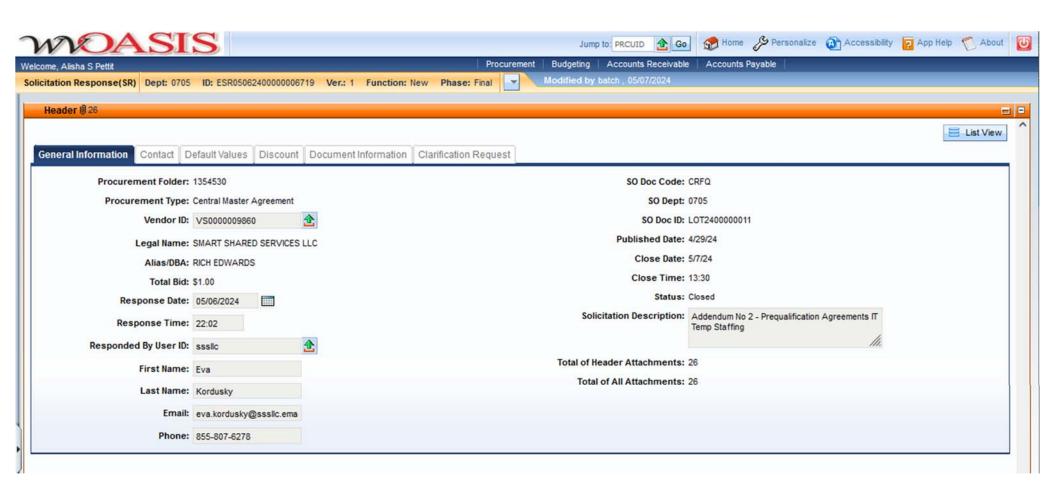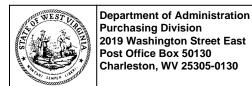**2019 Washington Street, East**
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

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: ESR05062400000006719 | Ver.: 1 | Function: New | Phase: Final | ▼ | Modified by batch , 05/07/2024

Header 📎 26

≡ List View

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

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000009860 ⬆

Legal Name: SMART SHARED SERVICES LLC

Alias/DBA: RICH EDWARDS

Total Bid: $1.00

Response Date: 05/06/2024 📅

Response Time: 22:02

Responded By User ID: sssllc ⬆

First Name: Eva

Last Name: Kordusky

Email: eva.kordusky@sssllc.ema

Phone: 855-807-6278

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: 26

Total of All Attachments: 26

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 ESR05062400000006719	1

VENDOR
VS0000009860 SMART SHARED SERVICES LLC

Solicitation Number:	CRFQ 0705 LOT2400000011				
Total Bid:	1	**Response Date:**	2024-05-06	**Response Time:**	22:02:48
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

Smart Shared Services Executive Summary

Company History

Smart Shared Services, LLC (hereinafter referred to as "SSS") is a West Virginia business headquartered in Charleston, West Virginia, specializing in providing information technology recruiting and staffing services to a broad range of clients, including both non-government entities and multiple WV state government agencies. Organized in 2014, SSS is a spinoff company from Fenwick Technologies, Inc. SSS and its predecessor, Fenwick Technologies Inc., have been providing IT contingent workforce staffing services to various state of West Virginia agencies for over 18 years. And even prior to Fenwick, several of the key SSS employees were employed by CDI, Inc., which provided IT staffing services to WV agencies on the very first WV IPTEMP contract in 1998! SSS has rapidly developed into one of the leading IT staffing providers in the state of WV. We offer a full range of flexible staffing options including standard contract staff augmentation, direct sourcing, contract-to-hire, and pay-rolling services.

Company Qualifications for IT Staffing

SSS's founder and owner, Rich Edwards, has been engaged in the IT staffing and solutions industry since 1978. His career experience includes:

- Providing technical support for application development in the IT department for Ashland Oil, Inc., at the time a Fortune 50 company;
- Founding a West Virginia based business, MicroAge, and growing it into one of the largest LAN/WAN integration companies in the state;
- Managing multiple offices of an IT staffing practice in a four state region for CDI, one of the largest national IT outsourcing solutions companies in the USA;
- President of Fenwick Technologies, Inc., which become one of the largest suppliers of IT staffing to the State of West Virginia under the ITECH06 state contract. The Fenwick team, led by Mr. Edwards, developed and maintained a reputation among all the state agencies for excellence in servicing clients under that contract.

Our IT Staffing Methodology

SSS has assigned a team of highly experienced professionals to support the Information Technology staffing requirements for the Lottery Commission. This team includes a senior customer management executive who will meet regularly with the Commission's IT management to monitor the continuous improvement strategy for the services we provide to the commission. The team also includes a senior IT recruiting specialist, a Human Resources specialist, and a billing support specialist. This team has over 131 years of combined experience in the IT industry, with almost 100 of those years specifically in the IT staffing support industry.

SSS employs a proven approach for sourcing quality IT contractors, which results in successful assignment completion for our customers.   Our qualifications and experience in providing IT personnel is built upon the strength of our highly structured business and recruiting methodology. Our IT recruiting specialists understand the technology profession and the changing marketplace. We work to our business model, which encompasses the full recruiting cycle including identification of needs, sourcing, qualifying, submitting, and continuous communication.

Potential candidates will be selected once we thoroughly understand the requirements of an opening. All candidates will be pre-screened and qualified, including interviews and reference checks. Our comprehensive screening and qualification process is part of what defines SSS's staffing qualifications. In short, it is the goal of SSS to provide candidates that have been so thoroughly screened and qualified that the Lottery Commission will have the confidence that it could hire an SSS candidate without even conducting an

interview and know the candidate could do the job. Although that is SSS's goal, as an added level of assurance, SSS recognizes the Commission will conduct its own interviews.
SSS identifies candidates for open positions in a variety of ways, depending on the client's requirements and market conditions. The sources described below have proven to be the most effective in providing a candidate pool of qualified technical personnel:

- • Candidate Portal – SSS utilizes and maintains a web-facing candidate portal that seamlessly integrates with our internal database of candidate resumes.
- • Internal postings – Open positions are internally communicated to current employees who may be working on other contracts and projects. Internal candidates are subject to the same rigorous selection practices as external candidates.
- • National Sourcing and Research – SSS has its own sourcing methodology which we use to do both regional and national searches for candidates.
- • Advertising – Advertisements for potential candidates may be placed in various media outlets.
- • Internet Recruiting – SSS often uses some of the most popular Internet Recruiting Sites to access both passive and non-passive candidates.
- • Supplier Associates – We also work closely with several national IT outplacement organizations to locate available talent for hard to fill positions.

Our process methodology reflects our desire and commitment to building a long-term relationship with the Lottery Commission. We recognize the importance of providing timely and efficient IT staffing services. Some of the benefits the SSS team offers to the State are:

- Experience of the management team

- Experience working with the State of West Virginia and other government agencies

- Local support staff

- Local recruiting talent

- Multiple candidate sourcing channels

- Knowledge of the industry

- Skill set experience

- Commitment to quality

- Structured business model

Reduced costs, improved quality, and enhanced overall service are all part of SSS's operational philosophy. SSS consistently provides successful, cost-effective services and programs, unmatched responsiveness, proven performance, management controls, and a wealth of directly related experience.

We employ best-in-class practices to ensure each aspect of our services meets and exceeds customer expectations. SSS is committed to a model and a process that will provide the very best resources for all the Lottery Commission's staff augmentation requirements.

When looking to outside vendors for staffing support, it would be difficult for the Lottery Commission to find a vendor with more knowledge of the State's expectations for staffing solution providers.

Our Impact On The Local Economy

Several years ago an economic impact study was done at Marshall University's School of Business. They found that every dollar spent with a local independently owned business was multiplied in the local economy by a factor of seven. Specifically for every $100 spent at a locally owned business, $68 recirculates and remains in the local economy to be recirculated again and again, ultimately reaching the multiplier factor of seven. Only $43 out of $100 remains in the community when it is spent at a national or out of state company. West Virginians buying from West Virginians is ultimately the best way to grow our state's economy.   We encourage the Lottery Commission to include this factor in making awards for this RFP.

PO Box 1187
Charleston WV 25324
855-807-6278 phone
888-680-6555 fax

John Baker#

#

Technology professional with expertise in technology team leadership, business analysis, project management, application design and development, purchasing, audit and compliance, budgeting, application support, disaster recovery, business continuity planning, information security, and technology training.#

#

Selected Accomplishments#

- Worked as a business analyst and project manager to document business processes and drive change in the organization#
- Replaced legacy systems to enable business growth, improve productivity, and reduce costs#
- Led technology teams in software development and infrastructure management#
- Implemented business continuity plans that provided near instant system recovery#
- Helped establish a third-party medical claims administration business and claims processing system#
- Helped establish a mutual insurance company for medical professional liability in the state of West Virginia#
- Helped establish a Workers Compensation third party administration business#
- Worked with sales teams to land new, significant business accounts and to develop sales and budget reporting#
- Worked on new business acquisitions including due diligence and system conversions#

#

Experience

Stonerise HealthCare – Jan 2019 – Current

- Working under direction of the CIO to provide business analysis and project management of new applications being rolled out.
- Providing implementation, training and on-going support of applications being rolled out.
- Developing and documentation of new business process policies

#

HealthSmart Benefit Solutions – June 2015 – January 2019#

- Working in corporate Program Management Office as a Senior Business Analyst performing business analysis and project management tasks including documenting existing systems processes and procedures.#
- Business analysis tasks related to companywide efforts in quality and supporting PMO projects.#
- Project Management tasks as assigned by PMO leader. This includes project manager for implementing new business applications, improving existing applications, and decommissioning older applications.#

#

USI Insurance – July 2014 – December 2014#

One of the largest privately held insurance brokerage firms in the world.#

- USI 2014 Annual Technology Audit involving general systems access review, application system access review, and SOX compliance working with external audit firms and USI Internal Audit.#
- Active Directory review including structure changes and account cleanup. Created a plan to automate Active Directory integrity checks against active employee data.#
- Infrastructure support.#

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Wells Fargo Insurance Project Manager and Project Worker – January 2010 – July 2014#

- Responsible for developing management, production, marketing, and compensation reports for the Mid-Atlantic region using data from multiple systems/applications.#
- Worked on a major application conversion. Replaced legacy insurance management system with modern technology that provided a system that increased productivity and functionality. This included data conversions for the Colorado Springs, Pennsylvania, and the Mid-Atlantic groups.#
- Provided post conversion support for internal systems that was used by the Colorado Springs, Pennsylvania, Phoenix, Seattle, and the Mid-Atlantic region.#
- Provided technology support for the Mid-Atlantic region including desktop/laptop problem solving, technology assistance during office moves and technology upgrades (desktop/laptop refresh and Windows migrations), phone system acquisitions, office closures, and technology equipment retirement.#
- Provided support for legacy IBM Power servers – IBM i operating system (AS/400). Including server security management and software application management.#
    #

Wells Fargo Insurance Infrastructure Manager – January 2008 – January 2010#

- Managed the Wells Fargo Insurance Infrastructure team that was responsible for the insurance data centers (Charleston, Indianapolis, Redwood City, and Sacramento), nationwide data network, e-mail for all insurance team members, and active directory. The Infrastructure Team supported 200+ offices and 7,000+ team members.#
- Provided support of internal agency management applications for the Mid-Atlantic, Colorado, and Pennsylvania groups.#
- Member of the Wells Fargo Insurance national technology management team.#

 #

Wells Fargo Insurance Technology Manager – January 2001 – January 2008#

- Worked on the national technology team that merged the former Acordia technology infrastructure into Wells Fargo Insurance infrastructure.#
- Was project sponsor for an effort that produced a custom developed application for Wells Fargo Disability Management (Workers Compensation Third Party Administration). This work included project justification and board of director's approval. This system replaced two legacy systems providing new functionality and increased productivity while reducing costs. A five percent reduction in workforce and a twenty-five percent reduction in technology staff was achieved. New server technology greatly reduced maintenance costs as compared to the legacy systems.#
- Helped establish a medical professional liability company by providing technology guidance and application software selection services.#
- Managed technology staff for the Mid-Atlantic Insurance Group.#
- Responsible for the Mid-Atlantic Insurance Group software applications.#
- Responsible for telephone and voice services for the Mid-Atlantic Insurance Group.#
- Worked with internal and external audit.#
- Responsible for technology compliance to Wells Fargo Bank standards for data centers and computer applications.#
- Responsible for technology vendor management.#

 #

Acordia of West Virginia Regional CIO – January 1994 – January 2001#

- Managed technology for an Acordia region that included offices in West Virginia, Kentucky, Virginia, Tennessee, and North Carolina.#
- Member of the national technology management team that addressed national technology issues.#
- Managed application development and infrastructure technology staff.#
- Responsible for technology budget, business applications, technology purchasing, technology compliance, vendor management, telephone and voice services.#

#

American Business Insurance Technology Manager – January 1991 – January 1994#

- Managed technology for ABI West Virginia including technology staff and business systems.#
- Responsible for technology budget, business applications, technology purchasing, technology compliance, vendor management, and telephone and voice services.#
- Worked with internal and external audits for multiple lines of business.#
- Responsible for technology compliance.#

#

McDonough Caperton Insurance Group Technology Manager – Sept 1980 – January 1991#

- Managed technology for McDonough Caperton Property Casualty Division.#
- Selected, purchased, and implemented business application software for the Property Casualty Division.#
- Managed McDonough Caperton Third Party Administration development staff.#
- Designed and developed custom software for multiple lines of business.#
- Managed IBM midrange servers including operating system support and server security.#
- Worked extensively with internal and external audit teams on all technology issues and implemented findings.#
- Worked with the sales staff to produce new, significant business in the Third-Party Claims business.#

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Technology, Software, and Application Skills#

IBM Power Server – IBM i operating system#
IBM I5 Server#
IBM AS400 Server#
Microsoft Windows, Office, Project, Visio#
Apple OS X and IOS#
Insurance agency management systems#
Third Party Administration Benefit Claims Systems#
Third Party Workers Compensation Systems#
Professional Liability Systems#
Microsoft SQL Server#
IBM iSeries DB2 Database#
Crystal Reports#
Programming languages – iSeries COBOL, RPG, PLI, Basic, SQL, Python#

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#
Education#
BS Computer Science– West Virginia University Institute of Technology ? 1976#
Emphasis on general engineering, industrial engineering, operations research, mathematics, and computer science.#
#
#

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888-680-6555 fax

Rhonda McKown
BUSINESS ANALYST#

#

Experience#

Placed by SSS to OPTUM/WV DHHR in April 2019; subsequently hired direct by OPTUM in November 2021

BUSINESS ANALYST- OFFICE OF MANAGEMENT INFORMATION SYSTEMS (06/2012- present)
WV DEPT OF HEALTH & HUMAN RESOURCES, CHARLESTON, WV

I help ensure that the software meets all federal and state program requirements for the integrated eligibility system used to evaluate and approve various programs such as SNAP, TANF, and Medicaid. Responsibilities include the research, design, development, and testing of new software, assessing program needs, making recommendations and documenting proposed changes, determining the impact of those changes, as well as recording errors and resolutions. I assist in gathering program and reporting requirements, developing a test plan, evaluating system performance and effectiveness as well as determining system logic, security, and data structures. I also help monitor, evaluate, and provide support and technical assistance to state staff for various subsystems in eRAPIDS which include data exchanges and interfaces with outside state and federal agencies. I also maintain and update individual client information within the Master Data Management system.

BUSINESS ANALYST II- BUREAU OF CHILD SUPPORT ENFORCEMENT (01/2011- 05/2012)
COMMONWEALTH OF PA, DEPT OF PUBLIC WELFARE, HARRISBURG, PA

I was responsible for the review, analysis, and evaluation of the financial subsystem within the PA Child Support Enforcement System (PACSES) to ensure compliance with the Federal Title IV-D program requirements and state specifications. Some of my responsibilities included making recommendations for new or improved business requirements and/or system design changes in order to improve program compliance and performance and meet the needs of the users. I collected, analyzed, and reviewed existing business rules, policy directives, program initiatives, and current legislation in order to determine necessary changes needed to meet the objectives of the agency. I worked with contracted business partners and agency staff to develop business requirements and a detailed system development life cycle for system enhancements. I helped develop user acceptance test scripts, coordinated and conducted system testing, reviewed test result to ensure the system changes were properly developed and tested, and reviewed system deliverables and documentation for accuracy and level of content. I helped monitor progress of assigned tasks to ensure timely and accurate completion as well as contractual timeframes. I also helped develop and reviewed user documentation, monitored user feedback, and evaluated the effectiveness of new system functionality changes. I was responsible for monitoring the contract for the PA State Collections and Disbursement Unit as well as reviewing various reports. I prepared contract correspondence and applied penalties for non-compliance of service level agreements when appropriate. I also provided input on special projects and related issues as requested. Work was performed in various systems such as Equate, KidStar, and Support Magic.

BUSINESS ANALYST II- DIVISION OF AUTOMATION PLANNING & SUPPORT (07/2008-01/2011)
COMMONWEALTH OF PA, DEPT OF PUBLIC WELFARE, HARRISBURG, PA

My responsibilities included implementing, analyzing, monitoring and evaluating human services programs such as food stamps, cash assistance and medical assistance. Work included maintenance of system applications to support program operations; knowledge of management principles and practices; ability to analyze and evaluate program and operations; make recommendations toward development and implementation of system applications; provide technical assistance to program office staff, county administrative staff and service provider staff; assist in validation and implementation of various programs such as Workload Dashboard, Web AP, JP Morgan Reconciliation, Transitional Cash Assistance, Daycare, Healthcare Handshake, LIHEAP, and Phase IV-B. Work is performed in various systems such as CIS, eCIS, Accessory Manager, ATS, LIHEAP, Pelican, Remedy, and SAT. I also created the unit training manual for the CIS Hotline.

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QUALITY CONTROL REVIEWER (04/2007- 07/2008)
COMMONWEALTH OF PA, DEPT OF PUBLIC WELFARE, HARRISBURG, PA

I performed investigative work by reviewing case records and various data systems to determine if an overpayment of benefits was made to a household. I managed my own case load; made my own plan sheet; completed home visits; reviewed client cases; conducted client interviews; collected and analyzed data; evaluated for possible agency or client errors; applied state and federal policies and regulations; calculated the correct amount of benefits; and filed written reports of my findings to the federal government.

INCOME MAINTENANCE CASE WORKER (08/2005-04/2007)
PA DEPT OF PUBLIC WELFARE, CARLISLE, PA

\#

I interviewed clients; evaluated clients for eligibility for various state programs; collected, analyzed and verified client information; linked clients with outside agencies as needed; corresponded in writing and verbally with outside agencies; completed daily and monthly written reports.

\#

CUSTOMER SERVICE REPRESENTATIVE (11/2004-08/2005)

CAPITAL BLUE CROSS, HARRISBURG, PA

\#

I was employed by the capital blue cross, member's services telephone unit. I am responsible for answering member's and provider's questions regarding eligibility, benefits, claims, and other general information.

\#

REPAYMENT INVESTIGATOR (06/2004-10/2004)
WV DEPT OF HEALTH & HUMAN RESOURCES, CHARLESTON, WV

I performed investigative work by reviewing case records and various data systems to determine if an overpayment of benefits was made to a household. I accepted referrals from county case workers and evaluated for client error, agency error, or client fraud; applied state and federal policies; calculated the correct amount of benefit; contacted the client for benefit repayment and/or recoupment; and set up payment arrangements.

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QUALITY CONTROL REVIEWER (12/2001-06/2004)
WV DEPT OF HEALTH & HUMAN RESOURCES, CHARLESTON, WV

I managed my own case load; made my own plan sheet; completed home visits; reviewed client cases; conducted client interviews; collected and analyzed data; evaluated for possible agency or client errors; applied state and federal policies and regulations; filed written reports of my findings to the federal government; and written and verbal correspondence with clients and various agencies and service providers.

\#
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\#

ECONOMIC SERVICE WORKER (12/1999-12/2001)
WV DEPT OF HEALTH & HUMAN RESOURCES, SUTTON, WV

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I maintained the largest case load of my unit; interviewed clients; evaluated clients for eligibility for various state programs; collected, analyzed and verified client information; linked clients with outside agencies as needed; corresponded in writing and verbally with outside agencies; completed daily and monthly written reports; completed peer reviews; and helped to train new employees. I was also asked to sit on various committees for such things as Neediest Case Fund and School Clothing Allowance.

#
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#

PROTECTIVE SERVICE WORKER (12/1998-12/1999)
WV DEPT OF HEALTH & HUMAN RESOURCES, CLAY, WV

I accepted referrals regarding abuse and/or neglect for adults and children; completed investigations and ongoing case management; completed case work on adult family care, guardianship, and conservatorship cases; interviewed and corresponded with clients, collateral contacts, and agency providers; evaluated clients needs; developed individual and family histories and case plans; linked clients with outside agencies; monitored client progress; completed daily and monthly written reports and court orders; attended court hearings; and maintained a good working relationship with law enforcement and court personnel. I was also asked to help train new employees, attended various social work training sessions, sit on various committees, and help develop multi-disciplinary teams within the community.

#

Skills#

Self-starter
Computer literate
Organized
Strong verbal and written communication skills
Ability to work with little or no supervision
Ability to work well independently or as a team member
Ability to learn, comprehend, retain, and use new information
Licensed social worker within the state of West Virginia
Completion of various Social Work and Income Maintenance training
Maintain a good working relationship with various community partners
#

Education#

SOCIAL WORK CONTINUING EDUCATION

Throughout WV

Vocational - 10/2004

Major: Continuing Education

Relevant Coursework, Licensures and Certifications:
I have completed various courses in the area of Social Services, including Assessment & Intervention, Culturally Sensitive Practices, Family Centered Practice, Health & Medical Issues, Human Development, Substance Abuse, Legal Courtroom Training, Ethics, Recognizing & Reporting Child Abuse, and Child Abuse & Neglect.

#

GLENVILLE STATE COLLEGE

Glenville, WV

Bachelor's Degree - 5/1998

143 Semester Hours

Major: Psychology/Sociology/ Criminal Justice

Minor: Double Concentration

GPA: 3.34 out of 4.00

Relevant Coursework, Licensures and Certifications:
I was on the Dean's list numerous times throughout college, graduating with a GPA of 3.34. I am a member of Pi Gamma Mu and Alpha Phi Sigma, the National Social Science Honor Society and the National Criminal Justice Honor Society. I also attended several seminars throughout college, including Drug Interdiction (1996) and Domestic Violence Awareness (1997). I have 146 semester hours which includes courses in Criminal Justice, Criminal Justice Management, Corrections, Investigations, Criminology, Criminal Law, Psychology, Abnormal Psychology, Social Psychology, Sociology, Social Problems, Minority Groups, Interviewing & Counseling, Human Development, Case Management, and Public Administration.

\#

CLOVERLEAF SENIOR HIGH SCHOOL

Lodi, OH

Certification - 11/1988

Major: Marketing Education, Consumer Education,

Relevant Coursework, Licensures and Certifications:
I was on the honor roll numerous times though out high school. I received my GED in 11/88 from Webster County High School, Upper Glade, WV.

\#

License/Certificates\#

LSW-WV, 1998-2004, currently in a frozen status
Child Support Enforcement Continuing Education, 2011
Income Maintenance civil service test 1998, 2004
Social Work continuing education 2004
Investigator II civil service test 2003

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ROGER DALE JORDAN

SENIOR HEALTHCARE IT PROFESSIONAL

An accomplished healthcare IT software engineer with extensive experience including a regional medical center as well as healthcare software vendors. Skilled in various aspects of healthcare IT including: interfaces, EDI automations, billing, remittances, EMRs, workflow automation and data conversions. Highly proficient in software design, coding, testing, QA, documentation, training and maintenance.

- Strong organizational skills with the ability to document and manage multiple customer tasks.
- Excellent analytical abilities with the capacity to teach and communicate with non-technical users.
- Independent, self-motivated, team player who treats individuals with the highest regard.
- Enjoys customer interaction, technical support, teaching, training and client presentations.

TECHNICAL PROFICIENCIES

System Interfaces: HL7, XML and Web to EHR, EMR, labs and pharmacy
Automation Tools: Pervasive (Data Junction), Boston Workstation, Active Batch
Systems Deployed: McKesson, Meditech, Epic, HMS, Health Quest, Misys EMR, Allscripts, Siemens Soarian, Siemens Invision, Medical Manager, Ingenious, (others!)
Software Development: MS SQL Server 2016, Pervasive (Data Junction), VB Script, Boston Workstation, Visual Basic, Unix "C", Visual C++, C#, Java, MS Access
Billing and Coding: Revenue cycle management, EDI billing (X12-837), remittances (X12-835), ICD-9, ICD-10, CCD, HIPAA, CMS meaningful use, workflow automation
MS Office Suite: Word, Excel, Power Point, Outlook, Access, Visio, OneNote

EXPERIENCE

Placed by SSS to Stonerise Healthcare in Nov 2019.

PROVIDENCE HEALTH & SERVICES – Portland, OR (telecommute) **2018 - 2019**
<u>Senior Automation Development Analyst</u> **–** Revenue Cycle Automation System Support group
[This was a nine month contractual position secured through Robert Half Technology]

- Created system automations to retrieve claim-statusing information from insurance websites and to perform data-feeds into Epic.
- Maintained 30+ virtual machines utilizing VMWare vSphere Client Version 6 and MS Task Scheduler.

UNITEDHEALTH GROUP – OPTUM360 SERVICES Inc., Atlanta, GA (telecommute)**2014 – 2018**
<u>Senior Business Systems Analyst</u> – Financial Performance Solutions group
Responsible for day-to-day analysis, design, development and QA of all inbound and outbound data interfaces for new client implementations in a highly technical healthcare arena.

- Created data interfaces while collaborating in a team environment with project managers, integration analysts, work-flow analyst, product specialists and consulting teams.
- Analyzed EDI outputs from commercial billing systems and client host systems in order to design data exchange solutions according to internal and external requirements.

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- Developed data conversion processes utilizing Pervasive (Data Junction), SQL, VB Script and other software to load hospital data into databases (dictionary, demographic and transactional data).

UNITEDHEALTH GROUP – OPTUM360 SERVICES Inc., (continued)
- Automated data load processes utilizing iEngine application and Active Batch job scheduling.
- Created implementation design documents detailing each file exchanged along with mapping requirements and data flow diagrams; worked closely with clients to QA data compliance.
- Assisted with defect, incident and problem management by interrogating data bases and processing logs to investigate issues.
- Acted as the liaison between internal and external teams utilizing professional customer service skills in order to resolve configuration and mapping issues.

BOSTON SOFTWARE SYSTEMS, Boston, MA (Telecommute)**2012 - 2014**
Product Specialist - Worked closely with customers to design and develop software for automating workflow in the Healthcare IT environment.

- Conducted remote training classes to teach the features and operation of Boston Workstation and the best practices for its use.
- Provided technical leadership while documenting all client activities to ensure customer success.
- Performed health information data conversions for new EHR/EMR platform migrations.
- Systems migrated or automated include: McKesson, Meditech, Epic, HMS, Health Quest, Misys EMR and Allscripts.

SIEMENS MEDICAL SOLUTIONS HEALTH SERVICES, Charleston, WV **2003 - 2011**
Systems Analyst II - Provided system support for Siemens Soarian, Siemens Invision, and Medical Manager software. Also created and supported numerous HL7 interfaces.

CHARLESTON AREA MEDICAL CENTER HOSPITAL (CAMC), Charleston, WV **2000 - 2003**
Systems Analyst IV - Provided Medical Manager system support for 433 users and UNIX server support and system administration (AIX).

STRATEGIC HEALTH SERVICES (subsidiary of **CAMC**), Charleston, WV **1994 - 2000**
Information Services Manager - In 1994 Strategic Health Services, created a new Management Services Organization (MSO) known as "Medical Management Services" to provide complete IT services to medical practices and clinics. Directed IT services including: hardware and software installation, training, data conversions, custom programming and system support.

- Duties included the recruiting and managing a staff of Systems Analysts, Programmers, Technicians, Trainers and Computer Operators.
- Performed project management functions to deploy health information systems in the hospital, clinical, ambulatory, rural health and FQHC environments.

MEDICAL AND PROFESSIONAL SYSTEMS, INC., Charleston, WV | **Systems Analyst 1985 - 1994**

EDUCATION

Bachelor of Science (BS) in Business Administration, Magna Cum Laude - West Virginia State University

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Associate in Applied Science (AAS) Computer Science, Highest Honors - West Virginia State University
U.S. Air Force School of Applied Aerospace Sciences - Sheppard Air Force Base, Wichita Falls, TX

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SANDRA L. KUYKENDALL

OBJECTIVE:
A career position as a QA/Business Analyst that will allow me to utilize my experience while rewarding performance with advancement.

SUMMARY OF QUALIFICATIONS:
Twenty-five years' experience in development, documentation and administration of policies and procedures.
Excellent problem solving and human relations skills.
Highly proficient in both oral and written communications. Develop rapport with clients. Good listening skills.
Ten years' experience in system configuration.

ACCOMPLISHMENTS:

Chosen to serve on Customer Service Committee of seven employees formed to determine methods of improving service to members. Served as Chairperson second year for a Health Maintenance Organization.
Developed strong respect/trust with staff and co-workers thereby enhancing effectiveness. Elected by co-workers to receive award for exhibiting company-unifying principles for a Health Maintenance Organization.
Chosen to serve on Computer Conversion Team consisting of 12 employees for a Health Maintenance Organization.
Assisted with the implementation of a new computer system with several large Insurance Companies and Health Maintenance Organizations throughout the United States.
Selected to attend Blue Cross Blue Shield NC Leadership conference.

PROFESSIONAL EXPERIENCE:

Placed by SSS to HealthSmart in January 2023

Blue Cross Blue Shield, Durham, North Carolina – January 2013 to May 4, 2020 (Retired) - Employed as Enterprise System Analyst working with cross functional development teams to implement enhancements of new products for Blue Cross Blue Shield members. Serve as the discovery lead for Sales and Marketing team. In this role, once projects are approved for discovery, discerned Information Systems (IS) areas of impact for new requests, lead discovery sessions and documented assumptions and level of effort by scope item. Serve as a team member on the Enterprise Portfolio Planning as an IS representative reviewing investment requests, working with IS departments to obtain discovery hours and/or level of effort and rough order of magnitude (ROM) for each project. Additionally, serve as a team member representing on the IS Governance team establishing guidelines for IS System Analysts.

SANDRA L. KUYKENDALL
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PROFESSIONAL EXPERIENCE (continued):
Blue Cross Blue Shield, Durham, North Carolina – December 2004 to December 2012 -

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Employed as a Principal, Test Specialist to serve as a team lead to audit program/configuration changes for corporate projects. Served as a member of the IS Governance team representing QA.

THE ALLIANCE OF CONSULTING SERVICES, INC. - Raleigh, North Carolina - March 2004 to December 2004 - Employed as an Independent Consultant hired specifically to work with Blue Cross Blue Shield of North Carolina (BCBSNC) as a Quality Assurance Consultant to assist in auditing the program/configuration changes for the migration of their Individual Line of Business from their legacy system to PowerMHS. Developed extensive test strategy. Designed and executed test scripts in Test Director. Reported outcomes, status and defects of test scripts to the Project Manager, Business Owners and Developers. Scheduled meetings with Business Owners to obtain approval of test scripts and outcomes.

KEANE, INC. – Bedford, New Hampshire –September 2002 to March 2004 - Employed as an Independent Consultant hired specifically to work with Blue Cross Blue Shield of Vermont (BCBSVT) as part of a team to assist, train and configure Indemnity benefit packages for a system conversion.   Contract extended to assist with the conversion of BCBS Vermont's Medicare Supplement product from the legacy system to PowerMHS. Responsibilities included requirements gathering and documentation, gap analysis, benefit package configuration and assisting programming staff with the technical design.

DST Systems, Inc. (formerly Nichols TXEN, Inc. prior to CSC Healthcare Systems, Inc.) – Birmingham, Alabama – November 1998 to September 2002 - Employed in 1998 as a Quality Assurance Manager for the Business Process Outsourcing (BPO) clients utilizing CSC's Healthcare system software (PowerSTEPP). Responsible for managing the Quality Assurance of the claims review team consisting of two supervisors, seven data entry auditors, seven claim auditors and one membership auditor. Responsible for auditing the data of membership entry, and the claims adjudication process.
March 1999. Assumed additional responsibilities for the Configuration Level I staff consisting of one supervisor and four Configuration Level I specialists. Responsible for the management of system configurations for facility and provider fee schedules.
December 1999. Assumed additional responsibilities for the Configuration Level II staff consisting of one supervisor, one Quality Assurance analyst, and 13 Configuration Level II specialists. Responsible for the management of system configurations for benefit plans.
August 2000 to September 2002 – Consulting Manager for the Configuration Staff consisting of one Supervisor, one Quality Assurance Analyst, one Configuration Level I specialist, and nine Configuration Level II specialists. Assumed responsibilities for the Application Services Provider (ASP) clients for system configuration of their data in addition to the same responsibilities for the BPO clients. In 2001, additional responsibilities for consulting and training of the ASP clients were added to the Configuration specialist staff. The additional responsibilities included providing consulting and training services for benefit plans and fee schedules either at the client site or conducting them at CSC facilities.

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Page Three

PROFESSIONAL EXPERIENCE (continued)

DST Systems, Inc. (formerly CSC Healthcare Systems, Inc.) Birmingham, Alabama - March 1995 to August 1998. Employed as a Consultant to assist in the implementation of the Managed Healthcare System (PowerMHS) for Managed Care Organizations working with CSC consultants, a CSC Project Director, CSC computer programmers, CSC sales team, Vendor Consultants in addition to the employees of the Managed Care Organization. Responsible for evaluating the organization's business needs as it relates to the PowerMHS product, developing benefit plan designs, setup of provider fee schedules, developing test scripts, testing the initial system setup, implementing the system based on the organization's needs and developing resolutions for areas that can not be implemented based on the MHS base design.

PCA OF ALABAMA (Formerly Southeast Health Plan) - Birmingham, Alabama - July 1990 to March 1995. Began in 1990 as Manager of Benefit Configurations Department and promoted to Director in December 1991. Responsible for planning, developing, organizing and maintaining the DisCorp data configuration files, as well as any other system purchased which supported the automation of the health care products offered by PCA.

August 1985 to July 1990 - Manager, Member Services Department. Originally employed as sole Member Service Representative. Managed department in responding to member inquiries, both telephoned and written. Identified problems, developed solutions and performed follow-through related to all inquiries. Planned, coordinated and assisted in writing of quarterly membership magazine in conjunction with Madison Publishing Co., Boston, Massachusetts. Planned, coordinated and scheduled Wellness Program events--selected topic and speaker for monthly employee lecture on a health-related subject.

BAPTIST MEDICAL CENTER -CHILTON - Clanton, Alabama - April 1983 to August 1985.

GREATER SHELBY WOMEN'S CLINIC - Alabaster, Alabama - April 1982 to April 1983.

FLINT HILLS CHRISTIAN SCHOOL - Bessemer, Alabama - August 1979 to April 1982.

BAPTIST MEDICAL CENTER - PRINCETON - Birmingham, Alabama- November 1978 to August 1979.

EDUCATIONAL BACKGROUND:

JEFFERSON STATE COMMUNITY COLLEGE - Birmingham, Alabama.

HERTZING INSTITUTE - Birmingham, Alabama.

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Kayla Oliver
CPC - CompTIA Project+ - CMA

Core Competencies

- Business/Big Data Analysis
- Quality Assurance
- Project Management
- Medical Billing/Coding/DRG Validation
- SQL/Vertica/PLSQL/R
- Data Analytics

- Database Management
- **PBM Claims Management**
- Data Mining
- Scrum Master
- Clinical Data Language
- Data Mapping
- Root Cause Analysis

- Revenue Cycle Management
- Utilization/Care Management
- Trend Extraction/Business Insight
- Fraud/Waste/Abuse Investigation
- **PBM, MediSpan/RX Norm**
- Salesforce/MSProject/SmartSheet
- Medicare/Medicaid/Commercial

Experiences and Achievements

Placed by SSS to HealthSmart in June 2023

Optum (Remote) (Contract thru Judge Group)   **January 2023 – May 2023**
Sr. Data Analyst
- Intake, load and integrate large volumes of raw, complex health care data from various health plans and disparate sources.
- Develop source to target (STT) documents, through developing SQL script to normalize and reformat client data elements into database standard.
- Conduct preliminary and final QA reviews to ensure consistency and integrity of reporting outcomes.
- Create and translate business rules in SQL that simplify transformation logic to the development team.
- Support on-call duties through communication and escalation practices for financial critical processes.

AmTrust Financial (Remote)   **August 2021 – December 2022**
Clinical Data Product Owner
- Formulating and defining project scope and objectives through research, fact finding, and heavy data analytics using SQL and Tableau/**PowerBi** for heat mapping, trending, and standard deviations.
- **Analyzed workers compensation claims and PBM vendors based on programming requirements and client needs, to develop internal reporting from external vendors.**
- Tracking project deliverable and timelines using MS Project and SmartSheet depending on client preference.
- Devising or modifying workflow and consumer experience to solve problems, considering backend software applications capacity, data availability and desired results.
- **Produced Care Management/Utilization Management KPI reports, through use of SQL queries and manipulation of PowerBI reports.**

CareSource (Remote) (Contract thru Randstad)   **August 2020 – April 2021**
Facets Benefit Configuration Business Analyst
- Root cause analysis and design for Break Fix Tickets, documented and proceeded through workflows in Azure DevOps, and logging of tickets for research in ServiceNow.
- Formulating and defining project scope and objectives through research, fact finding, and heavy data analytics using SQL and Tableau for heat mapping, trending, and standard deviations.
- Developing analysis of consumer and business needs for application development in Facets system

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- Documenting requirements/user stories and translating into proper product specifications for Facets.
- Devising or modifying workflow and consumer experience to solve problems, considering backend software applications capacity, data availability and desired results.
- Defining implementation procedures for Facets system.
- Performing quality assurance testing and developing comprehensive E2E testing

UnitedHealth Group (Remote)   **September 2017 – February 2020**
Senior Business/Clinical Analyst, PBM & Claims SME
- **Audit claims/PBM/benefit data and establish claims editing based on multifaceted coding guidelines of MUE, NCCI,** LCD/NCD's, standards of CPT/HCPC/ICD10 and determining validity of said edits heavily against **Medicare/Medicaid/Medispan regulations and policies.**
- Confirm audit findings by running SQL, PL/SQL queries against client data, conducting policy and coding research along with financial sizing, perform UAT testing against edits in production, and perform quality assurance that edits are working properly.
  - Review concepts against market parity, Fraud/Waste Abuse Guidelines, incorrect coding, payment policy review, specialty pharmacy, utilization management requirements, and state regulatory guidelines
  - Using Tableau dashboards for heat mapping, trending, market access, and defining scope within a project
  - Utilizing Excel through Pivot Tables, Lookups, Graphs to determine trending and for analysis of data presented
- Conduct presentation activities across multiple clients for education purposes/sales opportunities on implementation for pre-pay editing and support analysts in the development of business rules and technical specification for precise claims editing in pre-pay and post-pay editing requirements.
- Stand up business requirements documents, relay within senior level IT and business development leaders. Confirm programming is correct and requirements function as processed. Workflows managed through Salesforce. Configuration developed through QNXT and Facets.
- Responsible for saving clients over 100 million in claims that would have been processed incorrectly due to deviation from state regulations, coding guidelines, or commercial payment policies.

Altarum (Remote)   **August 2016 – November 2018**
Business Analyst
- **Analyzed healthcare claims and PBM vendors based on programming requirements and client needs.**
- Managed medical terminology mapping conversion, using **RxNorm**, CPT/HCPC/ICD10, LOINC, SNOMED, **Medispan** and HEDIS quality measures, documented requirements needed through Dynamics.
- Managed requirements for MIPS/MACRA (Meaningful Use/PQRS) through claims analytics.
- Played a key role in all phases of the product lifecycle from research to specification development and product launch.
- Used medical coding and clinical analysis to assign codes/drugs to episodes of care, to allow for development of payment models for healthcare services.
- Created a program using SQL and Vertica that identified medical waste in payer datasets.
- **Utilizing Excel through Pivot Tables, Lookups, Graphs to determine trending and for analysis of data presented.**

The Phoenix Recovery Center (Remote)   **May 2013 – August 2016**
Revenue Cycle Director
- Transitioned and implemented new internal billing department from 3rd party billing company, including utilization management, reimbursement practices, and standards for credentialing.
- Ensured all operational elements of the billing office remain in compliance with federal and commercial standards.
- Proactively identified, addressed, and eliminated billing problems or discrepancies within operations.

Additional Technical Skills

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Certified Medical Assistant (CMA)
Certified Professional Coder (CPC)
American Academy of Professional Coders
Certification #: ████████ | Expires 2024

CompTIA Project+
CompTIA
Certification #: ████████████████

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Healthcare Software Experience:
Epic
Facets
McKesson
Centricity Business

Software Experience:
ServiceNow
Salesforce
Tableau
PowerBI

Database Experience:
SQL/MSSQL/PLSQL/MySQL/TSQL
AWS
Oracle
Vertica
Knack

Agile Experience:
Azure
JIRA
Confluence
Rally
DevTrac
Azure DevOps

Education

Bachelors of Science in Data Management/Data Analytics – In Progress
Western Governors University, Salt Lake City, UT

Associates of Science in Medical Billing and Coding
Ultimate Medical Academy, Clearwater, FL

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Fax 888-680-6555

Warne Dawkins
Health & HR Data Analyst

PROFILE
Experienced in quantitative and qualitative analysis report generation, well-rounded employee in several areas including employee relations, systems management, job reviews, survey management, research methods, spreadsheets, pivot tables, interpersonal relations, database creation, legislation evaluation, collections review, economic examination, variance reporting and trend analysis. Broad professional and educational experience in finance, economics and analysis with a heavy, constant use of Excel as a tool for all business purposes.

ACCOMPLISHMENTS • Proficient on a mastery level with Microsoft Excel.
• Works well independently, as a team member and as a team lead
• **Instant rapport with employees and department managers seeking accurate reviews and data reporting**
• Developed and implemented improved policies and procedures, resulting in improved efficiency and productivity.
• Trained, directed, and supervised teams to accomplish goals.
• **Experience across many HR and financial systems.**

EDUCATION

M.B.A. West Virginia University 2010
Morgantown/Charleston, West Virginia

B.S., Business Management
University of Charleston 1999
Charleston, West Virginia

EXPERIENCE

Placed by SSS to Stonerise Healthcare in March 2020
West Virginia Primary Care Association   2016 to Present
Charleston, West Virginia
Health Data Analyst
Responsible for the coordination of health data aggregation and analysis that helps improve quality of care and minimize cost increases across all community health centers. Applied knowledge of excel, databases and other software programs to drive quality improvement and demonstrate the effectiveness and efficiency of community health centers. Managed the Patient Experience Program. Including, creating, distributing, collecting and aggregating surveys for participating health centers that act as a guidepost for quality initiatives and to spot deficiencies in current procedures.   Works with recruitment to analyze potential candidates for health center positions.

Charleston Area Medical Center, IT Department   2015 to 2016
Charleston, West Virginia
Financial and Contracts Analyst
Responsible for tracking, purchasing, and negotiating software maintenance agreements.
Working within a $10 million dollar organization wide budget for maintenance, looked to save
the organization costs by creating and cultivating relationships with organizations that
provided maintenance to keep the systems up.

Suddenlink Communications, Finance Department   2014 to 2015
Scott Depot, West Virginia
Fiscal Ops Analyst
Responsible for the operational reporting of sales activities, modeling and tracking
strategic product and pricing initiatives, reporting & analyzing customer acquisition
trends, and cross-functional analytical support, variance reporting, forecasting, Profit
and Loss reporting and revenue assurance. Complex work with Excel, CleverPath
Forest and Trees and SDW reporting.

Charleston Area Medical Center, **HR-Benefits and Compensation Department**
Charleston, West Virginia   2009 to 2014
Compensation Analyst
- ✓ **Complex spreadsheet development to understand, highlight and diagnosis trends in workforce data.**
- ✓ **Report generation for all levels of a large organization.**
- ✓ **Works on data from multiple divisions covering numerous different working scenarios and brings the data together in an easy to understand format.**
- ✓ **Day-to-day use of Lawson HR systems to analyze and report upon all employee data.**
- ✓ **In-depth job reviews to keep positions with-in market value using survey data, internal equity via Lawson and on-site shadowing.**
- ✓ **Constant review and study of compensation trends in the market, as well as, legislation that impacts not only hospitals but Total Compensation overall.**
- ✓ **Works hand in hand with all divisions of HR from recruitment, compensation, benefits, to wage analysis, PTO accrual and terminations.**
- ✓ **Introduced Pivot Table use to department and greatly enhanced the entire organization's understanding of employee trends.**
- ✓ **Lead Excel workshops for CAMC HR department. Teaching topics from basic to advanced to multiple level users.**
- ✓ **Presents projects to large groups of employees and to senior management.**

Pride Card Coordinator
Works with local merchants to get special discounts and deals for CAMC
employees by using a special Pride Card distributed to all CAMC employees

Website Design
Design, enhance, upgrade and maintain department website using Share Point
software for CAMC Pride Card and Compensation intranet site

West Virginia State Tax Department, Research and Development Division
Charleston, West Virginia   2002 to 2009
Tax Analyst I
Gathering, sorting and analyzing data for daily, weekly, monthly, quarterly and yearly reports that cover General Revenue Fund collections, expenditures and refunds. Working closely with the Legislature for estimates, budgets, and forecasts on proposed tax law changes.
• Updated a long-standing collections report to bring the report in-line with up-to-date software
• Use of Excel to pull the data together with Pivot Tables, Formulas and Macros
• Works closely with Cabinet Secretary of Revenue, Deputy Cabinet Secretary of Revenue, State Tax Commissioner and Research Director on data analysis and information projects
Appointed EEO Counselor for Tax Department
Trainer
Training and support for West Virginia State Tax Department, Research and Development Division in use of new integrated computer system.

EEO Counselor
Investigates and analyzes Equal Employment Opportunity harassment claims made within the State Tax Department, Department of Revenue and any State agency as directed. Work hand in hand with Tax Department HR in coordinating investigations and to report findings and opinions to Cabinet Secretary or Commissioner level oversight. Gathers, analyzes and reports employment data to State Tax Commissioner as part of the State's Affirmative Action Plan concerning workplace diversity. Testify before Administrative Law Judge and Grievance Board.

West Virginia State Tax Department, Research and Development Division
Charleston, West Virginia   2000 to 2002
Data Analyst
Performed complex work in collection, compilation and analysis of data obtained from research studies, source documents and surveys.
• Handled queries quickly and accurately
• Assisted in budget development

VOLUNTEER

Photographer 2017 to 2019
Middle School Track/Cross Country

Little League Coach 2014
Hurricane, West Virginia

Royal Oaks Ct, LLC 2011 to 2013
Homeowners Association
President/Vice President

National Multiple Sclerosis Society 2006 to Present
Charleston, West Virginia

Volunteer
Participates in fund raising activities, including the MS Walk in Charleston, West Virginia, and letter writing campaigns to West Virginia's elected representatives in Washington D.C., to push for legislation to fund research into the cure for MS.

Christ Church United Methodist 2008 to 2010
Charleston, West Virginia
Finance Committee
Plan, oversee and forecast budget near $1,000,000

Christ Church United Methodist 1996 to 2010
Charleston, West Virginia
High School Boys Basketball Coach
Teaching high school age boys the fundamentals of basketball and teamwork.

SKILLS
• Problem Solving, Problem Resolution
• Employee Communication
• Computer Literacy (HRIS, MS Office)
• Business Trend Analysis and Spreadsheet Modeling
• Economic Analysis
• Critical Problem Analysis/Resolution
• Training and Development
• Coaching & Mentoring
• Training and Counseling
• Research Methods
• Revenue Projection/Forecasting
• Strategic Planning and Analysis
• Statistical Methods

REFERENCES

Chris Freeman
Director of Communications
Children's Home Society of West Virginia
304-391-5209

Jim Morgan
ACES Program Owner
Amazon.com
304-633-5208

Mark Muchow
Deputy Secretary of Revenue
West Virginia Department of Revenue
304-558-8730

Ken Craddock
Director of Information Technology
Moses Auto Group
813-454-4887

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Bradley G. Misavage

Summary

I am a seasoned technologist with skills in extracting data, managing databases, presenting, reporting data and application development with technologies ranging from VB 6.0 up through current Java and .Net for front end or back end development as well as Linux and Microsoft Windows Server Administration.

Technical Skills

Programming Languages / Databases proficient in:

- PHP, Zend Framework, MySQL, MSSQL Server, REST, JAVA, JavaScript, JQuery, AJAX, SVN, TFS, VSS, Python, VBA, VB.net, ASP.net, SQL, T-SQL, VB-Script, Flash, HTML, and CSS
- Understand DB recovery models
- Experienced in running DB backups under each recovery model
- Experienced in restoring DB backups to specific point in time
- Adobe Photoshop, Adobe Illustrator, Adobe InDesign, and GIMP

Other:

- Microsoft Windows Server installing, upgrading, configuration, and administration
- Linux Server installing, upgrading, configuration, and administration
- Mobile web design – responsive or dedicated

Experience

Placed by SSS to Constellium Rolled Products in June 2023

1/2021-Present   SES Space & Defense   Dulles, VA
Principal Software Integration Engineer IV / Development Manager

- Design, develop, analyze, test and debug web applications, built for the front-end and back-end of a web portal, pertaining to Satellite Communications.
- Responsible for and participating in a cross-functional team to develop web applications utilizing an Agile approach.
- **Design and develop charts, graphs, Google Maps, and interactive spectrum analyzers in a front-end web portal using JavaScript, Angular JS, Chart JS, HTML, and CSS.**
- **Develop and maintain AWS servers for use with python REST APIs, .Net applications, and RDS SQL Server databases.**
- **Develop and maintain .Net applications in C# programming language, with an MVVM framework, and three-tiered architectural design.**
- **Develop Python scripts for Flask applications on a WSGI production server, incorporating RESTful APIs into a web environment.**
- **Design, develop, and maintain RDS SQL Server databases to package and format data from several MySQL DBs and deliver over 700 fields of data to a single front-end web page.**

- **Maintain and query iDirect NMS MySQL DBs along with AWS MSSQL Servers.**
- Create and maintain security system to send data 'over the wire', in a JSON format, between the front-end portal and back-end server(s).

7/2019-11/2021   West Virginia Agriculture   Charleston, WV
Computer Programmer/Analyst

- Design and develop new and/or modify existing computer applications to facilitate goals and meet information and automation needs of agency users.
- Research existing computer programs to learn the location of file layouts and coding programs of moderate complexity such as extracting data using logical keys.
- **Design, develop, and maintain .Net applications and Web designs in C#, VB.net, and Razor programming languages, using an MVC or MVVM framework, and a three-tiered architecture.**
- Create test files and conduct test runs, debug programs and prepare appropriate documentation.
- **Perform systems analysis on multiple existing servers and programs, such as LIMS system.**

11/2017-7/2019   West Virginia Legislature   Charleston, WV
Lead Software Engineer

- Organize and / or design the programming aspects of a project, as needed, while working with the other development staff.
- Include other development staff in meetings with clients, but make sure that the client requests are fully understood and documented.
- Document and communicate the requested completion date of any project to the Director and Assistant Director. In addition, help the Director and Assistant Director monitor projects by providing frequent status updates and informing them of any issues pertaining to the projects; therefore, assisting with making sure the programming aspects of a project are completed on time.
- Get direction on priorities of large projects from the Director.
- Get direction on priorities of small projects from the Assistant Director or the Director.
- Encourage communication between software engineers and clients by total participation in meetings, equal handling of calls received, and by helping flow of information between the two entities.
- Work with other software engineers to accomplish goals and requests by dividing up tasks or projects, as needed.
- Creating a team environment by encouraging other software engineers to design and complete projects using their individual skills and knowledge, and, when required, to mentor by providing guidance or instruction.

2/2017-11/2017   West Virginia Legislature   Charleston, WV
Software Engineer

- Maintain excellent communication with the IT Director on all projects.
- Gather project requirements – find the objectives of the proposed software solution.
- Confirm project requirements by reviewing program objectives, data input, and data output requirements with appropriate user(s), supervisor(s), and IT Director.
- Identify what needs to be developed, how it needs to be developed, timeline for development, appropriate programming language to use, any development frameworks that can be used to speed up the process, and cross-platform integration.

- **Design, develop, and maintain .Net applications in C#, VB.net, and Visual Basic 6.0.**
- **Develop and administer databases. Understand and write complex SQL queries.**
- Keep on top of industry developments, teaching myself new skills.
- Maintain user confidence and protect operations by keeping information confidential.
- Encode project requirements by converting workflow information into computer language.
- Confirm application operation by conducting tests and, if needed, modifying program sequence and / or code functional testing to ensure everything works properly.
- **Conduct user acceptance testing to make sure the product fulfills the requirements of the end user. If applicable, test to make sure the new or updated application integrates correctly with other systems.**
- **Create and maintain good documentation, both historical records, by documenting program development and revisions (technical documentation), and user operating instructions (user manual).**
- Implement / install software solutions.
- Train / instruct user(s) on use of application.
- **Detecting and fixing bugs in implemented programs. Troubleshoot, debug, and upgrade existing systems. Perform upgrades to make software and systems more secure and efficient.**

Education

KVCTC   South Charleston, WV

- Associate degree - Computers & Information Technology Software Development
- Associate degree - Computers & Information Technology Web Design

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George C Shamblin

IT Technical Support Specialist with WV DHHR systems support experience

Summary of Qualifications

- Highly efficient with installing, configuring and troubleshooting multiple IT hardware and software systems.
- Multiple years of work experience in the Information Technology field with emphasis on IT security.
- Extremely effective at working with little or no supervision to meet deadlines that ensure the success of the department.

Professional Experience

Placed by SSS at WV DHHR/BPH OCME as a Help Desk Analyst   *2019 - 2020*

Molina Healthcare, Charleston, WV   ***System Security Analyst***   *2012 - 2018*
- Ensures authorized access by investigating improper access; revoking access; reporting violations; monitoring information requests by new programming; recommending improvements.
- Established computer and terminal physical security by developing standards, policies, and procedures; coordinating with facilities security; recommending improvements.
- Coordinated with auditors on a yearly basis to provide input on how system access is granted, modified or revoked.
- Managed application and user permissions (File Shares, AD Security Groups) by utilizing the company's internal ticketing system. This ticketing system was instrumental for documenting and tracking access request and IT Break/FIX issues and solutions.
- Worked closely with the State of WV Employees (DHHR) to identify system needs, the availability of the systems needed and ensuring that all access systems were operating correctly.
- Worked on a project basis to address Molina compliance as mandated by HIPAA Security, Sarbanes Oxley Act and State & Federal Regulations.
- Evaluated and provided recommendations to the IT development teams and third parties on how to address areas of non-compliance.
- Lead administrator for all domain servers, databases and proprietary applications.

Thomas Memorial Hospital. Charleston, WV   *2011 – 2012*
Desktop Technician/Helpdesk/Network
- Supported information technology applications, systems and processes along with performing scheduled operational tasks.
- Completed system setups/installations. Was responsible for troubleshooting hardware and software malfunctions. This includes but is not limited to: desktops, laptops, thin client (using Citrix or Win CE) and other various machines.
- Troubleshoot and repaired inkjet, DeskJet and laser Jet printers. Including toners, fusers, roller bars and system boards.
- Use Norton Ghost and Microsoft Deployment Toolkit (MDT) to create and manage end user images to keep up with new software applications, Windows Updates (including Java, Adobe, .Net Framework and various other applications). This also includes security management of end users VIA Active Directory
- Documented all interactions with end users and work performed utilizing the company's internal ticketing systems – Service Desk and Track-IT.
- Covered helpdesk phones to troubleshoot issues over the phone as well as utilizing remote desktop.
- Helped keep all informational systems HIPAA compliant by controlling access of patient's health records.

QSSI, South Charleston, WV   *2008 – 2011*
Network Technician/Helpdesk Support
- Assisted with migration of Microsoft Exchange Server from 2003 to 2007.
- Provided local and remote IT support including Remote Assistance for end users.
- Handle password resets in Active Directory and other applications needed for HUD.
- Re-imaged client's machines along with performing system maintenance including Spyware/Virus scans, cleaning up temporary internet and Windows files.
- Documented any calls received to track current and past system/network problems.

Education
1994 – 1997   Kingwood High School, Kingwood, WV   Diploma

Gregory Patrick Gooden
Technical Support Technician:

Certifications/Skills& Technical Experience:

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Entry Networking Technician (CCENT)
- CompTIA A+
- Cisco Call Manager and VOIP Experience
- Server Management experience with Windows 20012 R2 and Windows 2008
- Microsoft Exchange Troubleshooting Experience
- Windows 7/8/10 Troubleshooting Experience
- Microsoft Office Troubleshooting Experience
- Ticketing System Experience

Employment:

Placed by SSS to Stonerise Healthcare as an IT Helpdesk Analyst May 2019

Citynet LLC-Bridgeport, WV (December 2017 - 2019)
Supervisor- Technical Support Center
- Responsible for employee Agents and supervising completion of their regular assigned duties
- Handle overflow and escalation of Customer issues via phone and email, tracking tickets to resolution
- Medexpress Network Operations center, monitoring and diagnosing issues with Cisco equipment

Citynet LLC-Bridgeport, WV (February 2017 - December 2017)
Technical Support Technician:
- Responsible for troubleshooting level 1 and 2 Technical Support tickets, following through to resolution
- Support wide range of technologies including Digital Phone Services/VOIP, Ethernet and Phone Circuit Transport, Email services (Microsoft Exchange and Proprietary Client), Business Servers and IPTV
- Provide remote support via Cisco Webex client

CityNet LLC-Bridgeport, WV (January2017 - February 2017)
Internship
- Hands on experience provisioning routers and monitoring networks

Self Employed-Clarksburg, WV (May 2008 – September 2016)
Owner/Operator
- Home and Small Office PC hardware/software troubleshooting, install and repair
- Small Office Network and Server maintenance and troubleshooting, including Microsoft Active Directory and Exchange

Education:

Western Governor's University (Current)
Bachelor of Science Network Operation and Security – Expected August 2019

West Virginia Junior College- (January 2016-March 2017)
Specialized Associate Degree in Information Technology

Fairmont State University- (January 2010-Januray 2013)
Course work in Computer Science and Mathematics

References

Blaine Oswald – Citynet LLC – Department Manager, Technical Support Center
Phone: Work 304-848-5401
Personal 304-657-9690
Email: Blaine.Oswald@Citynet.net

Rick Shaffer – Citynet LLC – Supervisor, Technical Support Center
Phone: Work 304-848-6226
Personal 304-629-5941
Email: Rick.Shaffer@Citynet.net

Matthew DeMaria – Peirpont Community & Technical College – Program Director/Instructor
Phone: Work 304-367-4148
Email: Matthew.Demaria@pierpont.edu

Aaron Jones - WVU Medicine - Network and Security Engineer
Phone: Personal 304-838-3281
Email: Aaron.Jones1@WVUMedicine.org