Restful API Testing using Postman and SOAPUI.
- Excellent in troubleshooting, debugging, strong oral and written communication skills, interpersonal and time management skills with good work ethics. Expertise in Understanding and Analyzing Test Requirements, Tracking changes, and maintenance of Test Requirements.
- Expertise in setting up and carrying out browser compatibility testing environment with different browsers and versions of Internet Explorer, Mozilla Firefox, Google chrome on different OS like windows and MAC. Strong experience in Automating Web Application Testing using Selenium WebDriver with TestNG framework. Strong Experience in Java Programming, Selenium and TestNG. Well versed with Handling Elements in Selenium WebDriver. Experience in Mobile Devices Testing.

Education

- Bachelor of Technology in ECE in Aliet, India in 2015.

Skills

Automation tools	Selenium Web Driver, Jenkins, Maven, Cucumber, Framework, Git, GitHub, TestNG, Junit, Apache POI,
API Testing	SOAP, Rest, Rest Assured, Postman
Languages	Java, JavaScript, HTML, XML, XPath, SOAP, WSDL, SQL, JMeter, Python, DevOps.
SOA Technologies	SOAP UI, REST, WSDL, Web Services
Databases	Oracle, TOAD
Scripting Language	JavaScript, JSON
Test Management Tools	HP QC, JIRA, Bugzilla,
Load/ Performance Test	JMeter/ Blaze meter/ App dynamics
Defect Tracking	Rally, JIRA, Team track.
Version Control	SVN, GIT, GITHUB, Bitbucket

Management Tools	MS Visio, Visual Studio, Sublime, MS Office Suite: Word, Excel, And PowerPoint.

Employment History:

HCA (Hospital Corporation of America), Texas

SDET/Senior QA Engineer

(Apr 2022-Present)

- Design and Develop Project Test Plan Documents and Layout the Automation framework, TDD. Data Drive. Responsible for Reporting/Logging through HP ALM Quality Center as well as Web Service Testing (API), backend Service call Testing with Soap UI.
- Work on testing the web services designed to function in a Service Oriented Architecture (SOA) environment is highly desired. Develop Test Cases traceable to the functional and business requirements as well as develop Medicaid and SNAP/TANF benefits and skills in writing and executing test scripts.
- Design and develop test scripts for functional testing as well as execute complex SQL queries to retrieve and manipulate data from databases efficiently. Design and maintain relational database schemas to ensure data integrity and performance. Optimize SQL queries and database structures for improved performance and scalability.
- Utilize CRUD operations (Create, Read, Update, and Delete) to manage data effectively. Implement test automation frameworks such as Selenium or Cucumber for functional testing. Create automated test scripts to validate application functionality across different platforms and browsers. Integrate automated tests into continuous integration/continuous deployment (CI/CD) pipelines for seamless testing.
- Execute automated regression tests to ensure software stability and reliability during code changes. Create Performance scenarios in Test Complete using VB Script and successfully tested the performance of this product.
- Perform on Load and Performance Test Execution and Performance Analysis Using Test Complete. Perform Unit tests, Functionality tests, Stress tests, Performance tests, and user acceptance tests (UAT) were conducted for all modules.
- Conduct cross browser testing to check the compatibility of an application with different browsers (IE, Netscape, Firefox) Maintaining Requirement Traceability Matrix (RTM) to measure testing process and requirement progress.
- Ensure Test deliverables are identified during each control point of the SDLC. Work with Project managers in Planning and scheduling testing in System, UAT Environment. Create extensive test data sets for the System testing and UAT testing along with identifying testing goals and timelines as well as milestones schedules and reporting weekly metrics.
- Responsible for analyzing and troubleshooting test results against failures as well as handling Productivity and Risk Management for the team. Perform Database Testing using SQL to check the Data Validation and Data Integrity
- Identify and provide feedback on the gap/anomalies in the requirements. Analyze results of test sessions, draw meaningful conclusions, and suggest actions. Work on Jenkins Process of Extensive Web Service Testing (API), Backend Service call testing with Soap UI. Strong involvement in Black Box testing (CRUD Testing).

Environment: Soap UI 5.2.1, HP UFT, Test Complete, HP ALM Quality Center 12, .NET 3.5, Ruby 2.4.3 SQL Server 2005, PG Admin 4, C#, Jenkins.

Wells Fargo, New York

SDET/Senior QA Engineer

(Feb 2021-Mar 2022)

- Implemented stored procedures, triggers, and functions to automate database tasks and enforce business rules. Conducted data analysis and reporting using SQL queries to extract actionable insights.
- Developed and maintained SQL scripts for data migration, transformation, and integration processes. Collaborated with developers and stakeholders to understand data requirements and optimize database design.
- Parameterized and modularized automated test scripts for reusability and maintainability. Conducted data-driven testing using automation tools to validate application behavior with various input data sets.
- Generated test reports and dashboards from automated test executions for analysis and decision-making. Collaborated with developers to identify and address issues uncovered during automated

testing. Used Git Repository for storing the codebase and good knowledge over containerization using CI/CD.

- Analyzed and reviewed system requirement specifications and functional specifications of the application and developed system test plans assisted in developing the UAT Test Plan, Test Scenarios and Test Cases. Maintained and updated test plans, test cases, test environment, and testing software through test life cycle.
- Developed Automation test scripts using Selenium Web Driver and Java. Developed Data Driven Test scripts as well as running these scripts for Message processing, Registration, and Reports testing using Selenium WebDriver. Analyzed the results of the Load test by using LoadRunner Analysis tool to identify bottlenecks.
- Created test cases, test plans, tested API's, wrote JUnit test cases, executed code coverage, and wrote Automation scripts using Selenium WebDriver.
- Performed Parameterization of the automated test scripts in Selenium WebDriver to check how the application performs against multiple sets of data. Developed the features, scenarios, step definitions for BDD (Behavior Driven Development) and TDD (Test Driven Development) using Cucumber, Gherkin. Integrated Automation scripts (Selenium WebDriver API) in Continuous Integration tools (Jenkins) for nightly batch run of the Script.
- Performed manual testing using Android Studio Emulators, IOS Simulators & Mobile Application. Responsible for testing using Automation tools like Appium, See test and Perfecto. Tested both SOAP and REST services using SOAP UI and Postman and tested both XML and JSON formats. Created Project plan on Jenkins, configured schedule using Cron job.
- Used SOAP UI tool to test SOA based architecture application to test SOAP services and REST API. Designed and documented REST/HTTP, SOAP APIs, including JSON data formats and API versioning strategy.
- Used JIRA for Defect Tracking and updating the test or Automation results in JIRA. Used Git as code repository and Code Collaborator to manage code reviews.
- Involved in Setting breakpoints, Re-write functionalities, Truncating with Ellipses using Charles Proxy. Utilized Appium for mobile testing in Android, IOS and Mobile Applications.
- Reported risks to UAT Coordinator prior and during UAT on gaps in UAT scope that may cause incorrect interpretation of UAT result. Evaluated UAT Test Plan and Test scripts to ensure Test coverage completed as expected.
- Wrote and executed SQL queries to extract data from the Mantas Database and export to Excel spreadsheet for Backend testing and Data validation. Resolved Production issues by Investigating, Coordinating with Technology and offshore team.

Environment: Java, Selenium WebDriver, GRID, Jenkins, Cucumber, JIRA, Junit, TOAD, JSP, API, Linux, HTML, XML, web services SOAP UI, REST, Git, Mobile Apps, Appium, Postman, Webservices API, Charles Proxy, Load Runner, Ready API, SQL, Confluence, Eclipse IDE, Agile, Windows. JMeter, Oracle.

Target, Minneapolis, MN

Senior QA Analyst

(Dec 2019-Jan 2021)

- Worked on Java, Selenium WebDriver, and Cucumber for efficient automated testing. Implemented Jenkins for continuous integration, scheduling automated builds, and enhancing the development pipeline. Provided SQL expertise and support to QA teams for testing database-related functionalities.
- Documented SQL code, database schemas, and data dictionaries for reference and knowledge sharing. Implemented best practices for test automation, including version control, code reviews, and test data management.
- Provided training and support to QA team members for adopting and leveraging test automation tools effectively. Conducted cross-browser testing using Selenium GRID to ensure consistent functionality across platforms. Applied Appium for comprehensive mobile app testing on Android and iOS platforms.
- Performed API testing with SOAP UI and Postman, validating web services (SOAP and RESTful). Utilized Load Runner and JMeter for performance testing, optimizing software scalability. Managed version control with Git, ensuring effective collaboration with development teams.
- Worked on web technologies: HTML, XML, and JSP for a deep understanding of web application structures. Applied SQL and TOAD for database testing, ensuring data integrity and optimal software functionality.

- Worked in Agile methodology, participating in Scrum meetings, sprint planning, and reviews. Utilized collaboration tools: JIRA and Confluence for effective communication and issue tracking. Managed testing environments in both Windows and Linux, ensuring reliable testing conditions.

Environment: Soap UI 5.2.1, HP UFT, Test Complete, HP ALM Quality Center 12, .NET 3.5, Ruby 2.4.3 SQL Server 2005, PG Admin 4, C#, Jenkins.

GM (General Motor), Detroit, MI

Senior QA Tester

(Jan 2017-Oct 2019)

- Assessed and analyzed user stories and participated in Sprint planning, Review Sessions, Scrum Meetings and developed Test scenarios, Test cases, Test data, Test reports. Identified high level scenarios to perform test execution for requirements in current release.
- Developed UI automation using Python, Selenium and Page object model with TDD framework. Developed BDD (Behavior Driven Development) tests using Cucumber in Gherkin format for writing behaviors in feature files and Step definitions. Involved in Automation Framework development from the scratch using Selenium WebDriver, TestNG, Cucumber, Java, and Page Object Model in Eclipse
- Followed continuous integration (CI) tool Jenkins to execute the test scripts periodically on Selenium Grid for different platforms like desktop, tablet and mobile.
- Performed Cross browser testing and parallel testing on Chrome, Firefox and Safari using TestNG and Maven on Selenium grid. Pulled logs for user actions and analyzed them based on the Response type using Charles Proxy. Executed the Test Plans on web and Mobile as per requirements using Appium tool.
- Responsible for grouping of test suites, test cases and test methods for regression and functional testing using TestNG Annotations like Groups, Parameter, Data Provider and Tags. Utilized Maven to manage dependencies for test execution, plug-ins and created profiles of grouped test cases to run sanity and regression testing.
- Integrated Jenkins with version controller (GIT) and scheduled builds to run automatically during a build release by invoking predefined maven commands.
- Utilized Apache POI jar file to read test data from the excel spread sheets and load them into required test cases. Administered and Engineered Jenkins for managing weekly Build, Test, and Deploy chain, SVN/GIT with Dev/Test/Prod Branching Model for weekly releases.
- Implemented simulator for Mobile App Testing in Android Platform, using Appium. Handled Selenium Synchronization problems using Explicit & Implicit waits during regression testing. Wrote complex XPATH using following and preceding and using functions like contains and not contains.
- Performed REST API Testing using Http client, Java Test Client for SOAP/REST Web APIs. Involved in Web services testing using SOAPUI Tool. Validated request and response XML. Added assertions to validate the XML in Web services SOAP and RESTFUL service.
- Implemented Automation tools Selenium WebDriver, JUnit, TestNG, Eclipse, Git/GitHub, Jenkins, Apache POI, and Maven pom.xml. Used test runner classes in Cucumber to generate step definition and used tags to run different kinds of test suites like Smoke and Regression.
- Created profiles in Maven to launch specific TestNG suite from Jenkins job. Implemented SOAP UI tool to test SOAP based architecture application to test SOAP services and RESTAPI and Rest Assured/Java
- Captured Application Screenshots and copied the images whenever exceptions occurred and at important Checkpoints of application execution. Created test reports of errors with supporting traces, log files and excellent descriptions.

Environment: Java, Python, Selenium WebDriver, Protractor, Cucumber, Jenkins, Junit, GitHub, SOAP UI, Jira, Eclipse IDE, Xpath, JSON, XML, CSS, HTML, Firebug, Internet Explorer, Chrome and SQL.

Vodafone - Hyderabad, Telangana

Software Tester

(Jan 2015-Dec 2016)

- Analyzed requirements during the requirements analysis phase of projects. Reviewed requirements, specifications, and technical design documents to provide timely and meaningful feedback. Created detailed, comprehensive, and well-structured test plans and test cases.
- Involved in creating test cases and executing as well as estimated, prioritized, planned and coordinated testing activities. Identified, recorded, documented thoroughly and track bugs. Conducted daily

meetings with QA and business teams to go over the testing status, defects review and any other issues which affect both QA and UAT testing.

- Performed thorough regression testing when bugs are resolved. Developed and applied testing processes for new and existing products to meet client needs. Liaised with internal teams (e.g., developers and product managers) to identify system requirements. Tracked quality assurance metrics, like defect densities and open defect counts. Involved in Web Services Testing using Postman/SOAP UI.
- Manually performed backend testing by writing SQL queries. Created and maintained Traceability Matrix that covers the traceability between Functional Test Cases.

Environment: Manual Testing, Jira, Quality Center, Postman, SOAP UI, Java, HTML, Windows, Oracle, and UNIX. Manual Testing, Quality Center, Java, HTML, Windows, Oracle, SQL, MS Excel, GitHub, Jenkins.

Security Analyst
Leonard A. Atah
Summary

- IT Security Analyst with over 10 years of extensive experience in the IT field. Proficient with Risk Management Framework (RMF) Methodologies, Privacy/Compliance, and Continuous Monitoring security strategies. Has excellent communication (verbal/written) and customer service skills. Has in-depth technical know-how & hands-on experience, helps me thrive on teams by demonstrating strong leadership, empathic teamwork, and collaborative skills to set the right example.

Education

- National University – PhD student in Cybersecurity
- Grand Canyon University – Master of Science in Cybersecurity - 2021
- University of Buea, Cameroon – Bachelor of Science in Mathematics - 2010

Certifications

- Certified Information Security Manager (CISM)
- Certified Ethical Hacker (CEH)
- CompTIA Security+
- Cisco Certified Network Associate (CCNA)
- Certified Information Systems Security Professional (CISSP) – In progress

Work Experience
Wildflower Health | IT Security Compliance Engineer; Mar 2021- Oct 2023

- Provided evidence for internal Risk and Compliance based on HIPAA and HITRUST controls to HITRUST assessor.
- Managed both manual and automated technical processes to adhere to current IT Security policies using GRC tool
- Develop project documentation including statements of work, detailed project plans, architecture designs, de-tailed implementation plans, deployment plans and project test plans
- Executed IPS/IDS, DLP, SIEM, Firewalls and endpoint security solutions to reduce malicious attacks. Reviewed access logs, tracked and managed access escalations/modifications, etc.
- Maintained and managed security processes tied to critical security and compliance controls.
- Performed risk analysis and provided prioritized remediation recommendations to development teams.
- Worked in developing, updating, and revision of security policies, standards and procedures of security programs using frameworks like NIST, ISO 27000 series, SOC 2, HITRUST, HIPAA etc.
- Provided IT administrative support (e.g., securing laptops/servers, monitoring and patching vulnerabilities) using Jamf MDM tool.
- Monitored, managed and remediated application vulnerability scanning services and associated risk. Review, update and maintain an established risk registry
- Configured and Implemented IAM solutions for MFA such as OKTA, Authenticator and Duo Mobile
- Use of Okta Policy framework to control user access and troubleshooting issues
- Build proactive security automations aimed at decreasing manual remediation work using our GRC tool and Jira.
- Advise information security and operations leadership on current industry trends and best practices.
- Analyzes Log & Flow Data from company devices, endpoints & apps across Network using SIEM tools like Sumo Logic, Sophos and Kubernetes SIEM solutions.
- Performed internal and external risk security assessments and on boarding new vendors.
- Reviewed SOWs and coordinate penetration tests for both mobile and web applications and make sure that findings are prioritized based on the severity level.
- Participated in Incident Response (IR)/Disaster Recovery (DR) planning.
- Performed companywide phishing campaigns using tools like knowbe4 and Sophos.
- Training security members on best Security practices. Designed and assigned security awareness trainings based on current cybersecurity trends.
- Advanced understanding of compliance and regulatory requirements such as SOX, GDPR, HIPAA, CCPA, NIST, FISMA, FedRAMP etc.)

- Supporting coordinated change management communications and training internal. Monitor and follow up to make sure that change management process is followed with the organization
- Experience mitigating controls with NIST 800 CSF. Responsible for actively monitoring internal and external Cybersecurity threats and risks.

American Express (AMEX) | Cyber Security Analyst/ Site Reviewer; May 2018 – Mar 2021

- Identified technology risks and independently evaluate the efficiency of complex information technology controls across IT infrastructure, cloud services, networks, and security support systems.
- Conducted third party security assessment and work with merchant/vendor on remediating the gaps identified based on AMEX recommended controls and policies.
- Perform physical and logical calls to review merchants/vendor's evidence and control tests.
- Collaborate with key stakeholders to establish an effective information security audit program.
- Ensure compliance with the changing laws and applicable regulations
- Develop and implement audit plans that are aligned to the organizational objectives and security requirements
- Identify, acquire and oversee audit of financial, technical and personnel resources required to support IS audit activities
- Advise stakeholders on cybersecurity programs, policies, processes, systems, and elements
- Review and interpret cybersecurity / information security policies and controls
- Maintain a current understanding of IT threat landscape for the business context
- Schedule and conduct information security audits based on AMEX procedures
- Analyze and interpret information security audit results to make sure merchants follow their contractual agreement with AMEX
- Report results and provide recommendations to stakeholders and submit final results to AMEX
- Refine and update technical/business skills and experience through work assignments, advanced technical/business training and attending professional/business industry conferences.
- Maintain a positive work atmosphere by acting and communicating in a manner which facilitates the success of business operations in order to meet company demands and expectations.
- Performing third party risk assessments and report gaps to AMEX

LawTek | Information System Security Officer (ISSO); Feb 2016- Apr 2018

- Conducted kick-off meetings to collect systems information (information type, boundary, inventory, etc.) and categorize systems based on NIST SP 800-60.
- Privacy and data security management and Operations, Certification and Accreditation (A&A), NIST 800-53 Rev1 and Rev4 and NIST SP 800-37 Rev1, 800-53 Rev3, and 800-34, FIPS, FISMA Security Content Automation Protocol, NIST Family of Security Control, POA&M.
- Possessed a solid understanding of the Security Authorization of Information Systems. Expertise in defining security requirements and evaluating security concepts for compliance purposes.
- Knowledge of Federal Government laws, regulations and standards regarding information assurance and cyber security, e.g., FISMA, DoD, NIST, and OMB policies and guidelines.
- Experience in writing System Security Plans as well as National Institute of Science and Technology (NIST) and Federal Information Security Management Act of 2002 (FISMA) documentation.
- Analyzed and updated System Security Plan (SSP), Risk Assessment (RA), Privacy Threshold Analysis (PTA), Privacy Impact Assessment (PIA), System Security test and Evaluation (ST&E) and the Plan of Actions and Miles-tones (POA&M).
- Used NIST 800-53 Rev. 4 security controls and technologies to document SSPs, including Federal Risk and Authorization Management Program (FedRAMP) for Cloud Security guidelines and policy.
- Working knowledge of interpreting System Vulnerability Assessments using Nessus.
- Assisted in establishing a continuous monitoring strategy to proactively survey, monitor, and track security-related defects and the status of their resolutions.

MezamTech, Yaoundé Cameroon | IT Specialist; May 2011- Jan 2016

- Supervised 30 helpdesk personnel, resolved 468 trouble tickets, and established over 200 accounts keeping all network systems fully operational with 100% communication capability for users.
- Monitored and administered safeguards for local area networks (LAN), wide area net-works (WAN), and telecommunications systems; passed 3 security audits with 715 physical and technical requirements to

ensure the (LAN) was in compliance to securely connect to the Defense Information Systems Network (DISN).
- Managed a secure physical and informational environment for strategic planning operations.
- Installed, configured, and managed multiple network devices (routers, switches, Cisco VOIP assets, DMZ/FIREWALLS), performed backups for fault tolerance to maintain obligations and responsibilities to aid upper and lower staffs across all levels of operations.
- Provided guidance and orientation to users on operating new software packages, computers, and other devices.
- Managed the implementation and operation of Microsoft's Active Directory.
- Monitored and managed email spam filters, firewalls, antivirus systems and vulnerability scanners.
- Deployed and observed IDS, IPS, HIDS and NIDS and their resulting alerts.
- Perform regular upgrades to ensure systems remain updated.
- Troubleshot system failures or bugs and provide solutions to restore functionality.
- Troubleshot and resolved hardware, software and connectivity problems as well as user access and broad network component configurations.

Software Developer/Engineer
Maniteja Paruchuri
Summary

- Overall, 11 years of experience in the IT Industry, of which 10+ years of experience on Windows technologies using .NET (C#.Net) and web technologies using .NET Core, Asp.Net Web Forms, Asp.Net MVC & Microsoft Azure Cloud offerings.
- Extensive programming experience in C#.Net, Asp.Net Web Forms, Asp.Net MVC, .NET Framework, .NET Core, ADO.NET, Microsoft Azure, SQL Server & SQL Azure and MSSQL.
- Proficient in conducting comprehensive market research and SWOT analysis to identify business opportunities and risks.
- Proficient in integrating AWS services to optimize application scalability, reliability, and performance.
- Skilled in leveraging EC2 instances for deploying, managing, and scaling applications in the cloud.
- Familiar with NoSQL databases for handling large volumes of data efficiently.
- Skilled in creating semantic and accessible web pages using the latest HTML5 standards, ensuring cross-browser compatibility and responsive design.
- Experienced in building interactive and responsive user interfaces using React.
- Skilled in creating detailed financial projections, including ROI, NPV, and cost-benefit analyses, to support business proposals. Experienced in engaging with cross-functional teams and senior management to gather requirements and secure buy-in for business initiatives.
- Full software development life cycle implementation experience.
- Developed Internet Applications using ASP.NET, MVC, Angular, JSON, ReactJS & Microsoft Azure.
- Developed Web applications and Web services using MVC, Entity Framework, HTML, CSS, JavaScript, jQuery and AngularJS.
- Skilled in database management, including NoSQL databases like MongoDB and DynamoDB.
- Adaptability in front-end development using React.js, enhancing user interfaces and user experiences.
- Extensive experience in front-end technologies including HTML, CSS, and JavaScript to build interactive and user-friendly web applications.
- Committed to staying updated with the latest technologies and best practices to deliver robust and efficient solutions.
- Implemented caching mechanisms and load balancing strategies to distribute traffic efficiently across servers.
- Designed and implemented AWS cloud solutions, leveraging services such as EC2, S3, RDS, and Lambda.
- Managed AWS resources using infrastructure as code tools like AWS CloudFormation and Terraform.
- Implemented OAuth 2.0 authentication and authorization protocols to secure APIs and web applications.
- Integrated OAuth with various identity providers such as Google, Facebook, and Azure AD for federated authentication.
- Extensive experience in Microsoft Azure Web Apps, Function Apps, App Insights, Cosmos DB, SQL Azure, Storage, Microservices, Service Fabric & Logic Apps.
- Proficient in implementing secure coding practices in .NET applications to prevent common vulnerabilities such as SQL injection, XSS, and CSRF.
- Strong understanding of web standards and best practices to ensure high-quality, maintainable, and SEO-friendly code.
- Implemented a 'server less' architecture using API Gateway, Lambda and deployed AWS Lambda code from Amazon S3 buckets. Created a Lambda Deployment function and configured it to receive events from your S3 bucket.
- Expertise in database development using SQL Server, AWS MongoDB, Cosmos DB including designing efficient database schemas, writing complex queries, optimizing performance, and ensuring data integrity.
- Experience in designing databases, SSIS, SSRS in SQL-Server & SQL Azure. Experience in database design in SQL Server Stored Procedures and Triggers.
- Experienced in collaborating with stakeholders, including product owners, business analysts, and end-users, to gather requirements and define project scope.
- Expertise in creating database applications using ADO.NET & Entity Framework.
- Extensive experience in creating User Controls using Asp.Net.

- Proficient in designing and developing Microservices for the business components using .Net framework and Azure Service Fabric.
- Skilled in streamlining finance and accounting processes using Dynamics 365 to improve efficiency, accuracy, and compliance.
- Collaborative team player with experience working closely with finance and IT teams to ensure successful implementation and ongoing support of Dynamics 365 F&A solutions.
- Experienced in developing SOA applications using C#.NET Serviced Components, .NET WCF Services & Microsoft Azure with Microservices.
- Proficient in Agile methodologies, facilitating regular stakeholder meetings and sprint reviews to ensure alignment with project goals.
- Experience in Restful API's, Design Patterns (MVC, MVP, MVVM), and code-first developments.
- Extensive experience in developing SPA using Asp.Net MVC, Web API, and Angular.
- Experience in designing and developing Microservices using ASP.Net Core, EC2, RDS, Dynamo DB, S3, Cloud watch, and Docker for its various advantages like loose coupling and design pattern.
- Proficient in using methodologies like Agile and Waterfall.
- Experience in using tools like Visual Studio.Net, VSTS, VSS, CVS, SVN, TFS, GIT & Bitbucket.
- Developed web services including SOA REST and used Microsoft advanced technologies MSFT Visual Studio and Microservices architecture to consume and feed financial data while providing security.
- Extensive experience in developing pipelines for Build & Release using Azure DevOps, Jenkins & Jules.
- Extensive experience in developing YAML IaC pipelines using bicep & terraform for creating Azure resources.
- Proficient in understanding architecture requirements and ensuring effective design, development, and analysis of the code.
- Extensive experience in developing UI applications using Angular, ReactJs, Blazor, HTML, Java script, jQuery, CSS, PWA & Typescript.

Education
- Bachelors of Information Technology from JNTUK in 2011
- Masters in information systems in 2012

Techncial Skills
- .Net Technologies: .Net, ASP.Net, C#.Net, MVC, ADO.Net, Entity Framework, LINQ, Web Forms, Win Forms, WCF, WPF, Microservices, SharePoint, ADFS, OAuth.
- Development Methodologies: SDLC-Waterfall, Agile/Scrum.
- MS Azure Services: Azure web role, Worker role, SQL Azure, Azure Storage, Storage accounts (Blob, storage, queues) Azure service bus, Azure functions, Azure App services.
- Databases: SQL Server, Oracle, Cosmos DB, MongoDB, My SQL, MSSQL, T-SQL.
- Web Technologies: Angular, Node JS, ReactJS, HTML, CSS, AJAX, jQuery.
- Cloud Technologies: Microsoft Azure, Amazon Web Services- AWS, MS Azure.
- Web Services: Soap, Rest, WEB API.
- Version Control: VSS, CVS, SVN, TFS, VSTS, GIT, GIT Hub and Bit Bucket
- Operating Systems: Windows, Mac, Linux.
- Programming/ Scripting Languages: C#, VB, JavaScript, HTML, CSS, DHTML, JSX
- Web Services: Soap, Rest, WEB API.
- Message Queues: Azure Service Bus, RabbitMQ, Apache Kafka.
- Web Server: IIS, Kestrel web server.
- Designing Skills: Design patterns, UML, Data Structures and Algorithms.
- Testing Tools: Nunit, MS Test, XUnit.

Work Experience
PLS Financial Solution, Illinois | Sr.Net Full Stack Developer; Nov 2022 – Present
- Designing and implementing applications using C#, .Net, Angular13, JSON, Web API, JSON and Azure cloud technologies.
- Proficient in understanding architecture requirements and ensuring effective design, development, and analysis of the code.

- Focused on delivering .NET solutions that align with client's business objectives and user needs, based on stakeholder input.
- Skilled in troubleshooting technical issues efficiently to maintain high availability and reliability.
- Proven ability to identify and address root causes of problems, reducing impact on business operations.
- Utilizes a structured approach to troubleshooting, leveraging tools and resources to expedite resolution.
- Experienced in coaching team members and reviewing their development activities to help them acquire new skills.
- Expertise in building scalable solutions that can handle increased user demand without performance degradation.
- Skilled in using VSTS & Git for version control and deploying builds for Dev, QA, UAT and Prod environments.
- Developed custom HTML/CSS templates and components tailored to client's specific requirements, ensuring a unique and branded online presence.
- Proficient in writing unit, integration, and automation test cases to ensure the quality of applications.
- Experienced in developing cross-browser accessible interfaces using Bootstrap, JavaScript, CSS3, and Angular 8.
- Proficient in creating relational databases, tables, stored procedures, packages, views, and functions in Oracle 12C/10g and SQL Server.
- Maintained transparency with clients by explaining security measures implemented in .NET applications and their benefits in protecting their data.
- Adapted development strategies to accommodate client-specific requirements and changes, maintaining flexibility throughout the project lifecycle.
- Proficient in creating and using REST APIs using .Net Core and leveraging AWS for building and testing identity micro services.
- Implemented responsive web design techniques to ensure websites are mobile-friendly and accessible across various devices and screen sizes.
- Demonstrated ability to design and implement cloud-based solutions using AWS, ensuring high availability and scalability.
- Hands-on experience with EC2, managing virtual servers, optimizing performance, and ensuring security.
- Proficient in NoSQL database management, offering flexible and efficient data storage solutions tailored to project requirements.
- Integrated third-party e-commerce modules and payment gateways to enable online transactions.
- Well-versed in creating and reviewing procedures, tables, and views for Oracle, MSSQL, SQL Server and PostgreSQL databases.
- Offered training sessions and resources to educate clients' teams on best practices for maintaining security in .NET development and operations.
- Managed user authentication and roles within DNN, controlling access levels and permissions.
- Skilled in using Terraform and Bicep IaC pipelines for creating Azure resources and deploying them.
- Extensive experience in developing application pipelines for Build & Release using Azure DevOps.
- Experienced in using Entity Framework 6.0 repositories on SQL Server databases to communicate with underlying database tables.
- Proficient in working on UAT/PROD issues and providing solutions to them.
- Skilled in Sprint planning discussions and involved in requirement analysis and architecture.
- Experienced in using Azure DevOps for continuous integration and deployment.
- Proficient in using VS 2022, .NET 5.0/6.0, .Net Core, C#.Net, Web API, Angular 10, SQL Server, TDD, GIT, Azure Cloud, Terraform/Bicep, and EF.
- Writing Unit test cases, integration test cases & Automation test cases.

Environment: C#, ASP.NET 3.0/3.5, C#.NET, Visual Studio .NET 2008, TFS, .Net Framework3.0/ 3.5, MVC3, SharePoint 2013, C# WINFORM, Web Forms, WPS, AJAX, jQuery, CSS, RDBMS, XML, SSO, XSLT, VB6 .NET Architecture Design patterns, PowerShell, IIS 8.0, HTML, SOAP, Java Script, OLEDB, SQL Server 2008, XSLT, T-SQL/PLSQL, UML.

State of New Jersey, New Jersey | Sr .Net Full Stack Developer; Feb 2021 – Oct 2022
- Having strong experience in C#.NET, Angular11, JSON, Web API, and Azure cloud technologies.

- Involved in the SDLC phase of requirement analysis, design, and development of the web-based intranet application tool using MVC, WCF and C#.
- Implemented OAuth 2.0 and OpenID Connect for secure authentication and authorization in web applications and Microsoft Azure Active Directory for centralized identity management and single sign-on capabilities.
- Working Visual Studio 2017, .NET 3.5/4.0, .Net Core, GIT, AngularJS, Azure Devops, Azure Cloud, and Terraform. Working experience in Docker and Kubernetes environments Implemented scopes and claims-based access control using OAuth 2.0 and OpenID Connect to ensure fine-grained authorization.
- Utilize version control systems like Git to manage changes to the codebase and implemented CI/CD pipelines to automate the process of building, testing, and deploying software.
- Planning releases based on the project's roadmap, prioritizing features and improvements.
- Leveraged OAuth 2.0 and OpenID Connect for securing APIs and microservices, enabling secure communication between services.
- Integrated HTML front-end with .NET back-end services using technologies like Razor Pages or MVC to build dynamic and data-driven web applications.
- Handled token management, including token validation, expiration, and refreshing, to maintain the security and integrity of the authentication mechanism.
- Implemented OAuth 2.0 and OpenID Connect in compliance with industry standards and best practices to ensure interoperability and security.
- Designed and developed workflows using Windows Workflow Foundation 4 for orchestrating business processes and automating tasks.
- Implemented stateful and stateless workflows to model complex business logic and streamline business processes.
- Utilized built-in activities and custom activities to implement workflow steps and actions tailored to specific business requirements.
- Managed workflow persistence and tracking to monitor workflow instances, troubleshoot issues, and ensure reliability.
- Utilize version control systems like Git to manage changes to the codebase.
- Implement CI/CD pipelines to automate the process of building, testing, and deploying software.
- Using data binding techniques to establish communication between the View and the View Model, allowing for seamless updates.
- Use semantic HTML elements to enhance accessibility and search engine optimization.
- Involved in deployment activities for QA, Dev, and Prod environments using TFS.
- Implemented .NET Security features such as Authentication Authorization using Form-based and Window-based Authentication, Authorizing Users, Roles and User Account Impersonation.
- Used Entity Framework 6.0 repositories on Oracle 12c and SQL 2016 databases.
- Involved in requirement analysis and architecture planning discussions for sprint planning.
- Created procedures, tables, and views for Cosmos DB, Oracle, MSSQL, and SQL Server databases.
- Implemented REST APIs for efficient communication between applications.
- Experienced in developing ERP solutions using microservices architecture.
- Utilized N-tier architecture for presentation, business, and data access layers.
- Used Microservices architecture, REST, and AWS RESTful API to build, test, and deploy identity microservices.
- Developed cross-browser accessible interfaces using Bootstrap, JavaScript, CSS3, and Angular 2/4.
- Created relational databases, tables, stored procedures, packages, views, and functions in Oracle 12C/10g and SQL-Server.
- Extensively worked on UAT/PROD issues to ensure seamless application performance.
- Skilled in writing unit test cases, integration test cases, and automation test cases.

Environment: C#, ASP.NET 3.0/3.5, C#.NET, Visual Studio .NET 2008, TFS, .Net Framework3.0/ 3.5, MVC3, SharePoint 2013, C# WINFORM, Web Forms, WPS, AJAX, jQuery, CSS, RDBMS, XML, SSO, XSLT, VB6 .NET Architecture Design patterns, power shell, IIS 8.0, HTML, SOAP, Java Script, OLEDB, SQL Server 2008, XSLT, T-SQL/PLSQL, UML.

American Express, California | Sr .Net Developer; Nov 2019 – Jan 2021
- Understanding the Architecture Requirements and ensure effective Design and Development.

- Designing and developing applications using ASP.Net, C#.Net, ReactJS, Java, Web API & GAIA Cloud.
- Expertise in implementing OAuth 2.0 for secure API and application authentication.
- Integrated OAuth with popular identity providers to offer flexible authentication options.
- Developed custom OAuth solutions tailored to specific client requirements.
- Expertise in understanding Architecture Requirements and ensuring effective Design, Development, Migration, Validation, and Support activities.
- Excellent knowledge of Microsoft Azure Service Fabric, making it easy to package, deploy and manage scalable and reliable Microservices and containers.
- Experience in creating Procedures, Tables & Views for Oracle & SQL Server, MSSQL and working with Autosys or Control M jobs for backend interfaces.
- Skilled in developing REST APIs with Azure service fabric stateless Microservices using ASP.NET Core.
- Designing the backend to handle varying levels of traffic and data volume efficiently.
- Implementing authentication, authorization, and encryption mechanisms to protect sensitive data and prevent unauthorized access.
- Optimize backend code and database queries to minimize response times and maximize throughput.
- Built fault-tolerant systems that can gracefully handle failures and recover without impacting users.
- Monitor backend services and infrastructure to identify issues proactively and ensure optimal performance and reliability.
- Designed customized business case solutions that address unique challenges and opportunities faced by clients in their respective industries.
- Earned Microsoft certifications validating expertise in .NET development and Azure cloud services.
- Demonstrated proficiency in developing, deploying, and managing applications on the Microsoft .NET framework and Azure platform.
- Stayed updated with the latest advancements and best practices in .NET development and Azure services through certification training and exams.
- Familiar with reusable components and guards to better accommodate the complete web application.
- Strong knowledge in migrating web applications evaluating and identifying best practices for implementing Angular 8.
- Involved in developing front-end components using HTML5, CSS3, Bootstrap 3 and PWA.
- Strong knowledge of the technology and domain, and the ability to lead a team towards a desired goal.
- Involved in Requirement Analysis and Architecture in Sprint planning discussions, reviewing code and changes done by team members.
- Skilled in performing Reverse Engineering by deconstructing the business entity into smaller independent Microservices.
- Deploying activities for QA/Dev/PROD Environments and involving support and deployment of builds using Jenkins/Jules.

Environment: C#, ASP.NET 3.0/3.5, C#.NET, Visual Studio .NET 2008, TFS, .Net Framework3.0/ 3.5, MVC3, SharePoint 2013, C# WINFORM, Web Forms, WPS, AJAX, jQuery, CSS, RDBMS, XML, SSO, XSLT, VB6 .NET Architecture Design patterns, power shell, IIS 8.0, HTML, SOAP, Java Script, OLEDB, SQL Server 2008, XSLT, T-SQL/PLSQL, UML.

Conduent, New Jersey | .Net Developer; Feb 2018 – Oct 2019
- Designing, Analysis and code implementation using ASP.Net MVC, Angular, AngularJS, Web API & Microsoft Azure Cloud.
- Developing and maintaining applications using ASP.Net MVC, Angular, JSON, AngularJS, Web API & Microsoft Azure Cloud.
- Strong experience in developing and maintaining SQL servers and expert in writing Unit test cases & integration test cases.
- Hands-on experience in functional testing using Visual Studio Test suite.
- Involved in using TFS & VSO for source repository management.
- Extensive experience in Microsoft Azure deployment and support and utilized the Azure Cosmos DB to build databases an perform CURD operations on database.
- Skilled in software development life cycle (SDLC) processes and methodologies.
- Ability to learn new technologies quickly and apply them to real-world scenarios. Strong analytical and problem-solving skills with the ability to think outside the box.

- Strong communication and interpersonal skills, with the ability to effectively interact with clients and stakeholders

Environment: C#, ASP.NET 3.0/3.5, C#.NET, Visual Studio .NET 2008, TFS, .Net Framework3.0/ 3.5, MVC3, SharePoint 2013, C# WINFORM, Web Forms, WPS, AJAX, jQuery, CSS, RDBMS, XML, SSO, XSLT, VB6 .NET Architecture Design patterns, power shell, IIS 8.0, HTML, SOAP, Java Script, OLEDB, SQL Server 2008, XSLT, T-SQL/PLSQL, UML.

UPS, Network | .Net Developer; Aug 2015 – Jan 2018

- Delivering highest quality code within the planned sprints with minimum defects.
- End to end development and deployment of the WCF service and web application to all environments including production is done.
- Involved in post-migration analysis of logs, target environment, and source environment to ensure clients desired results; customized & ran SQL query to analyze migration log results.
- Designed user interface for application using ASP.NET MVC, JavaScript, jQuery, AngularJS, HTML, CSS, and implemented business logic using C# .NET.
- Developed user interface by using ReactJS, Flux for SPA development.
- Implemented client-side Interface using ReactJS. Build stable React components and stand-alone functions to be added to any future pages.
- Extensive experience in developing and consuming XML Web Services using WCF, AJAX, WSDL, UDDI, Selenium and SOAP.
- Developed ASP.NET pages to submit, track, and approve the Workflow requests.
- Providing design and architectural support for the applications in the team and to other teams and performing code review, database and component design reviews.
- Working knowledge in design, development of User Interface (UI) and implementing client-side HTML, CSS, Java Script, jQuery, Angular JS 2.
- Modern and faster browsers are supported by component based Angular 2.0 development.
- Implemented Agile Scrum best practice with team and coordinating with Developers, QA team, Management, and Business timely manner.
- Interacting with on-site tech leads, Tech Support team, understanding the support flow, functionality, and requirements in BA.
- Used SQL Server Integration Services (SSIS) for extraction transformation and loading data and scheduled SSIS Packages daily and weekly Basis.
- Performed unit testing, integration testing and regression testing by applying test cases for applications and for SSIS
- The projects adhere to the Agile Scrum, create project backlogs, decide timelines, assign functionality to individual team members, resolve dependency bottlenecks in sprint meetings.

Environment: C#, ASP.NET 3.0/3.5, C#.NET, Visual Studio .NET 2008, TFS, .Net Framework3.0/ 3.5, MVC3, SharePoint 2013, C# WINFORM, Web Forms, WPS, AJAX, jQuery, CSS, RDBMS, XML, SSO, XSLT, VB6 .NET Architecture Design patterns, PowerShell, IIS 8.0, HTML, SOAP, Java Script, OLEDB, SQL Server 2008, XSLT, T-SQL/PLSQL, UML.

McKesson, New Jersey | .Net Developer; Feb 2013 – Aug 2015

- Designing, Analysis and code implementation using ASP.Net MVC, AngularJS, Web API & Microsoft Azure Cloud.
- Developed, configured, and maintained SQL Server jobs and database queries.
- Analyzed requirements and implemented solutions using .NET technologies.
- Participated in code reviews to improve code quality and performance.
- Presented demos to team members and clients to showcase software features.
- Extensively used WCF services, JavaScript, jQuery, Linq, Lambda expressions, XML, and XSLT to implement features.
- Achieved project deadlines by efficient time management and working in coordination with team members.
- Developed innovative solutions for complex problems and enhanced software functionality.
- Identified and fixed software bugs and issues to improve the overall performance of the software.
- Kept up to date with the latest .NET technologies and frameworks to ensure better software development practices.

- Wrote Unit test cases & Integration testing to ensure quality and stability of code.
- Prepared Technical documents to help the team and clients to understand the software better.
- Worked in an environment that includes Visual Studio 2012, .NET 3.5/4.0, ASP.NET, Web Forms, C#.Net, SQL Server 2008, and SVN.
- Used NCR in-house tools for POS Development. Quick learner and a team player with excellent communication skills.
- Proactive in suggesting improvements in the software development process and workflow.
- Worked in an Agile development environment and adapted to the changes in the software development lifecycle.
- Contributed to the growth of the company by providing high-quality software solutions.

Environment: VS 2012, .NET 3.5/4.0, ASP.Net, Web Forms, ASP.Net MVC, C#.Net, LINQ, WCF, HTML5, JavaScript, ASP.NET, Unit Test Cases, SQL Server 2008, SVN and NCR in-house tools used for POS Development.

System Administrator
Sai Suraj Dasari
Professional Summary:

- Result-driven professional with 9 years of experience in IT and 6 years of experience in ServiceNow and across all stages of ITSM and ITOM.
- Has experience in working with the **County of Placer.**
- Expertise in implementation of various IT processes on ServiceNow such as Incident and Problem Management, Change Management, HR Catalog, Service Catalog, PPM and other ServiceNow modules.
- Fundamental understanding of key technologies relevant to the ServiceNow integration solutions, including SSO, SSL, Web Services, LDAP, and REST.
- Experienced in ServiceNows ITSM, Service Portal, Discovery ITOM, Integration Hub or REST/SOAP Web Services, Security Incident Response modules.
- Experience scripting in the ServiceNow platform using JavaScript (Business Rules, client scripts, UI actions, UI pages, AngularJS, Jelly, etc.).
- Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks.
- Solid understanding of the application development lifecycle process, including requirement analysis, quality assurance, design, scheduling, implementation, issue tracking, version control and deployment
- Demonstrated project management skills and experience working directly with Customers and Clients.
- Experienced in ServiceNow tasks such as delegation of groups, modification of CMS, workflows, business rules, UI actions, UI policies, UI Macros, ACLs and Dictionary.
- Expertise in UI configuration, workflow design and client-specific reporting.
- Skilled in creating and scheduling the reports – Worked on creating the custom reports not feasible with ServiceNow. Well versed in creating/modifying portal catalog items, workflows, flow designer flows, portal widgets, business rules, UI actions, UI policies, ACLs, etc.
- Proficient in developing different types of Reports, Indicators, Breakdowns in Performance Analytics.
- Expertise in client and server-side Jelly script, JavaScript and ServiceNow APIs.
- Expertise in integration components such as SSO, OpenID and OAuth.
- Expertise in databases and data-driven web applications. Excellence in implementing Service mapping and modeling strategy utilizing Service Watch as related to client's environment and services.
- Good knowledge on CMDB and Asset Management Services such as Business Services and Configuration item relationships. Expert in using Discovery to load configuration information to CMDB.
- Showcased skills in deploying MID Servers for Discovery application, Discovery Schedules and result validation. Demonstrated skills in configuring Event Management (ITOM) using Connector Instances and Connector Definitions.
- Capabilities in Active Directory, LDAP and maintain Single Sign-On (SSO) Integration.
- Adept at installing and configuring plugins which are used for ServiceNow Orchestration and automating manual activities and tasks using Orchestration. Well versed in creating Knowledge articles & mentored & trained business users & Helpdesk users on ServiceNow platform.
- Proficiency in Automation and Software delivery using Shell scripting with tools like DSM and ITCM
- Proven skills in web development using HTML, JSP, Servlets, Web Services, JavaScript, jQuery, Ajax Experience with SQL and PL/SQL and good understanding of the data modeling concepts
- Expertise in SDLC like Waterfall and AGILE methodologies.
- Expertise in Scripting, Web Technologies, Programming and Web Services XML, HTML, JavaScript, Perl, Unix shell scripting, AJAX, CSS, HTTP/S, Java, C++, SOAP, REST, API's).
- Ability to be an effective team member and have capability to work under severe time constraints.

Professional Qualification:

- Bachelors in Electronics and Communication Engineering from JNTU-Hyderabad.

Certifications:

- Certified ServiceNow Application Developer.
- Certified ServiceNow System Administrator.
- ITIL v3 Certified.

Technical Skills:

Programming Languages	C, C++, Java, C#.Net
Scripting Languages	JavaScript, jQuery, Angular JS. Jelly Scripting.
Web Technologies	HTML/HTML5, XML, AJAX, JSON, CSS/CSS3, REST
Application Servers	IIS, Apache Tomcat, WebLogic
Operating Systems	Windows, Ubuntu, Linux (Red Hat)
ITSM Tools	ITSM-Suite, ServiceNow, HP Service Manager
Databases	MySQL, Oracle, DB2
Other Software's	MS Office, Visio, and Adobe Photoshop

Work Experience:
Marathon Petroleum, San Antonio, TX   **Apr 2021 – Present**
ServiceNow Admin/ Developer
- Configuring, maintaining, and optimizing the ServiceNow platform to meet organizational requirements. Managing user access, roles, and permissions, as well as configuring modules, forms, and workflows.
- Overseeing the resolution of incidents and problems reported by users, ensuring timely response and resolution to minimize business impact. Troubleshooting technical issues, identifying root causes, and implementing corrective actions.
- Facilitating the planning, scheduling, and implementation of changes to the ServiceNow platform, following established change management processes and ensuring minimal disruption to services.
- Developing and maintaining the service catalog within ServiceNow, including defining service offerings, catalog items, and request fulfillment workflows. Ensuring that services are aligned with business needs and requirements.
- Managing the configuration management database (CMDB) within ServiceNow, maintaining accurate records of IT assets, configurations, and relationships. Conducting regular audits to ensure data integrity and compliance with organizational standards.
- Creating and maintaining reports and dashboards within ServiceNow to provide insights into system performance, user activity, and service delivery metrics. Analyzing data trends to identify opportunities for process improvements and optimization.
- Implementing integrations between ServiceNow and other systems, applications, and data sources to streamline processes and improve data accuracy. Developing and maintaining automation workflows using ServiceNow Orchestration and other tools to automate routine tasks and workflows.
- Ensuring compliance with relevant regulatory requirements and security standards, such as ITIL, GDPR, and ISO 27001. Implementing security controls and protocols to protect sensitive data and maintain system integrity.
- Working on integrating ServiceNow with other third-party tools using REST-based web services.
- Creating Custom Workflow for Integration of ServiceNow with Marathon Credit Approval System.
- Implementing, customizing, and maintaining ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, and CMDB in ServiceNow. Integrating ServiceNow with Workday and creating Web Service Import Sets to provide the interface for inbound REST API requests.
- Creating Scripted REST APIs as and when required for the business needs for multiple integrations.
- Contributing in configuring the UI Actions, UI Policies, client-side scripting, and server-side scripting.
- Assisting in creating Business Rules, UI Actions, and UI Policies.
- Writing script includes and invoking them in business rules and client scripts.
- Creating Buttons and context menus both on form and lists using UI actions.
- Reviewing current ACLs and determining how to map to new user has access. Ensuring system security through the creation and configuration of relevant ACLs and effective role assignment.
- Contributing in creating Workflows from scratch for Knowledge Management Life Cycle Process.
- Steering efforts in creating Scheduled Based Notifications across all the ITSM Modules as per the business needs. Writing Email Scripts for Customized Notifications and Event Based Notifications.
- Creating multiple Catalog Items which will help in creating new requests as per the business needs.
- Writing Catalog Client Scripts and in creation of Catalog UI policies. Steering efforts in creating variables and adding them into variable sets reused those in several catalog items.
- Assisting in troubleshooting of Server-side scripts and Client-side scripts as needed.
- Performing the task of loading CIs information to CMDB using Discovery tool.

- Configuring business rules to avoid empty CIs to be stored in CMDB after Discovery tools runs a Scheduled Job. Working on Discovery to update computer-related information on a regular basis and setting up Mid Servers and checking for connectivity.
- Configuring Event Management (ITOM) by configuring Connector instances and Connector definitions.
- Spearheading ServiceNow Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, and Incident Templates. Creating different types of Reports and Dashboards in Performance Analytics for Leadership Team Requirements.
- Creating different types of automated indicators, Formula Indicators, and Breakdowns for metrics used in Performance Analytics Dashboard. Managing users, groups, and roles as per the business needs and resolving user credential issues on different cafes.
- Contributing in the patch upgrade process of ServiceNow instances in the current version (Rome Version). Playing a key role in the Version Upgrade process of ServiceNow instances from the Paris version to the current version (Rome Version).
- Responsible for the ongoing maintenance of the ServiceNow Platform (Rome version). Responsible for leading the offshore team and assigning them required tasks as and when required by the business.

Panera Bread, St. Louis, MO   **Dec 2019 – March 2021**
ServiceNow Admin/ Developer

- Provided ServiceNow Platform administration, configuration, and development following Agile processes and using industry best practices. Provided and led ServiceNow patching, upgrades, and applications deployments to ensure compliance with the current ServiceNow platform.
- Managed performances and day-to-day administration of the platform. Maintained the stability and usability of the platform across production and non-production environments.
- Performed application maintenance to include performance monitoring and error identification and remediation. Worked on integrating ServiceNow with **JIRA** and written script Includes to provide the interface to make **REST API** requests
- Worked on **Notifications** for Problem Management in which it will notify the users throughout the life cycle of problem ticket. Managed **users, groups, and roles** as per the business needs and resolved user credential issues on different cafes.
- Created and used **update sets** for development activities and migrated development activities from DEV to PROD using **update sets.** Developed **ATF Test Suites** for the **Change Management** and **Case Management** and configured **Test cases** as per the requirements.
- Involved in **patch upgrade** process of ServiceNow instances in **current version (Newyork).** Involved in **Version Upgrade** process of ServiceNow instances from **Newyork version** to **current version (Paris).** Responsible on-going maintenance of ServiceNow Platform (Paris version).
- Developed and improved user systems procedures, and prepared system documentation.
- Participated in any data normalization required prior to being imported / inserted into ServiceNow

Environment: CMDB, REST, SOAP, HTML, CSS, CMS, JavaScript, ServiceNow ITSM, ServiceNow Newyork, ServiceNow Paris.

County of Placer, Auburn, CA   **July 2019 to Dec 2019**
ServiceNow Admin/ Developer

- Created functional and technical specifications documents for various **ServiceNow modules**
- Oversaw implementation, customization and maintenance of ITIL modules such as **Incident, Change, Problem, Knowledge, Service Catalog, CMDB** in ServiceNow. Designed old site pages by using **HTML and jelly scripting** and used them in **CMS (Content Management System)**.
- Created **schedules, reports of ServiceNow tables** as and when required to maintain the accurate data**.** Developed different **reports** by using the **Performance analytics** and report editor.
- Created different type of **Indicators** and **breakdowns** in **Performance analytics**.
- Documented all implementations and **best practices** defined within team. Built **Workflow** from the scratch for **Change Management** and created multiple activities as a part of it.
- Managed instance security: user/group access, administration, access control lists. etc.
- Responsible for data integrations such as Discovery or 3rd party solutions to enrich CI s in the CMDB
- Determined which integration method(s) will be used, integration directionality, and attributes.
- Participated in any data normalization required prior to being imported / inserted into ServiceNow.
- Participated in platform, process, and integration testing.

- Steered efforts in setup, maintenance, and troubleshooting of ServiceNow Discovery.
- Involved in **patch upgrade** process of ServiceNow instances in **current version (Madrid).**
- Responsible for on-going maintenance of ServiceNow Platform **(Madrid version)**.
- Worked with Network team and systems team on multiple **Change Requests**.
- Developed and improved user systems procedures, and prepared system documentation.

Environment: CMDB, REST, SOAP, HTML, CSS, CMS, JavaScript, ServiceNow ITSM, ServiceNow Madrid version

JPMorgan Chase and Co., TX   **Sept 2018 to June 2019**
ServiceNow Admin / Developer
- Customized the form design and layout for Incident, Problem and Change Management.
- Used Workflow for REST based integration with third party tool called Rightscale. Engaged in installation and configuration of Rightscale Cloud Management plugin. Used POST/GET method functions which are available in Rightscale plugin as and when required for testing success and failures.
- Launched and monitored the applications in Rightscale from ServiceNow using Outbound HTTP log Messages. Involved and worked with the team who are using Orchestration for automation of manual tasks. Used Workflow Editor and created Approvals and tasks as per the requirement.
- Responsible for on-going enhancement and maintenance of the ServiceNow platform (London Release). Contributed in creating users and adding them in to the groups as well as assigning the roles to the groups. Created the Reports to pull up the information from tables to monitor the data.
- Created schedules, reports and monitor performance of ServiceNow. Worked on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
- Documented all implementations and best practices defined within team. Worked with windows team, network team and Asset team to check for the data collected through Discovery is accurate.
- Investigated performance issues, learnt troubleshooting tools, and used system logs to find issues.

Environment: CMDB, REST, SOAP, HTML, CSS, CMS, JavaScript, ServiceNow ITSM, ServiceNow London version

Stewart Title Guaranty Company, Houston, TX   **Feb 2017 to July 2018**
ServiceNow Developer
- Oversaw:
  o Integration of enterprise applications with ServiceNow which includes **SFTP integration** and **integration with webservices**.
  o Integration of ServiceNow with 3rd party tools using **Scripted Web-Services (SOAP/REST).**
- Involved in creation of ServiceNow Applications, Modules, tables, columns as per requirements.
- Configured Employee self-service portal using Content Management (CMS).
- Utilized new plug-ins like incident alert management, orchestration and structured problem analysis.
- Involved in creating Business Rules, UI Actions and UI Policies.
- Written script includes and invoked them in business rules and client scripts.
- Worked with windows team, network team and Asset team to check for the data collected through Discovery is accurate.
- Upgraded from Istanbul to Jakarta version and UI 15 to UI 16.
- Performed testing on incident, problem, and change workflows and involved in LDAP integration with ServiceNow for obtaining users and groups.
- Worked on integration of SSO and implemented Email Integration on Auto Suspend tickets in ServiceNow
- Worked on integration of Net-cool Omnibus auto incidents into ServiceNow.
- Extensively worked on CMDB, Configuration Items, CI relations and Mid Server.
- Engaged in setting up MID Servers and developing Probes and Sensors in Discovery
- Steered efforts in configuring the Discovery Schedules and working with Discovery tool.
- Configured multiple forms for Asset module using Configuration Management Database.
- Imported Configuration Items (CI) from third party applications using import set tables.
- Worked with client and functional requirements within ServiceNow.
- Assisted client implementing the MSP (Managed Service Provider) instance for ServiceNow and domain separation for ServiceNow Instances.
- Worked on Asset Management for creating stockrooms, purchase orders.

Environment: CMDB, REST, SOAP, HTML, CSS, CMS, JavaScript, ServiceNow ITSM, ServiceNow Istanbul and Jakarta instances.

VISA, Austin, TX   **July 2015 to Jan 2017**
ServiceNow Developer
Worked with client and functional requirements within ServiceNow.
- Facilitated rollout of new applications and modules.
- Configured Navigation, Notifications, User Accounts, Roles and groups.
- Designed the Content Management System for Varian system which involved layout, CSS and service catalog work.
- Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
- Managed data using Import sets and Update sets.
- Explored Upgrade Status, Application Security and Created Performance Baselines.
- Spearheaded the implementation and execution of a semi-managed service model for overseeing clients' Service Desks, effectively streamlining their operations and enhancing efficiency. Led a team in executing diverse administrative tasks within Service Desk software, ensuring seamless functionality and optimal performance.
- Written script includes and invoked them in business rules and client scripts
- Imported Configuration Items (CI) from third party applications using import set tables
- Created data sources and loaded the ServiceNow tables with different data formats
- Designed transform maps both automatic field mapping and scripting
- Worked on Asset Management and loaded the data into it.
Environment: Incident management, Service catalogs, Asset management, workflows, Reports, Email notifications, UI policies, Catalog items, HTML, CSS, AJAX, HTTP, XML, Windows.

Henry Mayo, Valencia, CA   **Sept 2013 to June 2015**
ServiceNow Developer
Involved in integrating ServiceNow with BMC remedy and Loaded Catalog Items into ServiceNow from BMC Remedy/ . Managed users, groups and roles.
- Managed data with Tables, CMDB, Import Sets, and Update Sets.
- Implemented new workflows that use a variety of activities to understand how records are generated from workflows.
- Established integration of ServiceNow with Splunk so that Splunk team can monitor the CI gathered by the discovery.
Environment: Incident management, Service catalogs, Asset management, workflows, Reports, Email notifications, UI policies, Catalog items, HTML, CSS, AJAX, HTTP, XML, Windows.

Vision tech - Hyderabad   **Apr 2011 to May 2013**
Software Developer
- Worked on Hibernate for mapping Java classes with database and using Hibernate query language.
- Managed various aspects of Agile Methodologies such as Scrum and estimating various tasks.
- Involved in developing Webservices using SOAP for sending and getting data from external interface
- Used Java Script for client-side Validation
- Deployed servlets and JSP pages using Apache Tomcat server.
- Contributed in developing and coding the interfaces and classes required for the application and creating appropriate relationships between the system classes and the interfaces provided
- Assisted project managers with drafting use case scenarios during the planning stages.
Environment: UNIX, Microsoft Visio, SQL, HTML, CSS, Windows.

Technical Writer
Vishrant Panchal
Summary:

- Experienced (8+ years) in all phases of the Software Development Life Cycle (SDLC) including analysis, design, implementation, testing and deployment as well as software engineering methods such as **Agile (Scrum)** and **Waterfall**. 5+ years of reporting experience.
- Strong knowledge of requirement **Elicitation Techniques** like **Joint Application Development sessions (JAD), Joint Requirements Planning (JRP) Interviewing, Focus Groups, Questionnaires, Brainstorming, Prototyping** and **Surveys** for enhancing features of the Application.
- Experienced in Prioritization of epics/stories based on business value and used **MoSCoW** for project prioritization.
- In-depth understanding of **Business Analysis, Risk Analysis, Gap Analysis, Business Process Modeling, Process Re-engineering, Change Management, Business Flow Diagrams** and **Business Requirement Documentation (BRD)**.
- Exceptional documentation skills for writing **Use Cases, Functional Requirement Documents** as well as creating **Use Case diagrams, Activity diagrams** and **Sequence diagrams** using **Lucid Charts** and/or **MS Visio**.
- Good understanding of BA Methodologies relative to the Software Development Life Cycle (SDLC).
- Extensive experience in gathering and documenting business and functional requirements and communicating effectively with upper management. Good facilitation skills in conducting walkthroughs, surveys, interviews, brainstorming and Joint Application Development.
- Good experience in working closely with Quality Analysts for reviewing business requirements, functional requirements, documenting test scenarios and writing test cases.
- Experience in using use-cases, creating test scenarios and test scripts using requirement documents.
- Expertise in testing methodology, test planning, test execution, fault handling.
- Have exposure in educating internal customers on business systems and procedures and working with other analysts to set priorities and schedules. Strong knowledge of MS-Office (Outlook, Outlook express, Word, Excel and Power point) Visio and MS-project.
- Experienced using Dragonfly (ACI) UOB platform Society for Worldwide Interbank Financial Telecommunication (**SWIFT**) ACH wires messaging protocol for trade cash settlements, interbank financial transactions and messaging.
- Expertise in problem solving and bug tracking reports using Bug Tracking tools **JIRA, ServiceNow, ALM, Quality Center**. Strong background in the Medicaid, TANF, SNAP and CCAP programs. Known to the EMR and EHR records and codes.
- Experienced in **Guidewire** suite (Policy Center, Claims Center, Billing Center and Contact Center) integrations. Expertise with **Organizational Change Management (OCM)** skills including surveys, analysis of responses, end user training, pre- and post-implementation steps for a successful transition.
- Strong analytical, communication, problem-solving, decision-making and organization skills.
- Excellent Excel skills including **V-lookup, pivot tables, macros, sorting/filtering data** and using complex formulas. Exceptional ability to quickly master new concepts, technologies/applications, learning agility and resourcefulness.

Technical Skills:

Business Modeling and Wireframes Development Tools	MS Visio, Rational Rose, Axure, Adobe Photoshop, Lucid Charts, Adobe Illustrator, Balsamiq, Adobe XD, Axure RP, Figma, InVision, Fluidchart
IDE Tools	Rational Rose, Rational Clear Quest, Rational Clear Case, UML
Requirement Management Tools	Confluence, Team Foundation Server (TFS), Azure, Rational Requisite Pro, Doors, MS SharePoint, HP ALM, HP QC, Wiki
Methodologies	SDLC, Agile, Scrum, UML, Waterfall, SOA, OOAD
Project Management	MS Project, JIRA, Confluence, Quickbase, Primavera Project Planner tool
Platforms	nCino, Salesforce, SAP ERP, SAP HANA, ServiceNow, PeopleSoft, Microsoft Dynamics AX, Microsoft Dynamics D365
Business Applications	MS Office Suite – MS Word, Excel, PowerPoint, MS Outlook, MS SharePoint, Murex, Workday

Testing Tools	QTP,QC, Mercury Quality Center, LoadRunner, Telerik Test Studio
Reporting Tools	SAP Business Objects, Tableau, PowerBI, MS Excel, SAP Business Objects
Databases	MySQL, SQL Server, Oracle, MS Access, SQL Server Management Studio, AWS, Hive, Hadoop, Python, PySpark, UC4
Languages	HTML, HTML5, Java, JavaScript, .Net, ABAP, Python, SQL, PHP, C, C++, C#, R, PL/SQL, T-SQL

Education:
- Bachelor of Mechanical Engineering, Gujarat Technological University, 2016
- Master of Science in Engineering Management, University of South Florida, 2018

Work Experiences:
Department of Health and Human Services, State of North Carolina, Raleigh, NC - Business Analyst/ Technical Writer; Jul 21 to Jul 23
- Led analysis of current business processes, policies and operations, performing the **As-Is** analysis, and facilitate the **Gap analysis** sessions to **evaluate the adaptability** of the new application with existing processes.
- Created business process models and BPMN of the **Medicaid Management Information System (MMIS) As-Is** Processes of the system as well **Medicaid Integrated Modular Solution (MIMS) To-Be** using **MS Visio** tool.
- Developed future-state business process models to address roadblocks, challenges, and opportunities.
- Completed **MITA Maturity Assessment** comparing the critical business and technical capabilities with the as-is DHHS systems. Recorded requirements in the **Requirement Traceability Matrix (RTM)** defining each technical requirement in detail.
- Performed data analysis and involved in extensive data validation by writing **SQL** queries.
- Worked with **HIPAA, EDI, X12, XML, HL7** and other data formats, standards and transactions.
- Designed and implemented multiple dashboards using **PowerBI – PowerPivot, SQL** and **Tableau** for analyzing risks and issues. Extensively worked on source to target mapping, batch processes, claims processing and real-time HIPAA transactions.
- Led the development of key documents such as **RFPs, Feasibility study, APDs, Governance structure, Business** and **Technical Architecture** documents. Applied concepts like SWOT Analysis and Requirements Traceability Matrix (RTM) based on project needs.
- Analyzed and prepared "AS-IS" and "TO-BE" workflow scenarios. Skilled at performing impact analysis, cost/benefit analysis, along with good knowledge of process workflow tools and technique.
- Conduct Backlog grooming for Product backlog and Sprint backlog and maintain a healthy Backlog Index. Successfully managed Smoke, Functional, Regression, System, Sanity, White Box and User Acceptance Testing (UAT) testing.
- Led development of Project Management documentations including **Project Charter, Business Case, Statement of Work, Scope, Change Requests, Project Plans, Risks and Issues Log, Stakeholder Analysis, Stakeholder Register, Project Kick-Off presentations** and **Product Requirements Documents** to support the PMs and Product Managers.
- Developed **ServiceNow** documentations by understanding the **IT Service Management**, **Problem Management**, **Incident Management** and **Business Management** processes.
- Utilized iServer 365 for managing the business rules and requirements to avoid duplications.
- Led conversations between the program module and vendor teams to discuss on the release strategy and communications plan to develop an effective change management plan.
- Developed, organized and maintained project documentations for assistance with better navigation and auditing using **MS SharePoint**. Developed user guides and tools documentations to support **on-boarding** and **off-boarding processes**.
- Worked on e-learning softwares and **LMS** tools such as **Sandata Learn** to provide end user training.
- Generated training curriculum, presentations, announcements, newsletters, videos, training manuals, job aids, and feedback reports, and provided in-person and remote trainings to small and large groups.
- Worked with adult learning and instructional design principles, best practices, and learning sciences particularly in the areas of training and facilitation methods.

- Acted as an **SME** and directed project teams on **Organizational Change Management (OCM)** activities for various modules for MES including the Pharmacy Benefits, Provider Data Management, Interoperability and Eligibility and Enrollment Systems.
- Participated in establishing the Advanced Planning Office (APO), and boosted the performance by timely planning and development of **APDs** for CMS submission.

Charles Schwab, Westlake, TX – Business Analyst; Apr 2020 to Jun 2021
- Implemented and delivered business processes in iterations (Sprints) using **Agile-Scrum** Development methodology. Performed Gap Analysis and Developed **As-Is** and **To-Be** business process to ensure timely completion of projects.
- Created Business Requirements Document by emphasizing on documenting Assumptions, Dependencies, Constraints, Business Requirements, Key Business Indicators (KPI), Business Risk Assessment, and Critical Success Factors.
- Collaborated with UX designers to develop mockups and wireframes using **Balsamiq** and **Adobe XD** for websites or online applications. Used **MS Visio** for developing process models.
- Performed data analysis and involved in extensive data validation by writing **SQL** queries.
- Created models using **Python** by collaborating with the Developers to evaluate various investment scenarios, perform risk assessments, calculate expected returns, and make informed decisions about capital allocation.
- Automated repetitive tasks using **Python and SQL Server** data extraction, report generation and data reconciliation. Designed and implemented multiple dashboards using **PowerBI – PowerPivot** and **SQL** for generating reports.
- Worked on incident, problem, and change management in **ServiceNow** and resolved issues within **SLA**. Reviewed, monitored, and documented **ETL** process for high volume data integration between multiple sources in the production environment using **Oracle Data Integrator**.
- Worked with AR-RMA Optimization and Credit Memo Generation process, Service Contracts QA Check / Approval Process, Service Contacts subscription based billing.
- Collaborated with **Oracle Product Development** and QA teams to test the integration of **Oracle Demantra** with **Oracle E-Business Suite R12**. Accurately executed USD and foreign currency wire transfers to internal and outside companies using **Dragonfly (ACI) Universal Online Banking (UOB)**.
- Created BRD to integrate various CLS supported applications. Elicited and documented capabilities and process requirements for the end-to-end loan life cycle (LOS).
- Involved in implementing strategies to enable data flow from the ACBS to various downstream system including regulatory systems. Orchestrated **PEGA** activities, rule sets, web services, and zip files in order to support **PEGA Business Process Management and Business Rules Development**.
- Analyzed and prepared detailed Test Plans, Test Conditions, Test Cases, Tests Scripts and Test Data for the Unit testing, System testing, Regression testing and Integration testing working close with QA to fix errors.
- Analyzed complex data sets across multiple systems to create detailed data reports using Tableau, SQL Server Reporting Services (SSRS) and PowerBI, for executive management and execution of process changes.
- Involved in Business Process Automation with Pega Systems Smart BPM Suite–Pega Rules Process Commander (PRPC). Member of two scrum teams and participated in **daily scrum meetings, scrum of scrum meetings, sprint backlogs and retrospectives,** etc.
- Worked with SMEs to understand various assets and security classes, exchange traded derivatives (such as futures, options on futures, equity options and index options), OTC derivatives (such as interest rate swaps, swaptions, credit default swaps and total return swaps) and portfolio allocation and management.
- Added much efficiency to the delivered upgrade scripts and steps. These conversions involved multiple software applications (General Ledger, Accounts Payable, Accounts Receivable, Purchasing, Inventory, and Fixed Assets) across many databases.
- Demonstrated understanding of the Structured Finance with a focus on Asset Backed Securitization including MBS, credit card receivables securitization, insurance risk securitization, auto loan securitization etc.
- Worked with a small team and wearing multiple hats, delivered business analytics reports while launching **Customer Relationship Management** tool.

- Responsible for Leading the Business Process Reengineering effort and for the **SRS** (Software Requirements specifications) documentation of the build out of the **FWA dashboard** and for client reporting.
- Worked with Murex Feeders, Dynamic Tables, Simulation Views, Batch Feeders, Datamart and relational databases. Resolved all the issues pertaining to **Point of Sales (POS)** and various transactions made at POS, checked and processed using Debit Cards and Credit Cards.
- Used **HP QC, QC ALM** for updating the status of all the Test Cases and Test Scripts that were executed during testing process during every Sprint. Worked SOAP and REST APIs, Web Services, LINQ, SQL, XML, JavaScript, VBScript and .NET environments.
- Responsible for creating Use Cases, Business Process Modeling and Work Flow Diagrams using **MS Visio** and **MS Excel**. Performed requirement analysis and documented the requirements.

Fidelity, Durham, NC - Business Analyst; Feb 2018 – Mar 2020
- Worked in mainframe to cloud conversion agile environment with tools like **JIRA** and **KANBAN**.
- Worked with **Quickbase** and **PeopleSoft** for the Development and managing tickets.
- Administered **Salesforce CRM** applications for sales, marketing and support departments. Involved in creating multiple analytical reports with varying degree of complexity.
- Drove **ROI** and customer satisfaction through active monitoring and analysis of business performance data using **Salesforce** solutions. Managed IT software development with interfaces to **SWIFT ACH Wires**. Executed all transfers in adherence to internal controls.
- Accurately executed USD and foreign currency wire transfers to internal and outside companies using **Dragonfly (ACI) Universal Online Banking (UOB)**.
- Documented functional specifications to automate the loan approval process for **ACBS.**
- Created BRD to integrate various CL supported applications.
- Elicited and documented capabilities and process requirements for the end-to-end loan life cycle (LOS).
- Known to commercial mortgage lending and coordinated with commercial lending group to manage daily credit risk exposures with strong attention to detail. Involved in implementing strategies to enable data flow from the ACBS to various downstream system including regulatory systems.
- Conducted business process evaluations interviewing internal and external customers, facilitated JRP, JAD and JAR sessions to better understand the business domain, technical requirements and project scope.
- Managed test strategy, plan, test cases and defect logs for conducting UAT with users
- Actively participated in document reviews, plan setup, plan configuration and incorporated them in Business process re-engineering (BPR), Business process improvements, Business process modeling using Activity diagrams and Swim-lane diagrams
- Wrote SQL like JOINS, SELECT, STRORE PROCEDURE in performing analysis and confirming data for tables and other database objects. Responsible for preparing Weekly Status Report to be sent to the government to show progress of project
- Collaborated with UX designers to develop mockups and wireframes using **Balsamiq** and **InVision** for websites or online applications. Used **MS Visio** for developing process models.
- Performed data analysis and involved in extensive data validation by writing **SQL** queries.
- Tested developer implementation in dev environment and scrutinized implementation from product standpoint before handover to QA team. Designed and implemented multiple dashboards using **PowerBI – PowerPivot** and **SQL** for generating reports.
- Orchestrated **PEGA** activities, rule sets, web services, and zip files in order to support **PEGA Business Process Management and Business Rules Development**.
- Designed and developed **workflow rules, Apex triggers, classes, tests, validation rules** and other customizations with **Salesforce**.
- Worked on integration of nCino architecture integration with Salesforce, and Mulesoft APIs.
- Reviewed, monitored, and documented **ETL** process for high volume data integration between multiple sources in the production environment using **Oracle Data Integrator**.
- Collaborated with **Oracle Product Development** and QA teams to test the integration of **Oracle Demantra** with **Oracle E-Business Suite R12**. Assisted in Oracle e-biz suite, Order Management – transaction types, defaulting rules, document sequencing, automatic holds and processing constraints.
- Acted as liaison between business stakeholders and technology groups in order to complete data mapping and technical requirements.

- Developed dashboards for management using **Tableau and SQL Server** to combine various datasets resulting in clear insights into business profitability and identifying areas of improvement.
- Extensively worked with Murex Feeders, Dynamic Tables, Simulation Views, Batch Feeders, Datamart and relational databases. Involved in creation of the **User Acceptance Testing (UAT)**, test data and facilitation through the UAT process. Administering defect logs and change requests.
- Used LINQ, .NET, IIS, Web Services, SQL, and XML for transactional mock validations and testing.
- Utilized Telerik Test Studio, HP QC and HP ALM. Worked on SOAP and REST APIs, Web Services, LINQ, SQL, JavaScript, VBScript and .NET environments.
- Applied Unified Modeling Language **UML methodologies** to design Communication Diagram, Use Case Diagrams, Activity Diagrams, Sequence Diagram, **ER diagrams, Data Mapping**.
- Designed and developed web screen mock-ups using **Microsoft Visio**. Established traceability matrix using **Rational Requisite Pro** to trace status of requirements in different SDLC stages.
- Participated in UAT and worked with **Mercury Quality Center** for bug and defect tracking.
- Performed task decomposition, delegated tasks and monitored project milestones using **MS Project**.
- Prioritized, plan and managed multiple projects using **Primavera Project Planner Tool**.

Bank of America, Charlotte, NC – Business Analyst; Jan 2017 – Dec 2017
- Created **Elicitation Plan, Brainstorming, Charter, BRD, FRD, SRD, RTM, UML diagrams** and **Wireframe** which served as the final documents during production release of the project.
- Used project management tools like **JIRA, MS Project**, and **CONFLUENCE** for task assignment, tracking user stories, monitoring issues, and document sharing.
- Managed and maintained quality checks in **Jira** by creating **JQLs**, labels, themes, and graphs/charts.
- Setup and administered **Kanban & Scrum boards** for teams to simplify sprint task's workflow and encouraged self-organization in the team. Wrote epics, features, and technical user stories in Jira by breaking down the requirements to deliver exceptional output.
- Collaborated with UX designers to develop mockups and wireframes using **Fluidchart** and **Axure RP** for websites or online applications. Used **MS Visio** for developing process models.
- Orchestrated **PEGA** activities, rule sets, web services, and zip files in order to support **PEGA Business Process Management and Business Rules Development**.
- Created **custom objects, tabs, workflows, reports, apex triggers** and **validation rules** for the application using Salesforce. Responsible for the designing the advance SQL queries, procedure, cursor, triggers, scripts. Reviewed and analyzed design documents for testability
- Create business analysis documentation including use cases, usage scenarios, business process flows, requirements traceability matrices and design documents (content templates "building blocks")
- Worked with cross-functional teams for building use cases, demonstrating the business requirements, developing business models. Extensively worked on requirement elicitation techniques, gap analysis, business process reengineering (BPR) and risk analysis
- Responsible for sending monthly financial actual spend to project managers in validating them spend
- Worked on various **Salesforce** standard objects like **Accounts**, **Opportunities**, **Leads**, **Campaign** and **Reports**, and customized **page layouts** for standard and custom objects.
- Designed custom application interface using **VisualForce API** and **Apex Classes**.
- Involved in integration of **nCino** architecture integration with Salesforce, and Mulesoft APIs.
- Worked on automating interface with other banks. Responsible for handling inter-bank communication related to exports through **SWIFT ACH transaction** messages.
- Worked on transaction details involving receiving transactions as part of MT 940 and 942 SWIFT statements in the form of reports. Supported **Dragonfly UOB**'s product roadmap by evaluating and prioritizing feature requests, balancing customer needs with platform capabilities.
- Performed data analysis and involved in extensive data validation by writing **SQL** queries.
- Created reports, dashboards, storylines and sophisticated data visualizations with large data volumes from various data sources by using **SQL Server, Tableau** and **Microsoft Power BI**.
- Built the **UML diagrams** such as **Use case, Class, Activity, State, Sequence, ER diagrams** leveraging **MS Visio**. Collaborated with business, development, QA and operations for release, change and configuration management.
- Updated KYC (Know Your Client), CDD (Customer Due Diligence) and AML (Anti-Money Laundering) regulatory compliance requirements, updated the KYC processes, documented the KYC policies,

procedures and risk assessments, and generated reports and metrics related to KYC performance using PowerBI.

- Managed **resource allocation** for IT needs, new work requests, change request, task and time management, weekly release cycles, prioritized issues and utilized **Salesforce** as daily IT service management tool.
- Worked on integrated systems for **SFDC** and **SAP** (ECC conversion to HANA) for marketing and sales department. Got the **ERPs (Exceptions), CRQs (Change requests),** and other approvals by collaborating closely with the various teams.
- Worked closely on creation and maintenance of UAT detailed **test plan, test cases, and scenarios** for project. Collaborated with QA team to summarize and document whether the test results met the established UAT exit criteria for deployment consideration.
- Involved in **Smoke, Functional, Regression, System, Sanity** and **UAT** testing during all phases.
- Involved in testing against Microsoft .NET, C, C++, C#. Worked on SOAP and REST APIs, Web Services, LINQ, SQL, XML, IIS, JavaScript, VBScript and .NET environments.

Syntel, Mumbai, India - Business Analyst; Oct 2015 to May 2016
- Led requirements gathering elicitation through open ended discussions, brainstorming and prototyping for the development and implementation of Guidewire Policy Center suite. Collaborated with UX designers to develop mockups and wireframes using **Balsamiq** for websites or online applications.
- Used guidelines and artifacts of **Rational Unified Process (RUP)** to develop a detailed implementation for Guidewire **Claim Center** integration in different iterations and phases of SDLC.
- Designed and documented custom tabs, objects, picklists, dependent picklists, validation riles, workflows and triggers. Worked on Docs and Forms, Billing Center, Rating, Customer Data Hub, Risk Report, Policy Service, Analytical Systems, and Defining rules and requirements.
- Mapped legacy data with **Policy Center** target tables in the required data dictionary. Conducted Joint Application Development (JAD) and Joint Application Requirements (JAR) sessions with management, subject matter experts, vendors, users and other stakeholders for open and pending issues.
- Centralized policy creation by integrating Guidewire Policy Center with Claim Center, Billing System and other existing system support operations. Involved in gathering, writing requirements and reviewing specifications with stakeholders to ensure the capabilities of their request are met
- Created business analysis documentation including use cases, usage scenarios, business process flows, requirements traceability matrices and design documents (content templates "building blocks")
- Responsible for monthly software capitalization and report to finance and accounting team using Tempo and to create User stories, Use Cases, use case diagrams, Workflow Diagrams, etc. using MS Visio.
- Analyzed Business Requirements and segregate the information into high level and low level Use Cases, Activity Diagrams / State Chart Diagrams using MS Visio according to UML methodology, thus defining the Data Process Models
- Executed **SQL** queries to check the data results as well as Developed reports, pivot tables using complex formulas and macros in MS Excel. Implemented **UML** use case diagrams by using **MS Visio** in order to conduct more effective and healthy communication with stakeholders and clients.
- Worked with the Stakeholders in reviewing the business requirements document and functional requirement documents in waterfall framework. Actively participated in walkthrough, enhancement meetings and maintained Requirement Traceability Matrix (RTM).
- Involved in full HIPAA compliance lifecycle from GAP analysis, Mapping, implementation and testing for processing of Medicaid claims. Validated the EDI 837 claim billing (professional, institutional and dental claims) & 835 (remittance advice or payment) claims adjudications.
- Performed requirements validation of ANSI X12 Healthcare transaction files, including 820, 834, 835, 837, 999, TA1. Extensively used ETL process to address Data cleansing as well as Used change data capture (CDC) to simplify ETL in Data warehouse application.
- Managed the internal and external audit activities, including compliance with **Sarbanes-Oxley 302,** to make sure applications comply with GIS standards and policies. Observed and analyzed correct specific workflows to adapt the EMR, EHR and provide optimizer efficiency and success.
- Coordinated with BI Team for developing Support and maintenance for the ETL process using Informatica Power center. Used SQL server to run basic queries and obtain necessary data for Medicaid and Medicare encounters.

- Involved in analysis of inbound and outbound interfaces and extension to claims processing system in Trizetto Facets.
- Used SharePoint for content management as well as performed Batch testing, Functional and Regression testing using QTP Automation tool. Executed Test cases found errors, reported defects, determined repair priorities did regression testing and closed by using HP quality center.
- Involved in testing against Microsoft .NET, C, C++, C#. Worked on SOAP and REST APIs, Web Services, LINQ, SQL, XML, IIS, JavaScript, VBScript and .NET environments.

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