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Header 1

List View

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

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000045684

Legal Name: Net2Source Inc.

Alias/DBA:

Total Bid: \$0.00

Response Date: 05/06/2024

Response Time: 16:52

Responded By User ID: Net2Source Inc

First Name: Ajeta

Last Name: Sinha

Email: rfp@net2source.com

Phone: 2015356810

SO Doc Code: CRFQ

SO Dept: 0705

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

Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia  
 Solicitation Response**

**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 ESR05062400000006740	1

**VENDOR**  
 VS0000045684  
 Net2Source Inc.

**Solicitation Number:** CRFQ 0705 LOT2400000011  
**Total Bid:** 0  
**Response Date:** 2024-05-06  
**Response Time:** 16:52:02  
**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

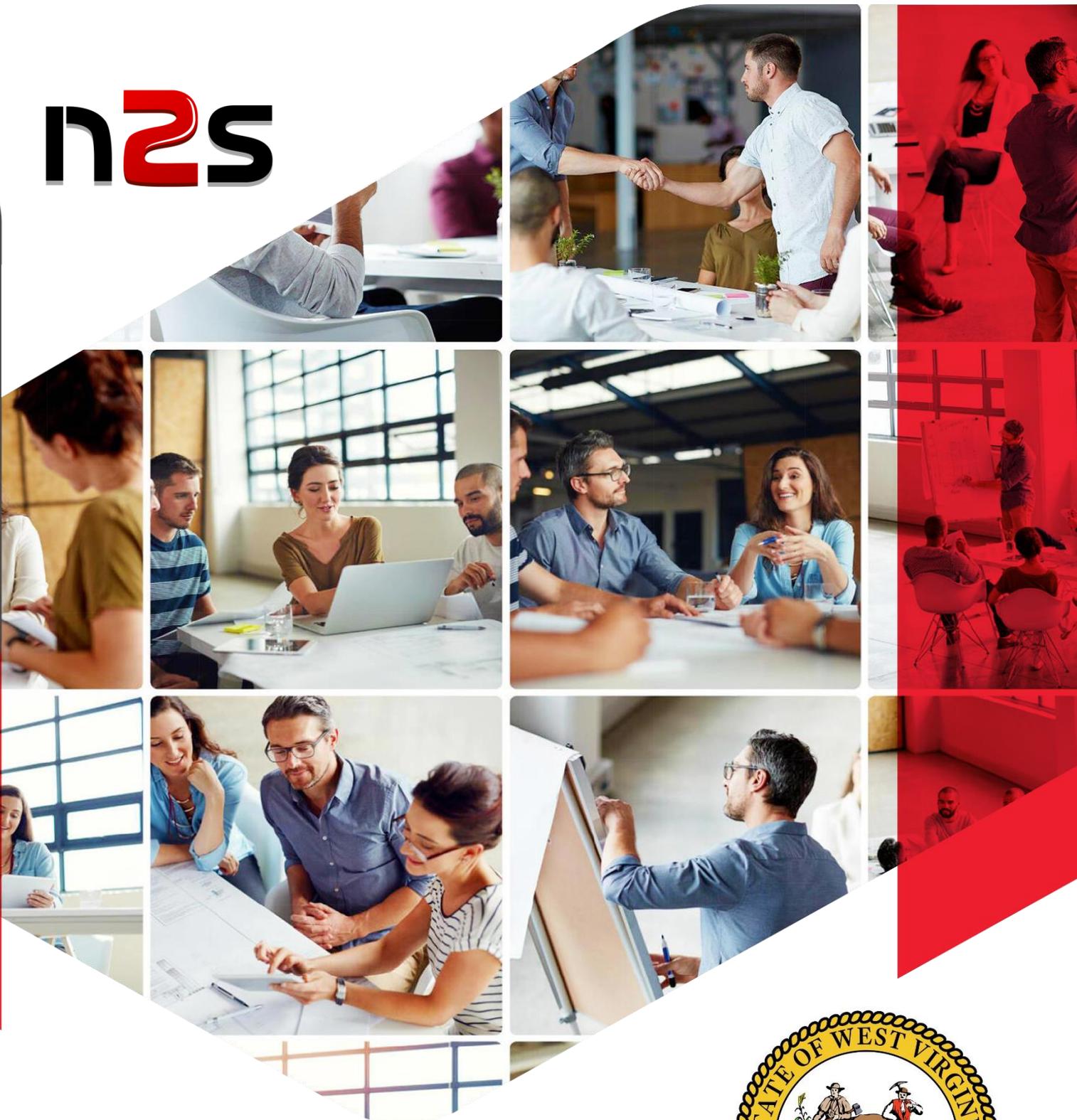
Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary IT Personnel Services				0.00

Comm Code	Manufacturer	Specification	Model #
80111600			

**Commodity Line Comments:**

**Extended Description:**

Temporary IT Staffing Services



**CRFQ 0705 LOT2400000011 –  
Prequalification Agreements IT Temp Staffing**



**Response To**

Tony L Welch  
 Department of Administration Purchasing Div.  
 2019 Washington ST E Charleston WV 25305  
 Email: [toby.l.welch@wv.gov](mailto:toby.l.welch@wv.gov)

**Response By:**

Ajeta Sinha – President  
 HQ: 270 Davidson Ave, Suite 704 Somerset, NJ 08873  
 Ph: 201-333-5020  
 Email: [rpf@net2source.com](mailto:rpf@net2source.com)



## **Cover Letter**

May 07, 2024.

Tony L Welch  
Department of Administration Purchasing Div.  
2019 Washington ST E Charleston WV 25305  
Email: [tohy.l.welch@wv.gov](mailto:tohy.l.welch@wv.gov)

**Subject:** Response to the CRFQ-0705-LOT2400000011-1: Prequalification Agreements IT Temp Staffing

Dear Evaluation Team,

Net2Source Inc. (**Hereby referred to as N2S**) is pleased to submit our response to the State of West Virginia (Hereby referred to as State) for CRFQ-0705-LOT2400000011-1: Prequalification Agreements IT Temp Staffing. The services required by the State are fully aligned with N2S and the core competencies utilized in the services we offer.

N2S is an NJ based IT services & solutions provider operating in 32 Countries and certified as Capability Maturity Model Integration (CMMI) Level 3, International Organization for Standardization ISO 14001:2015, ISO 27001:2013, ISO 27701:2019, ISO 37001& ISO 9001:2015 with over 17 of expertise in serving state and local government agencies.

### **Understanding of the RFP**

The West Virginia Purchasing Division is soliciting bids on behalf of the Agency, West Virginia Lottery Commission (Lottery) to establish a list of prequalified vendors from which the agency may subsequently obtain bids through a delegated process of IT Staff as covered by the prequalification agreement.

We understand that the objective of the State through this RFP is to pre-qualify vendors for the purpose of providing IT Staffing on an hourly basis for short term, long term, or temp-to-perm assignments. N2S has read the SOW document and understood the IT services defined under the scope of work. We are experienced, capable, and fully confident to cater to the State's IT staffing requirements.

Our IT project-based staffing services are made specifically to meet the staffing requirements of a specific job or project by giving the State a pool of skilled workers who can meet its short-term or long-term requirements. We have a large team of experienced IT specialists with the necessary experience that is needed for the State that is listed in the SOW's.



**Our Distinguishing Factors and Capabilities:**

- 17 years of serving various Public and Private sector clients
- Successfully managing over 80+ Information Technology Staffing Contracts supporting federal, state, local governments, and private sector clients in over 35 states and various countries.
- We use a multi-tier delivery model spearheaded by a Client Engagement Associate (Client-driven), Resource Delivery Associate (Opening Focused) and Recruiter (Candidate Focused), supplemented by senior management leadership for strategic client support and sourcing for recruitment support.
- Team of 250+ technical recruiters, data miners and sourcing executives supporting our clients.

**Company Details**

<b>Company Name and Age</b>	Net2Source Inc, in business from 17 years
<b>Company Size</b>	550+
<b>Address</b>	<b>HQ:</b> 270 Davidson Ave, Suite 704 Somerset, NJ 08873
<b>Net2Source Point of Contact and Title</b>	Ajeta Sinha – President
<b>Contact Details</b>	Email: <a href="mailto:rfp@net2source.com">rfp@net2source.com</a> Ph: 201-333-5020

We look forward to the possibility of working together to support your organization's success.

Warm regards

Ajeta Sinha – President  
Net2Source Inc.



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## General Company Overview

### Qualifications

Net2Source has been in the business of IT services and solutions since 2007. Our first service offering was IT staffing to NJ and Texas area companies. Since that time, Net2Source has led the market in developing innovative IT solutions as our clients' needs have changed. We have been providing IT staffing services from the last 17 years, and we understand better than anyone the types of technology challenges that companies face.

Over the years, we have evolved into national IT services & solutions provider with a breadth of specialty businesses. With our robust portfolio of IT service and solution offerings, Net2Source is committed to supporting its clients to provide IT services to meet the demands of their stakeholders.

Net2Source is a 100% minority-owned and diversity-certified company that specializes in total talent management. We provide end-to-end talent solutions, catering to a wide range of needs across various industries. Our services include Statement of Work (SoW), Managed IT Services, Employer of Record (EOR), Staff Augmentation, Permanent Hiring, Recruitment Process Outsourcing (RPO), IC Compliance, Diversity Spend Tracking & Management, On-Premises Vendor, Contact Centres/Helpdesk, and Business Process Services (BPS).

A major focus of N2S during the last decades has been providing resources and leading staffing initiatives for public agencies and educational institutions including Universities, and K-12 Schools. This has led us to gain over 80+ public agencies at the Local, State, and Federal levels. We tailor our processes to each project and team, as the specific communication and coordination needs vary based on the size of team, the scope of the project and the availability of the project stakeholders. In all cases, our processes are focused on facilitating clear communication and coordination, both with the project team members and with the stakeholders.

With a global presence spanning 32 countries, Net2Source is positioned to serve clients around the world. Our commitment to diversity and inclusion is evident in our certification and minority ownership, reflecting a dedication to providing opportunities and representation in the workforce.

Net2Source brings strong credentials and qualifications to deliver services sought by this solicitation. This is demonstrated by the following facts:

- **Our People**



- o We only hire TOP 10% of technical talent.
- o Over 60% of our people possess master's degrees, majority from leading US Universities.
- o One of the highest employee satisfaction ratings on Glassdoor.com.
- o 95% employee retention rate.

- **Net2Source's advanced Talent Pool and Applicant Tracking System (ATS)-**

Net2Source has invested time, money, and effort in customizing JobDiva ([www.JobDiva.com](http://www.JobDiva.com)), an industry-leading applicant tracking system designed especially for IT staffing firms. This applicant tracking system (ATS) monitors the complete need lifecycle and promotes collaboration among departments inside the organization (recruiting, sales, human resources, administration, etc.). Our ATS system currently comprises an ever-growing database of about 1200,0000 resumes of highly qualified technical talent available in the United States. There is a dedicated team of recruiting professionals whose sole task is to constantly keep adding to this database. This provides us with a competitive edge and ensures quick turnaround time. Our database has around 50000+ consultants from West Virginia and neighbouring regions.

Net2Source is a global workforce management and staffing solutions company that specializes in IT staffing, among other services. Here are the qualifications and characteristics specific to Net2Source as an IT staffing firm:

- **Experience and Reputation:** Net2Source has a proven track record of providing IT staffing solutions to clients across various industries. With over a decade of experience in the staffing industry, Net2Source has built a reputation for delivering high-quality talent and excellent customer service.
- **Industry Specialization:** Net2Source focuses on IT staffing, which allows us to have a deep understanding of the technology landscape and the specific needs of clients within the IT sector.
- **Large Talent Pool:** Net2Source boasts a vast network of IT professionals with diverse skill sets and experience levels. This extensive talent pool enables us to quickly source and place candidates for our clients' requirements.
- **Innovative Recruitment Techniques:** Net2Source leverages innovative technology and innovative recruitment techniques to identify and attract top IT talent. We utilize AI-driven tools, data analytics, and social media platforms to reach potential candidates and assess their suitability for specific roles.
- **Comprehensive Screening Process:** Net2Source has a rigorous screening and vetting process for evaluating candidates. This process typically includes technical assessments, behavioral interviews, reference checks, and background verification to ensure that candidates meet the client's requirements and standards.



- **National Presence:** Net2Source operates nationally, with offices and operations in multiple locations. This presence allows us to tap into a diverse talent pool and serve clients with international staffing needs.
- **Continuous Improvement:** Net2Source is committed to continuous improvement and innovation in our staffing solutions. We regularly assess and refine our processes to enhance efficiency, quality, and client satisfaction.
- **Client Satisfaction:** Net2Source prioritizes client satisfaction and aims to build long-term partnerships with our clients. We measure success not only by the number of placements but also by the positive feedback and repeat business from satisfied clients.

To address the essential components of the scope of services specified in the solicitation document, N2S possesses the following qualifications that make us distinctive and sets us apart from the competition:

**Dedicated Account Management Team:** N2S's account management approach for handling contingent staffing contracts ensures that contract requirements and goals are well supported. For the State, we are assigning a dedicated account management team to ensure the right delivery of services.

**Strategic partnerships:** To provide our clients the most cost-effective and innovative IT services and solutions, N2S has worked diligently over the years to build a broad network of strategic partners. It enables us to provide premium-quality services to our clients through early access to new technologies as well as preferred access to training and technical support.

**Resume Database:** We have 10M+ pre-vetted candidates (20% are matching skills set required by the State) in our resume database which make us fully capable of fulfil the state's requirements as and when required. We ensure the state that there is a pipeline of qualified candidates at any given time.

**Turnaround time:** We take maximum 4 – 6 working hours to provide a qualified resume. N2S has 150 domain specified recruiters possess the average experience of five (5) years. Resource replacements, whenever required, can be provided within 24 hours of request.

**Recruiting Process:** We will use our ISO 9001:2015 certified recruiting process, our internal database of more than 10 million pre-vetted resumes, access to various job sites (Monster, Dice, Career Builder, etc.), internal pool of contingent contracts.

**Financially Stable:** N2S is a financially stable and growing company. In the year 2023, we were financially evaluated at \$65. N2S does not have any pending merger or financial liabilities which may affect this current contract. We don't have any short term or long-term debts.



**24-hour support:** N2S’s Client Engagement and Delivery Office (CEDO) provides regular and “after-business-hours support”, giving a 24 hours’ support to clients and an end-to-end resource management.

**Staffing Firm that Delivers the Right Employee:** Our engagement process revolves around our clients and their specific business requirements. Through our consultative strategy, termed the Perfect Fit Program, we tap into a talent reservoir spanning thousands to locate the ideal candidate matching the criteria for a particular district position. Comprising five tailored phases, the Perfect Fit Program is designed to optimize service delivery for your account.

- **Customer Assessment** - Our focus is on comprehensively understanding our clients' business requirements, enabling us to identify the services that optimize their staffing procedures' efficiency and effectiveness.
- **Sourcing** - Leveraging our recruiters' industry expertise and the vast networks of our staffing agency, we swiftly pinpoint the most qualified candidates.
- **Evaluation** - At N2S, we delve deeper than resumes, getting acquainted with each candidate to discern the skills and traits that align seamlessly with your roles.
- **Selection** - Before a candidate commences employment, we meticulously verify all documentation, screenings, and certifications.
- **Performance Tracking** - Continuous evaluation of our performance and that of our personnel ensures ongoing satisfaction with our services.

**Background Check:** N2S works with the clients to establish business rules and customize a background check process that meets client’s requirements. N2S has trusted partnerships with companies that have the resources to perform a variety of background checks at a local, county, and state level.

### **Services We Offer**

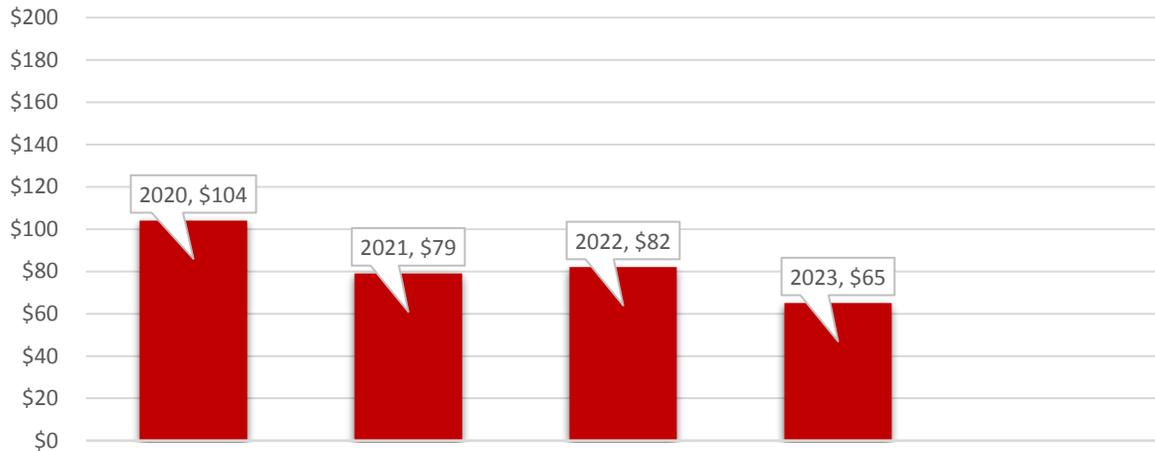
- Contingent Staffing
- Direct Hiring
- SOW (Statement of Work)
- Contact Centre/Helpdesk
- Diversity Spend Capture
- Payroll Solutions
- EOR/PEO/VOR
- RPO
- Managed IT Service
- Nearshoring/Co Shoring & Admin/Clerical Support

### **Financial Capability**

Net2Source is financially stable and a growing company having total revenue as \$65MN for the year 2023 in the US market. State’s staffing needs are backed by a leading IT staffing and services provider with a strong balance sheet that can readily support State’s needs today and tomorrow.



## Net2source's Revenue In Million(s)



### Our Awards and Recognition

- Largest Staffing Firm in the US by Staffing Industry Analysts (SIA) (2023, 2022, 2021, 2020)
- Fastest Growing US Staffing Firm by Staffing Industry Analysts (SIA) (2022, 2021, 2020, 2019)
- Largest Life Sciences Staffing Firms in the US by Staffing Industry Analysts (SIA) (2022, 2021, 2020)
- Diversity-owned Staffing Firms in the US & Canada by Staffing Industry Analysts (SIA) (2022, 2021, 2020)
- America's Fastest Growing Companies by Financial Times (2022)
- 100 Fast Asian American Business Award by USPAACC (2019 – 2020)
- America's Fastest-Growing Private Company in USA by Inc. 5000 (2022 - 2015)
- Proven Performer for Commitment to High-Quality Talent by Workforce Logix (2020, 2019)
- Diverse Supplier Award by AgileOne (2022)
- Best of the Best Supplier Excellence Award by AgileOne (2021)
- Best of the Best Supplier Excellence Award by AgileOne (2018)
- Best of the Best Supplier Excellence Award by AgileOne (2017)
- Best of the Best Supplier Excellence Award by AgileOne (2016)
- Fastest Growing Midsize Companies in North Texas by Dallas Business Journal (2020, 2019)
- America's Most Honoured Businesses (top 10%) by America's Most Honoured Businesses (2019)
- Excellence Award for IT & Engineering Staffing and Solutions by TechServe Alliance (2018)
- The fastest-growing small private companies in DFW by Dallas 100 (2018)



Response to CRFQ 0705 LOT240000011  
State of West Virginia Purchasing Department  
Prequalification Agreements IT Temp Staffing



Our Certifications



Our Technology Partners





**Experience in Similar Services**

N2S has been servicing the public sector entities for the last 17 years. We understand the State’s interests lie in what is best for your departments. N2S leverages its team of specialists located throughout the nation to enhance our capabilities to best support the State’s needs. At N2S, we build our program to support your unique needs so that the State will experience a partnership based on cooperation and focused on the goals and objectives through a professional, well designed service plan.

**State Government Clients:** State of New Jersey, State of Texas, State of Michigan, University of California, University of Southern California, University of Chicago, University of Kansas, Boston University, Government of Ontario, State of Texas, State of New York, State of Colorado.

**Federal Clients:** Federal Reserve Bank (FRB), FRB NY, FRB Philadelphia, FRB San Francisco.

**Private Sector Clients:** Nestle, Johnson & Johnson, BMS, Beckton Dickinson, AbbVie, Kroger, Danaher Corporation, Gilead Sciences, Johnson Controls, Cognizant, LTIMindtree, Virtusa, IBM, Yahoo, Dolby Laboratories, Caterpillar, American Airlines, Intel, Boeing, etc.

**Our Successful Placements and Resources Pre-Vetted in Asked Categories**

Services/Skillsets	Placed from 2023 – Till Now	Number of Pre-Vetted Candidates in the Resume Database	Number of Candidates in the Resume Database from WV
Business Analyst	45	12700	350
Data Analyst	25	9800	128
Database Administrator	30	15700	400
Help Desk Support	25	10900	266
Network Engineer	24	16835	250
Project Manager	33	20700	380
Quality Assurance Analyst	30	10800	274
Security Analyst	42	9800	75
Software Developer/Engineer	21	10664	182
Systems Administrator	27	12880	343
Technical Writer	10	7800	56



N2S offers services to government agencies across the United States through its robust Public Sector Consulting expertise. A highly skilled Public Sector team manages this practice; they meet every week to discuss performance and issues related to the Resource Management. The goal of this arrangement is to guarantee that each client has direct access to both subject matter experts from throughout the business and qualified local resources.

Our ability to successfully manage over 80+ IT staffing contracts servicing federal, state, local, and private sector clients across more than 35 states represents proof of our experience.

### **Domain experience**

With over a decade of experience in providing IT staffing services, N2S maintains a formal state and local government practice as one of our industry specialties. Our 17-years history of supporting top initiatives across public sector agencies positions us to help state and local governments achieve their missions. In the year 2023, we placed more than 1600 temporary consultants and currently, we have a network of over 2800 temporary employees working for 100+ government entities.

### **Project 1**

<b>Client name</b>	Alabama State Montgomery, Alabama
<b>Years Services Provided</b>	2018-2021
<b>Project Type</b>	Staffing Services
<b>Description of work performed</b>	Initially, Net2Source won the contract of Alabama State for providing fully managed staffing services. The objective of this contract is to enable state to procure & manage full life cycle staffing, consulting, and technical services in a timely and economical manner. <ul style="list-style-type: none"> <li>✓ Application Development</li> <li>✓ Data Strategy and Management</li> <li>✓ Quality Assurance</li> <li>✓ Technology Research</li> <li>✓ Customer Support</li> <li>✓ Network Management</li> <li>✓ Internet Planning, Eng. &amp; Operations</li> <li>✓ Operations</li> <li>✓ Telecommunications</li> </ul>



	<ul style="list-style-type: none"> <li>✓ Electronic Commerce</li> <li>✓ Business Analysis and Planning</li> <li>✓ Release Management</li> <li>✓ Program Management</li> <li>✓ Customer Service Hotline</li> <li>✓ Technical Product Support</li> </ul>
<b>Client Type</b>	Government

**Project 2**

<b>Client name</b>	Adams State University Alamosa, CO
<b>Years Services Provided</b>	2018-2020
<b>Project Type</b>	Staffing Services
<b>Description of work performed</b>	<p>This solicitation seeks providers that can provide professional and technical information technology contracting services as needed over the next three (3) years. The goal is to select a group of qualified service providers through this competitive process to minimize its contract staffing timelines and expenses while adhering to State’s processes and policies.</p> <ul style="list-style-type: none"> <li>• In addition, proposers must be able to submit a proposal for a range of IT technical and professional staffing services.</li> <li>• Typical requests include project-specific services for IT project management, business analysis support, report writing, accounting, billing, EHR analysis, and developer roles.</li> </ul>
<b>Client Type</b>	Government

**Project 3**

<b>Client name</b>	Atlanta Public Schools Atlanta, GA
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<b>Years Services Provided</b>	2019-2023
<b>Project Type</b>	Staffing Services
<b>Description of work performed</b>	Net2Source was responsible for augmenting IT Specialized resources for the Atlanta Public Schools. Task Performed in this Contract: <ul style="list-style-type: none"><li>✓ Business Analyst</li><li>✓ Project Manager</li><li>✓ Identity and Access Management Application Analyst</li><li>✓ Human Resources/HR Functional Analyst</li><li>✓ Financials/Financial Services Functional Analyst</li><li>✓ Student Systems Functional Analyst</li><li>✓ Ed Tech/Digital Tools Functional Analyst</li><li>✓ CRM Application Analyst</li><li>✓ CRM Functional Analyst</li><li>✓ CRM Technical Analyst</li><li>✓ Web Developer</li></ul>
<b>Client Type</b>	Government

**Project 4**

<b>Client name</b>	Bluewater District School Board Ontario, Canada
<b>Years Services Provided</b>	2021-2022
<b>Project Type</b>	Staffing Services
<b>Description of work performed</b>	Net2Source has provided following roles: <ul style="list-style-type: none"><li>✓ Technical Business Analyst</li><li>✓ Quality Assurance Analyst</li><li>✓ Business Analyst</li><li>✓ System Administrator</li><li>✓ System Analyst</li><li>✓ Project Manager</li></ul>
<b>Client Type</b>	Government



**Project 5**

<b>Client name</b>	University of California CA
<b>Years Services Provided</b>	2022-Ongoing
<b>Project Type</b>	IT and Non-IT Staffing Services
<b>Description of work performed</b>	Net2Source is responsible for providing IT and Non-IT Staffing Services as per the requirements and needs of the University.
<b>Client Type</b>	Government

**Project 6**

<b>Client name</b>	State of Texas TX
<b>Years Services Provided</b>	2020-2021
<b>Project Type</b>	Staffing & Professional Services
<b>Description of work performed</b>	<p>IT professional services resources roles that was required by the State. The list is not all-inclusive; the State have other IT professional services resources roles not listed that are required. Any non-listed roles will be set out in an issued RFS, and any hourly rates will be established at that time.</p> <ul style="list-style-type: none"><li>✓ Applications Architect</li><li>✓ Batch Job Administrator</li><li>✓ Business Analyst</li><li>✓ Solution Architect</li><li>✓ Business Architect</li><li>✓ Project Manager</li><li>✓ Product Manager</li><li>✓ Program Manager</li><li>✓ Solution Architect</li><li>✓ Technology Specialist/Developer</li></ul>



<b>Client Type</b>	Government
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**Project 7**

<b>Client name</b>	Annapolis Valley Regional School Berwick, Nova Scotia
<b>Years Services Provided</b>	2022-2023
<b>Project Type</b>	Critical IT support
<b>Description of work performed</b>	Net2Source’s team of consultants have provided critical IT support across several projects at Annapolis Valley Regional School as detailed below. Our services include: <ul style="list-style-type: none"><li>✓ Applications Development</li><li>✓ Database Administration</li><li>✓ Network Engineering Services</li><li>✓ Technical Writing</li><li>✓ Subject matter Expertise</li><li>✓ Content Writing</li><li>✓ Training Services</li><li>✓ Training Support</li><li>✓ System Administration</li><li>✓ IT Customer Support</li><li>✓ Help Desk Support</li><li>✓ Quality Assurance</li></ul>
<b>Client Type</b>	Government

**Project 8**

<b>Client name</b>	University of Kansas Lawrence, KS
<b>Years Services Provided</b>	2023-2023
<b>Project Type</b>	IT and Healthcare Staffing
<b>Description of work performed</b>	Net2Source’s services include: <ul style="list-style-type: none"><li>✓ Applications Development</li></ul>



*Response to CRFQ 0705 LOT2400000011  
State of West Virginia Purchasing Department  
Prequalification Agreements IT Temp Staffing*

	<ul style="list-style-type: none"><li>✓ Database Administration</li><li>✓ Network Engineering Services</li><li>✓ Senior Writer/Editorial</li><li>✓ Senior Marketing Writing and Editing</li><li>✓ Graphics Designing</li><li>✓ Training Services</li><li>✓ Web Content Analysis</li><li>✓ Nurse Practitioners</li><li>✓ Physician Assistants</li><li>✓ Nurses</li><li><input type="checkbox"/> Healthcare Administrators</li></ul>
<b>Client Type</b>	Government

**Our Team**



**Ajeta Sinha – President (Main Point of Contact)**

Apart from being the President of Net2Souce, she is wearing multiple hats which includes managing Business Development and Sales, Marketing, Account Management, Staffing Operations, Internal Hiring of all levels, Partner negotiations, Escalation Management, Strategic Negotiations, Global Compliance and Operations, Headhunting, Proposal Creation, D&I Strategy Planning and Implementation, RFP/RFI creation and Submission, Inside Sales Training and Team Management, Event Management and Sponsorships, Company Award Nominations, Branding, Market and Competitor Analysis, Training, and Development, Salesforce Administration and Implementation, Job Diva (ATS) Review, and Process Re-engineering, Candidate and Employee Surveys and Performance Management, Onsite and Offshore Operations, Global Recruiting and Sales operations.

**Education Certification**

Customer Relationship Management Course (Indian Institute of Management Ahmedabad, India)

**Industry Experience**

<b>Client</b>	Net2Source Inc.
<b>Duration</b>	February 2015 – Till Now

**Responsibilities**

- Managing a Portfolio of \$250 MN worth of accounts as President
- Strategic Point of contact for all key clients (Direct, MSP, System Implementers)
- Providing SOW Engagement & Consulting Services, Staffing (Direct & Contingent), Payroll, RPO & Manage IT services.
- Managing new Client Acquisition - Direct clients and MSP's
- Strategic Decision maker for Business Development activities at Net2Source
- Revive dormant accounts and do gap analysis.
- Implement Account Management Strategies
- Provide training on Tools like LinkedIn, Salesforce, Job Diva, Major VMS
- Managing a direct team of 80+ (Inside Sales, Account Managers and Business Heads) onsite and offshore
- Face of the company for all business events and conferences
- Drive Performance Appraisals for Team
- Introduce New Performance and Process Improvement Metrics



- Conducting KPI Analysis Meetings with clients and internal teams.
- Vendor Management (working with sub vendors for sub -contracting)
- Heading all Marketing campaigns - Newsletters, Social Media campaigns
- Heading Consultant Care Program
- Social Media Expert (Handle PR for Net2Source)
- Expert in Proposals, Presentations, Marketing Collaterals
- Make Strategic decisions on Top Generating accounts.
- Responding to RFP/RFI for State and Commercial clients
- Lead a team of Business Development Managers (Onsite & Offshore)
- Implemented CRM for Sales Team
- Involved in in-house Hiring for all levels (India and US)
- Involved in Contract Negotiations and Collections

<b>Client</b>	RateGain
<b>Duration</b>	April 2014 - February 2015

**Responsibilities**

- Establish excellent understanding of the client’s business and provide inputs to the Sales & Marketing team for tools and services required for creation, coordination and implementation of effective marketing and communication plans. Additionally, will also be required to develop effective sales tools which can be implemented at the ground level.
- To generate revenue from the assigned set of existing customer accounts and ensure revenue growth from the assigned geography by account creation, mining, analysis, and up-selling.
- To set and achieve annual sales goals and sales growth targets, as well as ensuring all products are priced to produce corporate profit and market competitiveness.
- To be an expert in managing, directing, guiding, and motivating the assigned team
- Managed Fortune clients (Expedia, Priceline, Odigeo, Orbitz, Carlson Wagonlit, Rentalcars.com)
- Exceeded targets by 20% within 6 months of joining by upsell and new sales.
- Was able to maintain renewals at a rate of 100% for all my strategic accounts.
- Actively participated in Onsite Meetings, trade shows, conferences, and sales meetings to deliver effective campaign support outside India.

<b>Client</b>	Campus Consortium
<b>Duration</b>	February 2013 - March 2014

**Responsibilities**

- Enhancement of commercial value of existing contracts.

- Client communications, conflict resolution, and compliance on client deliverables and revenue.
- Project Manage major deliverables (i.e., strategic brief, function spec, tech spec, etc.) to ensure quality standards and client expectations are met.
- Manage client relationships through business review, expectation management, consultative roadmap presentations and internal alignment of resources for timely delivery.
- Manage Vendor relations and make recommendations for empanelment/ termination.
- Work closely with the project team to maintain a continuous knowledge of project status to identify potential issues and/or opportunities within or related to the project.
- Measure effective implementation of processed through self-designed CRM dashboards.
- Report to the Director of Relationship Management, providing regular input on all account activity, including status and call reports on a weekly basis.
- Interacted with C level contacts (President, CIO, CTO, CFO) at US Top Universities
- Handled Accounts worth \$20 million in my portfolio.
- Managed Strategic Accounts and exceeded targets by about 60% within a year.
- Managed a team of 12 Account Managers
- Managed consistent retention/renewal rate at 98%



### **Heather Walsh – Account Executive**

With more than six years of experience, Heather has worked in business development, operations, customer relationship management, and account management. She has a great deal of expertise making sure that our staffing solutions are successfully and on time delivered in accordance with the goals and demands of our clients, having been recognized among the top 3 Account Executives by Net2Source across the US. She has a track record of effectively updating internal stakeholders on the status of weekly, monthly, and quarterly status updates. She is adept at leading many State accounts to efficiently oversee daily operations and communicating with important State agencies to ascertain needs and comprehend the general operation of available resources.

#### **Core Competencies**

- Every aspect of the hiring process, from obtaining requirements to fulfilling them.
- Taking on the role of Accounts Lead for several staffing implementations at Federal, State, and Local contracts.
- A significant amount of expertise in examining, settling, and signing any non-disclosure agreements, teaming agreements, and subcontracts for the organization.

- Excellent scheduling skills for both company and executive-client meetings, as well as experience keeping track of the equipment used by the business.
- Skilled at drafting staffing services agreements for the organization and sending them out to the group.

**Education Certification**

- University of California San Diego Sociology, Law · (2018 - 2020)
- Mira Costa College Associate of Arts - AA, Sociology · (August 2015 - May 2018)
- Mira Costa College Associate of Arts - AA, Criminal Justice/Law Enforcement Administration · (2015 - 2018)

**Industry Experience**

Client	Position	Duration
Net2Source Inc.	Account Executive/ Customer Success Manager	April 2023 - Present
CD Recruitment	Executive	November 2022 - March 2023
Betts	Senior Recruiting Coordinator	January 2022 – November 2022
LPL Financial	Associate Service Consultant	June 2020 - January 2022



**Andrew Hayes – Recruitment Lead/AM**

As a seasoned professional with several years in IT and staffing, I understand that my customers rely on me to identify, attract, and help them hire the right talent to fuel their growth. I take pride in partnering with my customers to understand their industry nuances and their short- and long-term objectives before recommending solutions. The investment I make in my customer coupled with my expertise in the IT workforce, enables my customers to succeed in meeting their hiring needs. customer coupled with my expertise in the IT workforce, enables my customers to succeed in meeting their hiring needs.

**Core Competencies**

- Expert in recruitment process and resource management, sourcing strategies, recruitment process improvement and up gradation and compliance management.
- Teach how to drive and managed the entire recruiting process starting with identifying the requirement, posting positions on internet/intranet, job boards, etc., sourcing resumes, finding, and screening candidates to extending the offers and closing the positions successfully to the juniors.

- Expert in handling various non-IT positions also including, but not limited to Accountants, Administrative & Clerical Staffs, Accounting Managers, Auditing Managers, Budget Managers, Data Analysts, etc.
- Expert in in-house recruitment & placing H1B candidates on Bench with different skill sets.
- Interacting with Hiring Manager of End Client and discussing the requirements with the team and the sourcing needs of them and fulfilling them.

**Education Certification**

- Anoka Ramsey Community College – Associates Degree in Accounting
- Coon Rapids High School - Associates Degree in Accounting and Finance

**Industry Experience**

Client	Position	Duration
Net2Source Inc.	Account Manager/Recruitment Lead	July 2023 - Present
eTeam	Lead Client Delivery	September 2022 - July 2023
Kelly Science, Engineering, Technology & Telecom	Principal Workforce Consultant	February 2022 - September 2022
Mindlance	Sr. Account Manager	September 2012 - July 2020



**Aman Kumar – Delivery Manager**

As a Delivery Manager at Net2Source, Aman lead the recruitment delivery for all accounts, handling 10 clients and 18 recruiters with the help of 1 account managers. Aman has built a new IT team from scratch, trained them on new technologies, and supervised their performance and metrics. Aman has also worked with direct clients and managed a strong and competent recruitment team.

**Core Competencies**

- Communicating with hiring managers to identify future job openings and the technical requirements for those jobs.
- They write job descriptions and post to relevant media platforms.
- Screening applicants for competency with the job requirements.
- We are arranging telephone, video, or in-person interviews.
- Performing background and reference checks.
- Developed and maintained the recruitment process, resulting in a streamlined approach to hiring.

- Provided reports for clients on their recruitment/roles, resulting in high client satisfaction.
- Advised clients on appropriate attraction and selection methods for each role, resulting in successful placements.
- Shortlisted and screened candidates, resulting in a high standard of candidate experience.
- Provided guidance and support to the recruitment team, resulting in improved performance and productivity.

**Education Certification**

- Rajasthan Technical University Bachelor's Degree, Computer Science (2013 - 2017)
- Kendriya Vidyalaya Schooling, Mathematics and Computer Science (2001 - 2013)

**Industry Experience**

Client	Position	Duration
Net2Source Inc.	Delivery Manager	September 2020 - Present
Creatigrity Technologies Pvt Ltd	Recruitment Delivery, Team Lead	January 2020 - August 2020
LanceSoft Inc	Sr. Executive (Technical Recruiter)	January 2018 - January 2020



**Ravi Tiwari – Finance Manager**

With over 15 years of experience, Ravi is a skilled and results-oriented finance manager who specializes in developing and recording billing processes for a range of hiring and consulting assignments. With an emphasis on accuracy and efficiency, he has a good expertise in cost accounting, forecasting, month-end and year-end closing procedures, budget preparation, variance analysis, and process improvements. He has a great deal of expertise handling cash receipts, collecting accounts receivable (AR), and overseeing interactions with third-party service providers like PayPal. He is adept at overseeing all aspects of accounts receivable management, including sales orders, invoices, bank deposits, and daily cash reporting.

**Core Competencies**

- Fully conversant with the CRM, invoicing, timesheet-tracking & payment to consultants, rate negotiations, contract writing, and negotiations.
- Supervised the preparation of monthly, quarterly, and yearly financial reports.
- Organized financial records & created accounting systems for small businesses.



- Skilled in performing routine accounting activities such as maintenance of the general ledger, preparation, and distribution of various financial reports, payroll input, reconciliation of balance sheet accounts, and journal entries.
- Resolved months of backlogged accounts, restored order, and organization to processes/records in disarray, researched and solved billing issues to correct invoicing and journal entry errors previously missed.
- Responsible for managing the billing and payroll functions including analysing, documenting, and improving processes.
- Setup new billing processes and procedures during new system implementation and ensured a smoother transition for the organization to deliver accurate invoicing to clients.

**Education Certification**

- Delhi University, India - B. Com, Commerce (2003 - 2006)

**Industry Experience**

<b>Client</b>	<b>Position</b>	<b>Duration</b>
Net2Source Inc.	Finance Manager	January 2010 – Present
VTLGlobal, Inc	Finance Analyst	January 2008 - January 2010

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***Note-** We will assign dedicated recruiters in this project. Their recruiting capacity is upto 60 candidates per week. We will support the State needs with full dedication and with ease.*

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## Project Approach and Methodology

Net2Source’s approach is based on a dedicated service delivery model, leverages its best resources to fully support the mission and objectives of the State. Net2Source will assign a Client Engagement and Delivery department for the State contract to provide regular and after-business-hours support. The delivery department will empower Net2Source to respond quickly to all State requirements and queries, with turnaround time as little as 12 hours for most of the IT requirements. The department will be focused on adding values and delivering the IT staff “whenever client needs” through a deep understanding of the experience, skills and other details for successful deployment and project completion. Client Engagement and Delivery department will also ensure a perfect match with continuity at a place using an innovative, best in class 24x7x365 recruiting and deployment engine, complemented by internal teamwork to validate candidate and background, onboarding, candidate replacement, and timesheet management and administration.

### What the State can expect from Client Engagement and Delivery department for this contract:

#### Program Design

- Timeline
- Roles and Responsibilities
- Program Requirements and Service Deliverables

#### Quality

- Performance Metrics
- Quality Control Plan
- Customer Satisfaction

#### Employee Acquisition

- Recruiting
- Prescreen & Hire
- Drug/Background Screening

#### Employee Management

- Employee Onboarding
- Employee Relations
- Retention

#### Technology

- Time Keeping/Reporting
- Recruiting Infrastructure
- Implementation

#### Invoicing/Reporting

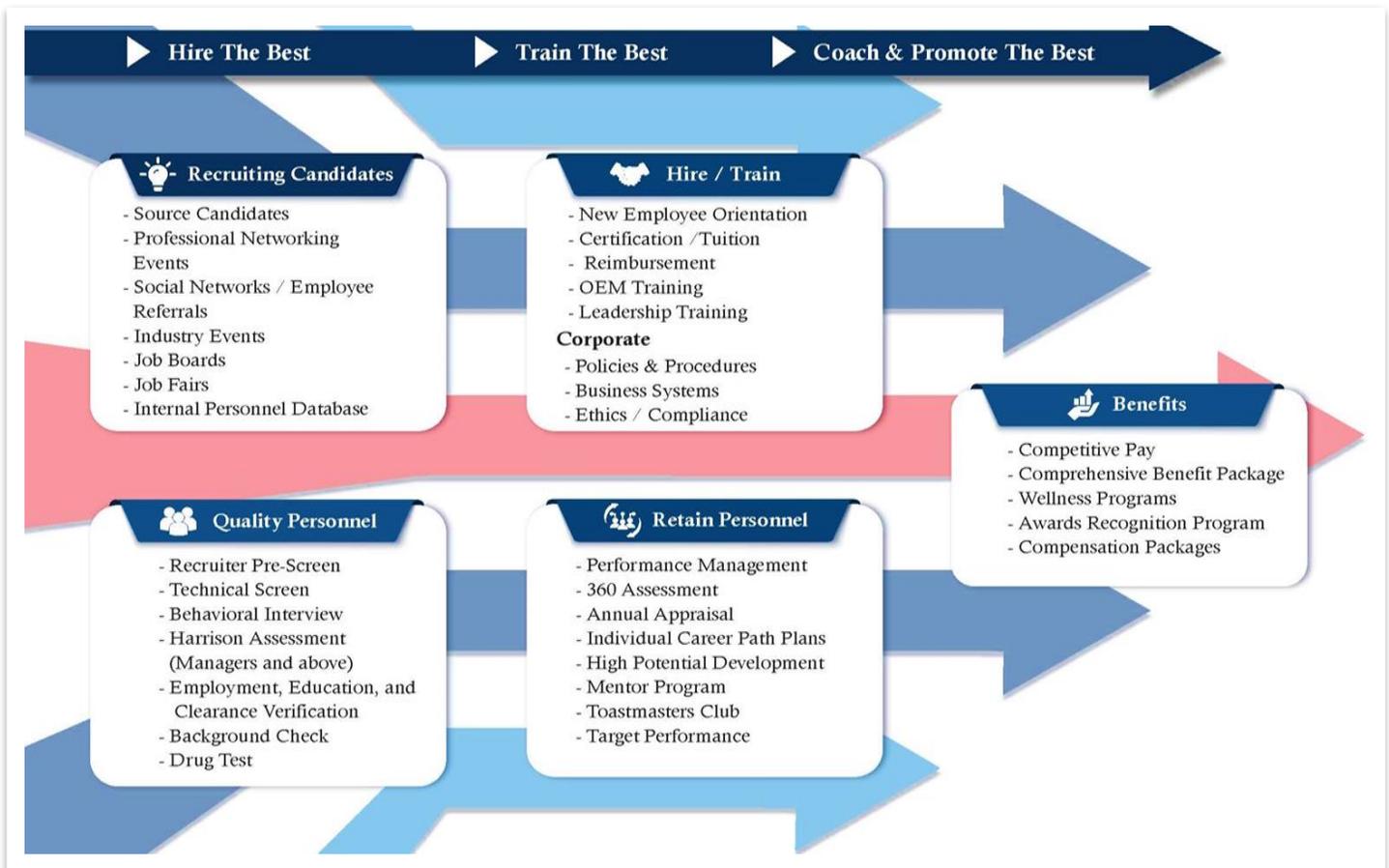
- Invoice Accuracy
- Consolidated Reporting
- Tailored Reports and Frequency

Our team is dedicated to implementing the most effective market practices to help the State achieve its goals. We take a comprehensive approach to meeting the State's needs and keep them informed throughout the recruitment process with regular reports. Our Information Technology management staff will thoroughly review all resumes of potential candidates, and all staffing decisions will be approved by State IT management staff prior to starting.

**Staffing Plan**

**Contract Initiation**

Following our Quality Project Implementation Process, we will present our team and lay out the foundation for our partnership with the State during the kickoff meeting before starting the contract. We will go over State's program objectives in this discussion to ascertain which services are necessary to best achieve the goals. We also decide on the kind and extent of the work. Since we take a proactive approach to management, we perform requirements assessments to evaluate the business environment and make sure that the scope includes all required controls. In addition to reviewing the ongoing operations and analyzing the costs and benefits, Net2Source also creates a detailed overall budget and breaks down the business needs and requirements into achievable targets.



**Proposed Plan**

N2S offers a comprehensive Short and Long-Term IT Staffing Plan to effectively meet State's need. The plan begins with a thorough assessment of the State's requirements, including an analysis of specific job classifications, skills, and expertise needed to align with the State's

organizational structure, culture, and strategic goals. N2S utilizes various sourcing methods to attract top talents, such as job boards, professional networks, referrals, and partnerships with agencies and departments. A rigorous screening process is implemented to evaluate candidates' qualifications, technical skills, experience, and cultural fit. After presenting a shortlist of qualified candidates, N2S facilitates onboarding, ensuring background checks, paperwork completion, and orientation to State policies, procedures, and systems.

To manage the performance of temporary staffing, N2S establishes clear expectations and deliverables based on project requirements. Regular monitoring and evaluation are conducted to provide feedback and guidance, and ongoing support and resources are offered to ensure the success of the temporary staff, including access to training and professional development opportunities.

Compliance with legal and regulatory requirements related to Short/Long Term Staffing, including employment laws, data privacy, and security protocols, is ensured. Comprehensive contracts and agreements are established to mitigate confidentiality breaches or intellectual property protection risks. Effective communication channels are fostered between Temporary staff, State departments, and stakeholders to facilitate collaboration and knowledge transfer.

N2S values continuous improvement and regularly reviews the effectiveness of the Staffing Plan, seeking feedback from the State's team and making necessary adjustments. By implementing this plan, N2S will aim to provide the State with a robust and efficient workforce, helping the State to meet its objectives, enhance project delivery, and effectively support the needs of its constituents. Staying updated on emerging IT trends and technologies, N2S will provide the State with the most relevant and innovative talent.

### **Recruitment Planning**

Recruitment planning is the first step of the recruitment process, where the vacant positions are analyzed and described. It includes job specifications and their nature, experience, qualifications, skills required, etc. Our structured recruitment plan is to attract potential candidates from a pool of candidates. The potential candidates should be qualified and experienced and capable of taking on the responsibilities required to achieve the objectives of the client's need.





## **Identifying Vacancy**

The first and foremost process of our plan is identifying the vacancy. This process begins with receiving the requisition for recruitment from the client, which contains the following:

- Number of posts to be filled.
- Number of positions
- Duties and responsibilities to be performed.
- Qualification and experience required.

When a vacancy is identified, it is the responsibility of our sourcing manager to ascertain whether the position is permanent or temporary, full-time, or part-time, etc. These parameters should be evaluated before commencing recruitment. Proper identification, planning, and evaluation lead to hiring the right resource for the client.

## **Job Analysis**

Our job analysis process identifies and determines a specific job's duties, responsibilities, skills, abilities, and work environment. These factors help identify what a job demands and what a candidate must possess to perform a job productively.

Key Steps we take for analyzing a job:

- Recording and collecting job information
- Accuracy in checking the job information.
- Generating job descriptions based on the information.
- Determining the skills, knowledge, and skills, which are required for the job.

## **Job Description**

The job description is an important, descriptive document containing the final statement of the job analysis. This description is fundamental for a successful recruitment process. The job description provides information about the scope of job roles, responsibilities, and the positioning of the job in the organization. And this data gives the employer and the organization a clear idea of what an employee must do to meet the requirement of his job responsibilities.

Elements we include in our job description document:

- Job Title / Job Identification / Organization Position
- Job Location
- Summary of Job
- Process of Supervision
- Working Conditions
- Health Hazards

### Job Specification

Job specification focuses on the specifications of the candidate whom our recruitment team is going to select for the client interview. Our job specifications document provides information on the following elements:

- Qualification
- Experiences
- Skills requirements
- Work responsibilities
- Planning of career

### Searching The Right Candidate

Searching is the recruitment process where the resources are sourced depending on the requirement of the job. After the recruitment strategy, the search for candidates will be initialized.



N2S uses the right technology to hire candidates and provide the most reliable tools to our team. In basic searches, we do semantic search terms that signify a candidate's responsibilities (i.e., what they do in their job). N2S maintains a significant role in maintaining a steep hiring bar. We scratch up to 5-10 candidates before selecting our favorites and build a sourcing pipeline that helps us build relationships with passive candidates.

### Screening/Shortlisting

At N2S, we get to know each candidate beyond just their resume. We find the skills and qualities that make you the perfect fit for your position. We ensure that qualified temporary employees are available as per the client's requirements; N2S will use its proven and proactive approaches, processes, and tools practiced for over 17 years to provide staff with the required skills.

We employ a meticulous screening process, combining our understanding of the requirements and similar experience in staffing government organizations. Our methodology leverages



decades of experience supporting clients to ensure we staff the requirements with Personnel who meet client requirements, bring the right experience, and have the required qualifications.

### **Initial Screening**

To complete the hiring process, we ensure all forms, screening, and certifications are verified before the employee starts.

#### **Pre-Screening**

- Communication skills
- Screening the consultant technically as per the requirement
- Collecting valid work authorization proof
- Photo ID/Driving license/Passport
- References minimum last two projects.

#### **Technical Evaluation**

- Technical Proficiency Profile Testing/ Online Technical Test
- Interview – Conduct detailed technical interviews based on the client’s requirements.
- Check effective communication, creativity, analytical thinking, problem-solving, and leadership skills.
- Prepare the feedback form by filling results of the interview.

#### **Target Interview Objectives**

- Our key objectives of the interview process are to find resources that match the
- The State’s requirements and have the following competencies.
- The ability to quickly grasp the State’s mission and culture.
- Technical expertise with matching or exceeding 100% of required skills.
- Cultural fit.
- Good analytical and proven success in career.

### **Background Check**

N2S has a well-defined and documented Background Check Policy. Under this policy, candidates are subjected to compulsory pre-employment background checks depending upon the client's requirements. Following are the essential steps followed in this regard:

Background checks for consultants are conducted for:

- Criminal Record Search
- Drug Test
- Professional certification and license verification



- Driving Record Background Checks
- Education Verification
- Employment Verification

Net2Source works with clients to establish business rules and customize the background check process that meets our client’s requirements. Once a candidate is being selected by the Client, an independent third-party agency performs a background check on the selected candidates. The candidate is notified and is required to sign a consent and authorization form as to the procedures set forth in our Background Check Policy. We notify the Client in writing regarding the result of the background checking conducted for a candidate. The candidates successfully clearing the background check to proceed to join the Client’s project.

Net2Source’s partnered agency has the resources to perform a variety of background checks at a local, county, and state level, including:

- Academic Record Check
- Credentials Check
- Criminal Record Check
- Database Check
- Emerging Background Checks
- Employment Eligibility Check
- Identity Check
- Reference Check
- Residence Check
- Social Security verification
- Social Media Check

If requested by the Client, Net2Source conducts electronic drug screening and 10-panel drug test which includes:

- Amphetamine
- Barbiturates
- Benzodiazepines
- Cocaine
- Methadone
- Methamphetamine Opiates such as
- heroin, codeine, and morphine
- Phencyclidine or PCP
- Propoxyphene
- THC (marijuana)

## **Placement & Onboarding**

Once a candidate has been interviewed and selected by the State, we begin the onboarding and orientation process. Net2Source can also offer the State, options for onboarding and orientation, including a standard version as well as programs adapted to State’s specific location, or business environment. Net2Source’s standard orientation for new employees includes an overview of our Employee Handbook, which is received and acknowledged by every employee to indicate their review and understanding of our policies and procedures. Examples of content include information on Net2Source’s Commitment to Safety and Quality, Equal Employment Opportunity, Drug Free Workplace and policies on Harassment, Weapons, and Workplace



Violence. In addition, Net2Source will ensure that the temporary staff has read and understood the orientation material provided by the State if any. Upon completion of the orientation, all our consultants will be “ready” (according to the State’s standards) to start their assignments.

### **Net2Source Concentrated Approach**

To provide and discuss with each temporary employee assigned to the State, Net2Source can create a personalized assignment manual. The assignment manual may include details about State 's organization, including its values and ethics principles, business objectives, and strategy, as well as information on how to get to the organization, work hours, dress code, safety regulations, and methods for notifying absences. In addition, the orientation procedure may involve:

- Drug testing and background checks
- Safety expectations and testing
- Attendance rules
- Timekeeping and tracking practices
- SBE policy acknowledgment
- Equipment management, from badges to distribution of personal protective equipment.

### **Ongoing Support and Training**

Our hiring process has always been tailored to the specific requirements of each of our clients. As a result, rarely much training is typically needed for our team. But we also know that for clients and employees to succeed in the quickly evolving market of today, we must always go above and beyond what is expected of us. Our staff base has access to both on-the-job and off-job training options in case a temporary employee needs it. Each year at the beginning, our e-Care department prepares a training schedule for every one of our current employees and keeps a close eye on its successful execution.

- **On the job training** are those which are given to the staff based upon every day’s job work responsibilities with word processing, database, and spreadsheet software. It is a simple and cost-effective training method. Using such a method, proficient as well as semi-proficient staff is well trained. We train the staff in the actual working scenario. The motto of such training is “learning by doing”.
- **Off the job, training methods** are those in which training is provided away from the actual working condition. It is used in case of new staff joining the company and, depending upon the training level, involves workshops, seminars, conferences, etc. We conduct such training if a group of staff is to be trained and time is less.



## **Net2Source Process of Maintaining Quality of the Services**

Net2Source commitment to Total Quality Management ensures that our clients receive the highest level of value-added service. From our adherence to leading quality standards to our use of quality control processes for technical testing, reference and background checks, and consultant training, Net2Source has demonstrated a dedication to excellence that has enabled us to significantly enhance the value proposition that we offer our clients.

Our dedicated account team will be in contact with consultants on regular basis. For the first three (3) months, we will schedule monthly meetings for respective consultants with Account Manager and the client. After this period, account team will schedule meeting after every two (2) months. Below mentioned is in-details description of each meeting.

- **Meeting I** - At the one-month mark We will schedule this meeting to assess our consultant's performance and talk about the difficulties encountered, significant successes, trainings needed to complete forthcoming project phases, and additional support needed to provide the necessary services.
- **Meeting II** - After two months of completion We will schedule this meeting to find out if we can successfully and efficiently complete the pre-determined deliverables before the deadline. Or are we on schedule to provide the predetermined deliverables according to the timeline?
- **Meeting III** - At 3 months completion We schedule this meeting to discuss our consultant's performance and project status. We also discuss about challenges faced, key achievements, required/pending trainings to accomplish upcoming stages of the project and other required support to deliver the required services. Also, we request the project officer supervising the consultant to fill the below mentioned performance evaluation sheet.

Further, below specified are our performance evaluation criteria which will be discussed with the project officer supervising the candidate:

- Job Knowledge
- Work Quality
- Attendance
- Communication Skills
- Initiative



**How resources will be obtained and presented to the State for selection when task orders are issued.**

As soon as the State will issue the task order, Our Account Manager (AM) notifies the State that the request has been received. The Account Manager will then input all the requirements, including Request Type, Skill Set, Education, Location, Rates, Domain experience, and Department, into the CRM platform. The Recruitment Manager (RM) will receive the submitted request right away and assign it to the Recruitment Team, a dedicated team tasked with providing IT professionals along with all the necessary and desirable information requested by the State. Our placement procedure is listed below:

**Check into the Internal Pool:** To overcome such situation, as a practice we have maintained an internal pool of candidates. Recruitment Team will check into our internal pool database to identify if there are perfect match available. To protect our client's timeliness during project execution, this pool assists us in promptly providing replacement or additional unexpected resources to the client.

**List of Qualified Candidates:** Qualified candidate list is the list of pre-screened candidates, N2S maintains an extensive database of pre-screened professionals for all classifications matching to capability, as well as part-time employees and referred candidates who are immediately available. It makes it possible for N2S to maintain a pool of exceptional individuals familiar with our policies and procedures and available to join our team immediately. If needed, those candidates may be hired and placed on the job site in less than a couple of days. The recruitment team will simultaneously search the "List" for candidates and make them available for The State's consideration while searching for potential candidates from the "Internal Pool."

**Internal Database:** N2S maintains a robust, company-wide proprietary candidate database, in its internal database. For nearly over 17 years, N2S has been building a database of the world's most sought-after professionals from diverse backgrounds and domains. Resumes are automatically entered into our database for categorization by profession, education, certification, pay rate, GPA, years of experience, special skills, location, testing scores, licensing, and availability etc. We continue to find candidates using this method, screen them, and upload them to our CRM. We will continue to develop the network of temporary IT personnel that the State can look for under this contract by using the same strategic approach that we will use to fulfil its requirements. For networking and database building, we will use internal references, post job requirements on many platforms, and source candidates from sites like Zip Recruiter, CareerBuilder, and LinkedIn. Within 4–7 days, the recruitment team will look through our database to find the most suitable applicants, and they will then submit them for the State's consideration.



Our Account Manager, supported by Recruitment Team, is responsible for ensuring the timely fulfilment of client IT staffing needs. Net2Source will assign a dedicated Account Manager to handle the State account. On receiving the requirement from the State, the Account Manager will prepare a skill matrix of the specific job requirement for position(s) from the State. The steps and timeline to fulfil the job requirements are shown in the table below:

<b>Deliverable</b>	<b>Responsibility</b>	<b>Timeframe</b>
Analyzing the Job Description and need	Account Manager	0-1 Hours
Designing recruitment strategy Updating requisition in ATS Updating job vacancies in social media Sharing requirement across the sourcing channels	Account Manager	0-1 Hours
Searching and sourcing the right candidates	Recruitment Team	2-6 Hours
Preparing skill matrix and summary sheet of shortlisted candidates in client format for submittal	Recruitment Team	2-4 Hours
Confirming interview schedule	Account Manager and Service Delivery Manager	1-2 Hours
Aligning and arranging interview schedules with client Conducting detailed interview and tech check Phone/Skype screen is performed by committee or hiring manager. On campus interviews for finalist	Account Manager and Service Delivery Manager	Client Dependent
Keep Candidate Informed	Recruitment Team	On going
Review Options for candidate finalization with client	Account Manager	Client Dependent



<b>Communicate decision of top candidate to Account Manager and HR</b>		
<b>On-boarding formalities</b>	HR Manager and Account Manager	3-7 Days
<b>HR will reach out to the candidate to extend a verbal offer. Paperwork to be send to candidates</b>	HR Manager and Account Manager	0-1 Hour
<b>Background checks</b>	Account Manager	2-7 Days



## References

Services/Skillsets	Clients Where Candidates are Placed
Business Analyst	1. LTIMindtree 2. ITC Infotech 3. Cognizant
Data Analyst	1. LTIMindtree 2. Virtusa 3. Cognizant
Database Administrator	1. University of Kansas 2. Virtusa 3. Cognizant
Help Desk Support	1. University of Kansas 2. Boston University 3. Cognizant
Network Engineer	1. University of Kansas 2. Boston University 3. University of Chicago
Project Manager	1. Virtusa 2. Cognizant 3. University of Chicago
Quality Assurance Analyst	1. Virtusa 2. LTIMindtree 3. Cognizant
Security Analyst	1. Virtusa 2. Cognizant 3. University of California
Software Developer/Engineer	1. University of Chicago 2. Cognizant 3. University of California
Systems Administrator	1. LTIMindtree 2. ITC Infotech 3. Cognizant
Technical Writer	1. Virtusa 2. ITC Infotech 3. Cognizant



### Client 1

Client name and Address	LTIMindtree Houston TX.
Name of Contact	Anitha Asrani
Contact Details	Email: <a href="mailto:Anitha.Asrani@ltimindtree.com">Anitha.Asrani@ltimindtree.com</a> Ph: (201) 220-1512
Years Services Provided	2019-2023
Type of Business	IT Staffing Services

### Client 2

Client name and Address	ITC Infotech Paramus, New Jersey, NJ
Name of Contact	Arathi Nandakumar
Contact Details	Email: <a href="mailto:Arathi.Nandakumar@itcinfotech.com">Arathi.Nandakumar@itcinfotech.com</a> Ph: (408) 688-4305
Years Services Provided	2019-2022
Type of Business	IT Contract Resources

### Client 3

Client name and Address	Virtusa Berkeley Heights, NJ
Name of Contact	Padmashree Balodhi
Contact Details	Email: <a href="mailto:pbalodhi@virtusa.com">pbalodhi@virtusa.com</a> Ph: (609) 598-0663
Years Services Provided	2021 - Ongoing
Type of Business	IT Staffing Services

### Client 4

Client name and Address	Cognizant Teaneck, NJ
Name of Contact	Gita Raman



Contact Details	Email: <a href="mailto:Gita.Raman@cognizant.com">Gita.Raman@cognizant.com</a> Ph: (201)-966-1724
Years Services Provided	2016- 2022
Type of Business	Staffing Services

#### Client 5

Client name and Address	Boston University Boston, MA
Name of Contact	Kristin Casey - MSP POC
Contact Details	Email: <a href="mailto:Kristin.Casey@kellyocg.com">Kristin.Casey@kellyocg.com</a> Ph: (508) 277-2556
Years Services Provided	2022-2023
Type of Business	IT Support and Services

#### Client 6

Client name and Address	University of California CA
Name of Contact	Lisa Collins - MSP POC
Contact Details	Email: <a href="mailto:Lisa.collins@kellyocg.com">Lisa.collins@kellyocg.com</a> Ph: (510) 987-9600
Years Services Provided	2022-2023
Type of Business	Staff Augmentation

#### Client 7

Client name and Address	University of Kansas KS
Name of Contact	Madeline Lasater - MSP POC
Contact Details	Email: <a href="mailto:madeline.lasater@favoritestaffing.com">madeline.lasater@favoritestaffing.com</a> Ph: (913) 871-6272
Years Services Provided	2020-2023
Type of Business	Staffing Services



**Client 8**

<b>Client name and Address</b>	University of Chicago IL
<b>Name of Contact</b>	Stephanie Hots - MSP POC
<b>Contact Details</b>	Email: <a href="mailto:stehots@agile1.com">stehots@agile1.com</a> Ph: (818) 254-0969
<b>Years Services Provided</b>	2018-2021
<b>Type of Business</b>	Staffing IT Resources Services



## Proposed Candidates (Resumes)

### Business Analyst 1 – Naveen Sandhu

#### Professional Summary:

- 9+ years of experience as a Business Analyst, proficient in developing business processes and system solutions, particularly for Healthcare and Finance domain
- Experience in various SDLC methodologies: AGILE, Scrum and Waterfall.
- Certified Scrum Master
- Experienced JAD (Joint Application Design) facilitator, with extensive experience in preparing Business requirements documents (BRD) and Use Case Specifications
- Expertise in writing User Stories to detail the business requirements and conducting product backlog grooming sessions for evaluating the acceptance criteria and breaking down Epics to well defined user stories and facilitating the story sizing.
- Reported weekly status of the project to senior management to keep them informed regarding project updates, risks, and milestones.
- Experience in working closely with product managers and SMEs to understand & brief the Scope, requirements, and specifications for new applications along with Design and how new functions and features will be incorporated in the solution
- Facilitated journey visualization sessions with experience leads product manager and UX/UI team to review/discuss wireframes and screen mock-ups
- Experienced in documenting requirements using Unified Modelling Language (Use Case, Sequence and Activity Diagrams) and building business Process Flow Charts
- Strong understanding of test plans, test cases, and defects tracking/reporting.
- Conducted User Acceptance Testing (UAT) in agile environment and verification of performance, reliability, and fault tolerance issues for web-based applications.

#### Technical Skills:

Tools: Microsoft Office (Word, Excel, PowerPoint), Lotus notes, MS Outlook, MS Project, MS Visio, MS SharePoint, RequisitePro, JIRA, Rally, Office 365

Platforms: MS Windows, Knowledge of Linux, AEM (Adobe Experience Manger)

Methodologies: Waterfall, Agile Scrum, and Kanban

#### Education:

Bachelor's in psychology (Punjab University, India)

#### Professional Experience:



Kaiser Permanente, Oakland, CA

July 2021 - Present Business Analyst

Worked at kp.org and also with The Technology Group (TTG). At kp.org, worked on several projects including building end to end application for shopping, applying, and enrolling in plans (to replace vendor), acquisition of Group Health in Seattle, discovery, and requirements elicitation for several net new projects in various regions. At TTG, worked on My Doctor Online which is the website for The Permanente Medical Group and also worked on requirements, development and testing for clinician facing products.

- Lead the requirements gathering, design, and implementation of the newly re-designed SSO (single sign on page) for Kaiser Members to log in to My Doctor Online
- Working with Designers and Developers to help create a new style guide for MDO providing standardization across website
- Worked with Level Access (Accessibility Vendor) to organize and facilitate ongoing accessibility trainings for onsite and offshore developers and testers
- Created Vision and Scope for several new initiatives including enhancements to kp.org and native Flagship App across different KP regions
- Created and maintained SharePoint website for Digital Discovery team
- Worked with Analytics team to create Metrics Requirements for Group Health Acquisition and Personalization to document requirements for estimation across kp.org
- Defined and validated User Journeys for Group Health acquisition and worked with Group Health stakeholders and several Product Managers to document content changes on kp.org to reflect acquisition regionally and nationally using scope assessment framework

Ally Financial Inc., Detroit, MI  
Business Analyst

Jan 2018 - July 2021

The project was focused on enhancing the SMS text messaging channel for any suspicious transactions to be reported as fraudulent charges. This system is in use by Ally Fraud Operations Department to verify with customers whether specific Debit and/or Credit card transactions are fraudulent.

- Assisted PM to gather business data from various sources to perform ROI analysis to determine the feasibility of the projects and provide support for business decisions
- Document technical issues thorough out the project and facilitated trouble shooting sessions including technical lead and other SMEs
- Gathered detailed business requirements and effectively document them using various documents such as the BRD, RTM (Requirements Traceability Document), Screen Mock-Ups and develop detailed use cases and information flows.



- Worked with the UAT team to ensure Business line needs were met and delivered the final product satisfied the business expectations

Express Scripts, St. Louis, MO  
Business Analyst

March 2017 - Jan 2018

Initiated new process of discovery that was standardized across the Product Development teams, creating a Rapid Discovery process flow with a Vision and Scope template with guidelines and examples. Also included creating and maintaining Vision and Scope repository for Product Managers and ensured all project intakes had a Vision and Scope created and attached to it.

- Handled Multiple Projects at a time and successfully met several intersecting deadlines to yield Business Deliverables
- Reviewed existing Vision & Scope (V&S) artifacts to assess the content to quality, maturity, and gaps to provide an understanding to Product Management of readiness and or improvement needs for each V&S artifact
- Trained Product Managers on how to write, and inform other groups on the purpose represented (and not represented) by this artifact

The First Bank of Miami, Miami, FL  
Business Analyst

Dec 2015 - Feb 2017

The project was to introduce customers to bank's new online banking system, Apollo banking. The project included mobile and online banking where one can easily and securely manage your banking needs anytime, anywhere. Ability to view account information, transfer funds, pay bills, deposit checks remotely using iPhone, iPad and Android app. Improvements to the current online bill pay system were also added.

- Actively worked with Stakeholders including Business Subject matter Experts (SMEs), capturing user stories, and identifying other functional requirements
- Performed in depth GAP analysis on the requirements, identified the gaps, and documented the GAP analysis reports.
- Conducted cross channel meetings to ensure all internal groups like Security, Fraud, Compliance, Risk and Reporting etc. understood the requirements and the impact
- Worked with legal and anti-money laundering teams to document the requirements
- Actively participated and provided back up to the testing teams for the overnight release support (go live). Conducted UAT on various handsets and testing environments, maintained test logs to document bugs, defect and fixes



## Business Analyst 2 – Faisal Maved

Business systems analyst with 12 years of experience in supporting enterprise-level solution development via the top-most calibre of needs analysis, requirements definition, functional/technical specification, application testing, and post-implementation support. Key achievement: Recognized for contributing to RW's success after initiating custom software design that increased efficiency by 49% and cut daily operations cost by 79%.

### Work Experience

Senior Business System Analyst **2017 – 2022**

Growths, San Francisco, CA

- Recognized for contributing to Growths's success after initiating custom software design that increased efficiency by 49% and cut daily operations cost by 79%.
- Developed Informatica conversion scripts for Growths's accounting transactions, reducing month-end close cycle time from 2 months to a little over 5 days.
- Streamlined all marketing functions by implementing a Sales Info System that managed business relationships with 2K customers, increasing monthly sales by 55% for 11 consecutive months.
- Managed and worked closely with various international teams including across UK, India, Australia.
- Received recognition award for efficiently optimizing technology and reducing costs by 76% while maintaining quality service simultaneously.

Business System Analyst **2014 - 2017**

MSC, New Jersey

- Managed and implemented software quality control projects for MSC's corporate accounting applications.
- Drove collaborations between MSC's financial team and software developers to maintain and enhance the functionality of the Company's financial systems, CODA, and SQL.
- Wrote SQL scripts to gather information from testing, financial reporting and troubleshooting per project needs.
- Implemented business reporting requirements in the company's databases and financial software system.

Quality Assurance **2010 – 2014**

Immerge LLC

- Performed regulatory and corporate governance policy compliance analyses of loans to verify that assets, income, and appropriate credit paperwork were in line.



- Closely collaborated with Freddie Mac and Fannie Mae government representatives to implement Department of Veterans Affairs (VA) insurance and Wells Fargo loan insurance.
- Underwriters, borrowers, builders, title companies, and third-party vendors worked together on the due diligence process.
- Reimbursements for differences in borrowers' fees were carried out in compliance with business regulations.

### **Education**

BBA in Finance Western Michigan University – Kalamazoo, MI

### **Additional Skills**

CRM systems, SQL, Javascript, C#, ASP.Net, MS Office, Coda Financial, Windows, QuickBooks, iOS and Android, BUS, SharePoint

## **Business Analyst 3 – Meghan Directo**

Skilled technical specialist with a strong track record of developing business solutions, fostering departmental collaboration, and managing projects with complex system design solutions. Ability to take the initiative and integrate business concepts effectively. comprehensive understanding of IT-based contexts for system development. competent project manager and trainer who has mastered cutting-edge technology tools and can manage several jobs at once.

### **Technical Skills**

SharePoint, SQL, TSQL, PUSQL, Crystal Reports, Visual Basic, Access, Microsoft Project, TFS, Visio, Unix Shell scripting, HP Quality Center (ALM), Axure (wireframing), Oracle Enterprise Manager (OEM), SoapUI, Google Drive/Docs/Forms

### **Work Experience**

Senior Business Systems Analyst  
County of Denver, Denver, CO

**2019 - Present**

- Served as primary liaison between business users and systems development and admin teams for troubleshooting and enhancements.
- Deployed web services/SOAP integration of cashiering system with Parking Management System.
- Converted integration of cashiering system from PeopleSoft to new Workday accounting system.
- Streamlined and automated Police Department reporting and payment capabilities.
- Documented system and business processes for Product Supports teams.



- SharePoint development and support.

Senior Business Analyst

**2015 - 2019**

Sports Authority, Englewood, CO

- Specified multi-functional requirements for implementing credit-card tokenization, chip-based card (EMV) security and dynamic currency conversion, winning \$500K+ implementation bonus from our banking partner.
- Partnered with Store Operations team to redesign and deploy a new cloud-based, device agnostic store communication tool for store staff, regional management, and headquarters.
- Enhanced effectiveness of communications with and retention of Sports Authority customers by integrating all POS, Loyalty, Customer Service, email, etc. data into a single CRM that be managed by BI tools to drive future interactions.

Business Systems Analyst

**2009 - 2015**

Ardent Financial, Westminster, CO

- Served as Product Owner on Agile development team to facilitate the successful launch of corporation's 2nd and 3rd product lines.
- Partnered with technical and non-technical personnel to clearly communicate business requirements and system design, using user stories, wireframes, flowcharts, and UML.
- Coordinated the prioritization of development efforts and communicated task importance and progress, using Scrum extension to Team Foundation Server (TFS).

Business Analyst

**2005-2009**

Targetjobs, Inc., Englewood, CO

- Teamed to lead the effort to consolidate geographically- and technologically diverse business units into a single business, using a common service-oriented architecture (SOA).
- Conducted live usability studies to clarify product enhancement needs that would meet business unit and corporate goals.

## **Education**

Bachelor of Arts Degree - Major in Physics/ Chemistry - Cornell University, Ithaca, NY

## **Coursework**

Oracle - Rocky Mountain Oracle Users' Group Training

Project Management - Mountain States Employers' Council



**Data Analyst 1 – Jason Grant**

**Professional Summary:**

- Responsible for collecting, preparing, and analyzing diverse data sets; and producing operational reports and statistics, quality control reports, and custom detailed reports and extracts.
- Developed, managed, and maintained database reporting and analytics tools in Microsoft Access and SQL Server that support the division in accurately executing the voter registration and election administration duties.
- Extensively used Excel to prep and manipulate data prior to importing into relational databased that we used to maintain address and voter lists in the county.
- Used Access and SQL Server database connections to query data, join attributes, and visualize and present findings and outcomes.
- Used of ArcDesktop/Pro suite, QGIS, GE Smallworld, Geoda, Tableau Desktop, Power BI, Google Earth Pro, SOMVIS, Gephi, and V-Analytics.

**Education:**

- Master of Arts Applied Geography, University of Colorado, Colorado Springs-CO, Aug 2017 - May 2019
- Bachelor of Arts Economics & International Studies, University of Northern Colorado, Greeley-CO, Aug 2017-May 2019

**Skills:**

- Use of ArcDesktop/Pro suite
- QGIS
- GE Smallworld
- Geoda
- Tableau Desktop
- Power BI
- Google Earth Pro
- SOMVIS
- V-Analytics
- Database management in PostgreSQL, SQL Server and PostGIS using SQL.
- Geographic knowledge in projections/coordinate systems and
- Mapping
- GPS
- Geoprocessing tasks with model builder
- Python



**Professional Experience:**

**Jefferson County Government, Golden-CO**

**Oct 2021 - Present**

**Data Analyst**

- Develop, manage, and maintain database reporting and analytics tools in Microsoft Access and SQL Server that support the division in accurately executing the voter registration and election administration duties.
- Responsible for working with team members to understand needs and priorities, and developing technical implementation plans to support post-election certification, present, and explain elections data/reports to bipartisan panel.
- Use of databases to create and process variety of metrics, trends and special requested reports for the Department and Division
- Responsible for collecting, preparing, and analyzing diverse data sets; and producing operational reports and statistics, quality control reports, and custom detailed reports and extracts.
- Project examples: ArcGIS for Redistricting/Reprecincting, Microsoft Access to SQL Server Migration, Self-Service Analytics and Reporting
- Experience with reporting includes using Access and SQL Server database connections to query data, join attributes, and visualize and present findings and outcomes.

**Arapahoe County Government Littleton-CO**

**Aug 2019 – Oct 2021**

**Election Mapping Coordinator**

- Manages the daily operation of maintaining the boundaries of Arapahoe County's 400+ special districts, school districts, and municipalities, which may include but is not limited to, legislative guidance, budget guidance, business process implementation, data entry, data analysis, voter mapping, precinct auditing, address auditing, and coordination with external and internal stakeholders.
- Updates the Voter Statistical Dashboards to accurately visualize up-to-date data in Power BI on ArapahoeVotes.com in coordination with the GIS Administrator and the Data Management Administrator
- Serves as the project manager for Re-Districting projects.
- Technical expert of County Assessor software (Aumentum), County Recording software (County Fusion), County Election software (SCORE), County mapping software (ARAPA map), statutes, rules and regulations pertaining to updating existing County boundaries.
- Political map subject matter expert, preparing and maintaining precinct and district maps for use by County, political parties, districts, and candidates.

**EN Engineering Englewood-CO**

**Dec 2018 – Aug 2019**

**GIS Technician**



- Create high-quality cartographic GIS maps in ArcMap to support field personnel through importing and exporting Google Earth (kmz) files, geo-reference raster and vector data, geographic.
- projections/transformations, feature extraction from multiple data sources including parcel/right-of way legal boundaries, roads, utility landmarks such as electrical/gas lines, and conversion into AutoCAD Civil3D
- Process gas facility maintenance construction work orders, company number requests, and redline map corrections as received as well as facilitate the input of gas facility related documentation into GE Small world as requested.
- Perform new land plat/parcel data placement and digitization in GE Small world.
- Maintain current GIS and AutoCAD land base data by performing land base data corrections, field verification coordination, land polygon updates, and parcel data maintenance as needed.
- Working with internal and external clients in the acquisition of land data.

**University of Colorado, Colorado Springs-CO**

**Jun 2018 - Aug 2018**

**GIS Research Assistant**

- Data mining in city or county administrative databases of property ownerships from warranty deed documentation to prepare for geocoding and spatial join within census tracts or parcel divisions.
- Data maintenance, clean-up, and preparation through Excel
- Create maps to express GIS features using cartographic techniques.
- Conduct basic GIS analysis to examine the locations, attributes, and relationships of features of spatial data through overlay and other analytical techniques available through ArcToolbox.
- Create data visualization for presentation with Tableau.
- Write summarized reports and communicate results and implications among faculty committee.

**Data Analyst 2 – Karen K. Maloof**

Business /data Analyst over two years of experience of analysing business requirement in domain like Retail. Good knowledge of SDLC methodologies: Waterfall, Agile Scrum. Better understanding of SDLC phases: Planning, Designing, Development, Testing and implementation. Excellent in understanding the business model and requirements gathering and doing analysis. Excellent in analysing the current operation, making recommendation and improve business processes. Good understanding of RDBMS systems MYSQL and data warehouse. Good knowledge of data modelling, databases, and data handling concepts and implementation. Expert in handing the data and performing analytical skills. Analysing the pattern in the data and translating that



into information using Tableau and Excel. Experience in data cleaning and data blending methods. Expertise on Microsoft Excel to manipulate very large datasets to analyse and create business insights. Experience on MS Excel with emphasis on various data analytics features such as VLOOKUP, pivot tables, graphs, various charts. Executing the various SQL Queries to retrieve the data from database. Good understanding of statistical models such as trend lines and forecasting. Experienced in creating user-friendly reports and dynamic dashboards using Tableau. Good understanding on prioritizes the task and assignment. Good in documentation, training and deployment operations and tools. Effectively coordinated with the Onsite and Offsite teams during the projects. Highly motivated team player with excellent communication, presentation, and interpersonal skills, always willing to work in challenging environment.

**Technical Skills:**

OS Windows, Mac iOS, Linux Databases MySQL, Tera Data Languages HTML, CSS, SQL Project Management Tools MS Project, JIRA Modelling Tools MS Visio, Lucid Chart, Just in Mind Applications/ Other Tools Share point, Tableau, Toad, Advance Excel, MS Office, Quick Book

**Education:**

MBA in Management Information System, 2018 Oakland, CA

**Professional Experience:**

**Parker Hannifin Corp. Fremont CA**  
**Data Analyst**

**Aug 2018 to Jan 2019**

Working closely with Analytics team on building up a best Supply chain analytics from large, disparate datasets for critical business decisions. Develops and maintains Data Analysis Scripts and maintains automation scripts where applicable to pull the raw data from different data sources and creating vitalization using excel and Tableau.

- Inventory records and sales data consolidation from various data base sources.
- Maintaining data warehouse as a separate source to keep the data at a centralized platform.
- Analysis of the data to gain insight on the data to see revenue and Inventory information.
- Presenting the report to the managerial people to provide insights on the data that helps in decision making process.
- Created dashboards for strategic business areas to monitor progress and performance using tableau.
- Created reports in excel by leveraging various features such as VLOOKUP, pivot tables and charts; Performed data cleaning based on imputation methods.
- Designed, built, and delivered new reports, measures, and KPIs for various projects.



- Created Excel spreadsheets that redefined product sales monthly and Quarter basis.
- Process Supplier POs to always have sufficient inventory available.
- Responsible for the implementation of a procure to pay purchasing system and maintained procedures, internal control, and policies to ensure compliance.

**Dimco Apparel Inc. Hayward, CA**

**Jan 2017 - Feb 2018**

**Business Analyst**

- Direct support, presentation lead to the director and manager of the affiliate marketing initiative.
- Analyses sales activities, Marketing campaigns, Customer, and competitors of retail channels.
- Created data visualizations and market reports on business and market trends for business decision-making purposes using and extracting data from SAP to spread sheets.
- Prioritize requirements and create mock-ups in photoshop.
- Prepared all shipping documents for the warehouse personnel (BOL, Shipping Label etc.).
- Handling merchandise and supplies in a timely and organized manner.
- Identified discrepancies between purchase orders and materials received; interacted with purchasing department, material planners, and account representatives.
- Maintained effective business relationships with customers, both internal and external
- Worked directly with the production team ensuring correct product is scheduled to meet the customer's needs.
- Managed the Supply/Order areas in the transition into SAP.
- Investigated/identified problematic areas, developed solutions, prepared reports, and made recommendations to management.

**Sea Road Transportation Inc. Oakland, CA**

**Feb 2016 – Oct 2016**

**Operation Manager**

- Activities related to dispatching, routing, and tracking transportation vehicles.
- Plan, organize and manage the work of subordinate staff.
- Resolve customer or shipper complaints.
- Plans delivery by organizing truck loads and routing schedules.
- Ensure carrier compliance with company policies or procedures for product transit.

**Data Analyst 3 – Jiya Nagpurwala**

**Summary:**

- More than seven years of experience of data reporting, analysis and working with cross functional teams in a collaborative environment.



- Developing and maintaining business reports including ad hoc reporting, trending, and analysis.
- Experience with data visualization and dashboard creation.
- Advanced knowledge of MS Excel including Pivot Tables, VLOOKUP's, complex formulas, and VBA macros.
- Strong experience of creating tables, queries, forms report and writing VBA code.
- Build relational databases, SQL queries, and views.
- Highly passionate working with large sets of data, very meticulous and detail oriented.
- Strong organization and communication skills and ability to work in rapidly changing environment.

**Skills:**

Reporting & Data Analysis: Microsoft Excel, G Suite, Salesforce.com, Tableau, Business objects, Crystal Reports, and Minitab

Database: MS Access, MS SQL Server, and Oracle

Other: Executive level Power point presentations

**Education:**

- MS Chemistry, Gujarat University, Ahmedabad, India
- Microsoft Certified for MS Access and Visual Basic Programming
- Relational Database Concepts and Design, UCSC Extension, Santa Clara, CA

**Professional Experience:**

**Google – Sunnyvale / Irvine, CA**

**January 2018 - April 2019**

**Data Analyst**

- Analyzed and monitored Google Technology partner ecosystem growth from onboarding new members till conversion into fully contracted partnership.
- Provided monthly member and partner ecosystem metrics as well as Partner benefit program metrics to senior leadership.
- Created tool in G Sheet to profile member and partner added monthly by pulling data from SFDC and on boarding data system.

**Lumentum – Milpitas, CA**

**January 2017 - July 2017**

**Data Analyst**

- Automated the process of generating Product Quality Metrics reports in MS Excel by writing macros and formulas.



- Created reporting tool in MS Access to dynamically produce Return Rate and Defect rate reports for selected products, fab and/or end customers.
- Provided Return and defect rate dashboard in Tableau by creating calculated fields, charts, and tables; Created tool in MS Excel to summarize BOS data from Agile for Compliance reporting and for reviewer selections for ECO Document Control team.

**Pacific Gas and Electricity – San Ramon, CA**

**August 2016 - September 2016**

**Business Analyst (Consultant)**

- Collected gas operations pipeline data from various sources in MS excel workbook, created pivot tables, and wrote macros for verifying operating gas pressure listed in the data is within the operational limits based on pipeline features, class location.
- Provided gas operations pipeline data analysis and report to the Issue Resolution team for correcting issues found in the analysis.

**Hewlett Packard Enterprise – Sunnyvale, CA**

**July 2015 - May 2016**

**Business Data Analyst (Consultant)**

- Monitored Worldwide Sales Operations KPI metrics and provided analytics weekly to senior leadership including but not limited to updated forecasts, Pipeline health status report, deal size, customer segmentation and numerous other insightful business analyses to make key decisions.
- Extracted and compiled data from multiple instances of SFDC and provided consolidated bookings and forecast reporting to the Global Sales Operation team.
- Worked with cross functional teams - Integration and GO To Market team, as well as with regional sales teams and presented weekly updates on the sales numbers.
- Generated Historical bookings report and provided quota deployment support.
- Played key role in developing and aggregating key stats and analyses for Quarterly Business review summary slides for Executive presentations.

**NetApp – Sunnyvale, CA**

**December 2014 - April 2015**

**Data Reporting Analyst (Consultant)**

- Provided weekly insight to CTO and other senior executives on the Applications and infrastructure (Storage, Network and Compute) systems planned and unplanned downtime. Published reports and dashboard with narratives and trending charts
- Tracked the Incident Management performance and provided insight to improve the Response and Resolution time of incidents and service request cases.
- Provided insight to improve vendor ticket management service by performing aging and backlog analysis for the tickets open by NetApp.



## Database Administrator 1 – Endale Haile

Insightful and reliable IT Professional with 4+ years of experience in software Testing, database Management, server administration, writing T-SQL queries, software development, troubleshooting and problem-solving skills. Excel at interpersonal communication and organizational skills. Able to maintain productive relationships by working effectively with team members at all levels. Self-motivated, results oriented with ability to adapt to new environments and learn new skills quickly.

### Technical Skills:

Scripting tools: Java, SQL, UNIX, shell scripting, perl scripting, VB script, System UNIX, Linux, and Windows.

Database Tools: SQL Server Management Studio, Business Intelligence Development Studio (BIDS), Index Tuning Wizard, SQLCMD, SQL Server Configuration manager and Service manager.

Data Modeling: Toad for SQL Server, SSDD (SQL Server Database Diagram)

Programming/Scripting: T-SQL, Stored Procedures, Trigger, Functions, Java, C++

Operating Systems: Windows Server 2008R2, 2008, 2003, Windows 2000 server, Windows 7, Professional, Windows XP Professional, NT 4.0, Linux, Mac OS X.

Hardware: SAN, NAS, RAID, Rack Space, adding RAM/Disks, setting up network printers/scanners, modems etc.

Others: High-level of proficiency with QC and UFT toolsets and foundation.

### Education:

- BSC in Mechanical Engineering, Addis Ababa University – Addis Ababa, Ethiopia
- BSC in information Technology, Addis Ababa University, --Addis Ababa, Ethiopia

### Professional Experience:

**IT Strategies International Corp, Las Vegas, NV**

**Oct 2017 - Mar 2018**

#### SQL Database administrator

- Managing Database Servers (activities, Error Log, space usage) in Development, Test, and Production environment
- Managing Application/Web Server (IIS 5.0, 6.0,6.5, 7.0, 7.5)
- Installed, Configured, and Managed SQL Server 2008 R2, 2005 &2000 in development, test, and production environment.
- Installed, Configured and Maintained Database Mirroring using automatic fail-over and failover clustering using SQL server 2005 option.
- Database Migration (development, testing and production environment)



- Configured Log Shipping as Standby database for Reporting purposes and Replications (Transactional) from Production database.
- Developed, Deployed, and Managed Reports, and report security using BIDS (Business Development Studio), and Report Builder 3.0 & 2.0
- Worked on more than 10 data modeling projects and generated entity relationship (E-R) using Erwin, Quest Data Modeler, Visio, SQL server data diagram.
- Applied SP (Service Pack) on SQL Server (2000, 2005, 2008) and Windows Server (2008, 2003, 2000)
- Applied HOT Fixes on SQL Server (2000, 2005, 2008) and Windows Server (2008, 2003, 2000)
- Solid experience on database Monitoring and Performance tuning
- Monitored SQL Server Error Log, space usage, Events, Jobs, customer complaints, Daily routine works.

**Human First Consulting Pvt. Ltd, Addis Ababa, Ethiopia**

**Feb 2014 –Jan 2015**

**Database Administrator**

- Installed SQL Servers, applied service packs and security fix, & managing access to SQL user roles.
- Responsible for database capacity planning and advise the system engineers for future hardware requirements.
- Experience in creating database objects, SQL Scripts and scheduled to run on servers for index maintenance.
- Worked with the SQL Developers to create a new database design acquired the business information from Business analysts, incorporate those information in the database design.
- Experience in using SQL server profiler, query performance tuning adviser and validate some of the existing schema.
- Created the backup strategy for production, test and development servers and implemented them.
- Installed and maintained Log shipping environment for backup, data base mirroring, and transactional replication purpose in production environment.
- Performed trouble shooting on SQL related issues with remote data centers and ticketing system.
- Environment: Microsoft SQL-Server, Windows Server, MS Visio, MS Access, T-SQL, SQL-Profiler

**NA metal industries and Engineering PLC, Addis Ababa, Ethiopia**

**May 2011 – Dec 2013**

**SQL Server DBA**

- Installed and configured SQL Server 2008 and performed data migration from SQL Server 2005 to SQL Server 2008 through attach/detach and backup/restore method.



- Implemented DR by configuring, monitoring, and defining control process for Log shipping by meeting the SLA, agreed upon with the business owners.
- Implemented enterprise backup solution by Installing and configuring Idera SQL Safe to backup SQL Server 2008/2005/2000, defined the backup/restore strategies to meet the SLA.
- Maintained databases, monitored database performance, performed capacity planning, and SQL Server clustering, managed database quality assurance and database consistency check.
- Installed and configured Idera diagnostic manager to monitor and administer SQL Server 2008/2005/2000 and used SQL Profiler to optimize T-SQL code.

## **Database Administrator 2 – Serge Krasnay**

### **Professional Summary**

- Over 10 years' experience creating SQL OTS packages for automated reports for collections.
- Over 7 Years of experience creating SSIS packages for automation of reports, data transfers, FTP, and gpg encryption.
- Experience in SQL database tuning using Performance Monitor and SQL Server profiler.
- Experience in SQL database programming including the development of complex stored procedures, triggers, and cursors.
- Experience with creating Data Warehouses.
- Expert with Database applications such as: Query Analyzer, Enterprise Manager, BIDS, and Microsoft Office Suite.
- Able to design and build a SQL Servers.
- Experience with gathering requirements for new report requests and acting as a Project Manager to lead a group of personnel to reach goals and finish projects within a specified time frame.

### **Technical Skills**

- Installation and support of network equipment.
- Experience with Remote desktop and Terminal services client.
- Ability to install and configure: Operating systems, Server tools, Office software.
- Fluent with Windows 95/98/Me/2000/XP/Windows7/Server 2003/Server 2008/Server 2008R2 and an understanding of Unix operating systems.
- In Depth knowledge of Windows Sever 2000, Windows Server 2003, Windows Server 2008, and Windows Server 2008 R2.
- Setup Remote Desktop on networked computers to access Server 2003.
- Experience with Commvault backup system.
- Good understanding of SCOM
- PowerShell Training.



## **Work Experience**

Sr. SQL DBA

**2014 – 2024**

EvoSnap

- On call Production Support for SQL Servers.
- Responsible for 2, 2 node clustered SQL servers with 15+ databases.
- Responsible for all SQL Server environments. (Dev - Prod)
- SQL releases and code review.
- Modified PowerShell release scripts.
- Setup and monitor Database Mirroring using SOL 2008 R2.
- Help trouble shoot Application to database connection problems.
- Migrate TFS Database and setup maintenance for indexing and backups.
- Setup DR failover process using stored procedures and SOL jobs.
- Created Merchant transaction reporting.
- Day to day ad hoc production reports to help trouble shoot customer issues.
- Created Data migration from MySQL to SOL Server 2008 R2 using SSIS.
- SOL upgrade from 2008 R2 to 2014.
- Setup SOL Always on Availability groups for a 3-node cluster cross subnet.
- Day to day Always on replication monitoring.

Sr. SQL DBA

**2012 – 2024**

Lender Live Network

- On call Production Support for SQL Servers.
- Installed SOL 2012 BI edition.
- Run SOL Profiler traces to help Developers sold and find issues.
- Set up and monitor SQL back up policies for 20+ Server using Idera SOL Safe.
- Responsible for more than 40 SQL Servers from Dev, QA, UAT and Prod.  
Install and monitor 5, 2 nodes clustered SQL Servers set to Active Active and Active Passive.
- Responsible for day-to-day data updates in Production.
- Created a backup deletion process using SOL to remove SOL Safe backups from a mirrored backup location for DR process.
- Created Log Shipping/Restore Process using SOL Safe Backups.
- Introduced Windows mount points for easier hard drive space usage.
- Tuned newly created Data Warehouse with designing table structure.
- Helped with PowerShell mount point monitoring script.
- Used PowerShell commands to monitor SOL Performance remotely.
- Helped Create PowerShell release process.



- Helped with SSIS Report Delivery process.
- Help with talking through Database Design projects with my team for best performance.
- Train teammates with OBA duties like Installing SQL, setting up backups, Setting up monitoring.
- Introduced SSIS import automation and excel export.
- Key person for SSIS questions on newly developed ETL Process.
- Help trouble shoot SQL and windows permission problems.
- Sr. T-SQL Writer
- Helped in creating Servicing division month end snapshot process.
- Created Data collection for Investor Reporting package.
- Created SSRS Reports for Investor Reporting package and Management package.
- Deployed SSRS Reports to Servicing Intranet using SSRS and XML.
- Created IBM Informix data pull using SSIS and ODBC connections to get Call Center Data into SQL server.
- Data mining Call Center Data to Automate Reporting.
- Helped with setting up SOL Cluster.
- Attended PowerShell training.

#### SQL Server DBA

**2011 – 2012**

#### Realogy

- 24/7 on call Production Support for SQL Servers.
- Supported 40 + SQL servers both Clustered and non-Clustered.
- Daily monitor of SQL Server Maintenance Plans on SQL Server Versions 2000, 2005, 2008 and 2008 R2.
- SQL Server User Login Revalidation.
- 24/7 on call Production Support for SQL Servers.
- Supported 40 + SQL servers both Clustered and non-Clustered.
- Daily monitor of SQL Server Maintenance Plans on SQL Server Versions 2000, 2005, 2008 and 2008 R2.
- SQL Server User Login Revalidation.

#### SQL Server DBA

**2008 – 2011**

#### WelldyneRx

- Data Warehouse Development for Company Dashboard project.
- Add users to SQL server and make sure they have the correct permissions.
- Create Application logins for development with proper permissions.
- Created Function to do Cobalt over punch for our NCPDP 2.0 file extraction format.



- Setup and Modify Maintenance Plans to back up Data Bases, delete older back up, and to optimize Databases by Shrinking Databases and Rebuilding indexes.
- Created Data dumps from Sybase to SQL Server.
- Lead my group into using SSIS for all ETL needs.
- Conversion of DTS to SSIS not using the SSIS conversion tool.
- Responsible for archiving SQL tables to DVDs for backup.
- Setup PHP to run on IIS.
- Helped create and setup new reporting ASP page using IIS.
- Worked help desk tickets to resolve various network and server issues as related to NT authentication, data corruption, table structures, report requests and problems.
- Upgraded SQL server from SQL 7 to SQL 2000 with SP 4.
- Responsible for improvement of SQL queries for more efficient performance.

### **Education**

College America Denver Associates Degree in Computer Technology

### **Database Administrator 3 – Mark Huber**

### **Technical Skills**

- Databases & Tools: Microsoft SQL Server, SSRS, SSIS, Access
- Platforms: Microsoft Windows® 10, 7, Vista, Windows Server 2008, 2008R2, 2012, and 2014

### **Work Experience**

SQL Server DBA

**2015 - Present**

Premiere Global Services Inc. {PGI}

- MS SQL DB Backup and Recovery
- Manage read/write access to databases.
- Performance Tuning.
- SQL DB migrations.
- Upgrade MS SQL Servers.
- SQL DB migrations.
- Index management using Ola Hallengren/Maintenance Plans.
- OS/SQL patching using Microsoft WSUS Technology.
- Set up and troubleshoot Transactional/Snapshot Replications.
- DB Disaster Recovery/High Availability Solutions: Mirroring, Log Shipping, and Clustering.
- Administer SSRS, 5515 and PowerBI.



SQL Server DBA

**2012 - 2015**

McGraw-Hill Companies

- SQL Server builds: SQL 2005, SQL 2008, SQL 2008R2, and SQL 2012 on VMS.
- Create logins accounts and user mapping.
- Create, backup, and restore databases.
- Support windows patching.
- Support server scripts deployments.
- Manage disk space for DBLog, DBData, DBBackups.
- Work with BMC Remedyone ticketing system.
- Setup DB Mirroring.
- Audit Tape Backup Daily Report.
- Support all On-Call Alerts.
- Upgrade MS SQL Servers
- Support DB script Deployments activities.
- SQL DB migrations.
- MS SQL Job scheduling.
- MS SQL Server Log Shipping.
- Creation of SSIS Packages.
- Reporting with SSRS.
- Performance Tuning.
- Index management.
- Replications.
- MS SQL Server DB Disaster Recovery/High Availability Solutions: Mirroring, Log Shipping, and Clustering.

## **Education**

### **University of Denver - Graduated in 2011**

Master's degree in information and Communication Technology Concentrated in Database Design and Administration MS SQL Server

### **University of Phoenix 2007**

Bachelor- Information Technology



## Help Desk Support 1 – Gabriel Tolbert

### Technical Skills

- Databases & Tools: Microsoft SQL Server, SSRS, SSIS, Access
- Platforms: Microsoft Windows® 10, 7, Vista, Windows Server 2008, 2008R2, 2012, and 2014

### Work Experience

#### SQL Server DBA

**2015 - Present**

Premiere Global Services Inc. {PGI}

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- Support all On-Call Alerts.
- Upgrade MS SQL Servers
- Support DB script Deployments activities.
- SQL DB migrations.





- Responsible for creating, managing, and maintaining a 200+ server environment on top of 20 VMware HA Clustered hosts using a mixed architecture of Windows 2012 R2, Windows 2008 R2, Centos, and CoreOS over Wan/ Lan/ N-Lan - MOE. Managing over 1 000 email boxes on various platforms from Exchange 2013, Office 365; including Azure AD and Hybrid Exchange/ AD, Zimbra and I mail email servers for a multitude of companies (over 200) subleasing IT support from FSW. Responsible for supporting NLAN and Metro Ethernet
- Responsible for planning, building, and managing many satellite offices from the ground up. Complete with all technology to connect to the home office. Manage and maintain a network and all infrastructure that 300+ people use at HQ and depend on from email, backups, network, servers, phone systems and workstations.
- Responsible for managing a team of 3: Network Administrator, Help Desk Manager and Development Operations Manager.

**Systems Administrator/ Network Administrator**

**2013 – 2014**

**Pride Marketing**

- Manage and maintain a network and all infrastructure that over 300 people use and depend on from email, backups, network, servers, phone systems and workstations. As well as 1 00's of smaller companies subleasing IT from pridemarketing.com in addition to regular duties at FSW.com which is co-owned by Pride Marketing.

**Systems Administrator/ Network Administrator /Helpdesk**

**2012 – 2013**

**Machol & Johannes LLC**

- Working with SSRS and writing some helpdesk tools in C#. Provided some support for 180 users and remote support users in Portland, Seattle, and Albuquerque. Responsible for Cisco Unified Communications and VoIP for users.

**Co-Founder/System Engineer (Contract, as needed on weekends)**

**2013 – Current**

**SWRSS**

- A startup tech consulting firm co-founded in 2013. Managed IT work with clients such as Elements Massage, Ciccarelli Law Firm, Heavenly Horizons Massage, Indelible Design, JH murals and Design and Jersey Mikes. Responsible for resolving all issues with their network and systems. Responsible for building Elements Massage's network at their newest location in January 2016.

**System Administrator**

**2008 – 2013**

**Indelible Designs LLC**

- Comprehensive systems and network management and maintenance on all servers and networks. Including and not limited to: Exchange 2010, Virtual environments in Hyper V,



Active directory, Web Presence with C# and .Net framework. Windows 2008 R2 and managing a team of 2 other professionals.

### **Help Desk Support 3 – Michael Rosso**

#### **Technical Proficiencies:**

- OS Platforms: Windows XP/Vista/7/8, Mac OSX, Linux, Windows Phone, iOS, Android, Blackberry
- HW Platforms: Dell, Apple, IBM, Toshiba, Compaq, HP, Cisco
- Networking: Windows Server, CentOS, TCP/IP, Ethernet routers, VPN, Wi-Fi, WPA, Citrix, RAID configuration
- Peripherals: HP, IBM, Lexmark, Brother printers; Fujitsu scanners, Xerox WorkCentre's, External hard drives, USB, 1394, SATA, SCSI
- Tools: Microsoft Office, Internet Explorer, SharePoint, Lync, Firefox, Google Apps, McAfee, Symantec, Ghost, Backup Exec, Synology

#### **Credentials/Certifications:**

- Dell Premier Access Technician, May 2009
- Toshiba Associate Technician, February 2009
- HP Accredited Platform Specialist, March 2006
- Microsoft Certified Professional, June 1998
- A+ Service Technician, April 1996
- Associate of Arts, Fullerton College, 1990
- Linux Partitions and the Boot Process, January 2012
- System Administration of Red Hat Linux, December 2011
- Essentials of Red Hat Linux, October 2011
- IBM Blade Center Fundamentals, May 2008
- Servicing IBM X-Series servers, September 2007
- Lexmark 4048, 60, 69, 4500, 4505, E25x, 35x, 45x Systems, July 2007
- IBM Desktop & Mobile Systems, May 2006
- Microsoft Windows 2000 Server, August 2002
- Microsoft Windows 2000 Professional, August 2002
- Microsoft Windows NT Server in the Enterprise, February 2001
- Networking Essentials, April 2000

#### **Education:**

- Fullerton College- Fullerton, CA



Associate of Arts - Industrial Electronics Technology/Technician

- Cypress College-Cypress, CA

Associate of Arts - Music History, Literature and Theory

## **Professional Experience**

### **Memorialcare Health System**

**Dec 2015 to Present**

#### **Desktop Support Technician**

- Ran ServiceNow tickets to troubleshoot, install, replace, and move Windows desktops, laptops, workstations on wheels and related peripherals such as monitors, printers, scanners, Magtek card and check readers and the like.
- Performed building and imaging of PC's and laptops using SCCM for Windows 10 deployment.
- Performed cross connect of network cables from patch panel to Cisco Catalyst switches.
- Enabled, disabled, created computer and user accounts, and performed administrative tasks on Active Directory such as password resets and user, group, and group policy permissions.
- Performed work on projects gathering network and PC data and various tasks as pushing citrix shortcut links to Executive and Doctors' desktops and laptops, etc.

### **Kaiser Permanente**

**May 2013 to May**

#### **2015 Workstation PC Technician**

- Responsible for ensuring all computer hardware, software and related peripherals are installed and configured for the Outpatient Pharmacy Replacement (OPPR) initiative.
- Utilizing new software and hardware that is planned for all Kaiser Permanente Pharmacies. Include the building, staging, configuring and all aspects of deployment of HP desktop computers, HP notebook computers, Symbol barcode scanners, TPG receipt and Zebra label printers, VeriFone credit card entry machines, Fujitsu document scanners and Digital Persona Biometric readers.
- Survey pharmacy sites throughout the country to ensure that current hardware is up to date and any future workstation, printer and network connection locations are active and coincide with blueprint diagrams.
- Perform cut over to new Enterprise Pharmacy Information Systems (ePIMS) to deactivate and decommission all legacy hardware and software and implement and configure new HW/SW.
- Perform Post Go Live production support after upgrade is completed to ensure any issues are escalated to proper teams.
- Used Symantec PCA Quick Connect to remote into PC's throughout regions to troubleshoot and fix issues with Oracle POS, ePIMS and related peripherals as well as provisioning software for customers using Active Directory (AD)



**Houghton Mifflin Harcourt**

**May 2010 to January 2013**

**Desktop Support Technician**

- Responsible for providing end user support all levels including Executives for both PC and MAC desktop backup, desktop imaging and account management support to approximately 100+ people at software development branch of Houghton Mifflin Harcourt.
- Created images and loaded images to user's desktop PC's and Mac laptops using Ghost and Deploy studio from Mac servers; Use Active Directory to create and manage user and computer accounts.
- Maintained all computer hardware and associated peripherals in office, i.e., Dell OptiPlex Desktop PC's, Dell Latitude Notebook PC's, Apple Mac book and Air notebooks, Dell PowerEdge Servers, Brother and Xerox printers, Blackberry Desktop Manager, Android, and iOS issues; Assist with site Wi-Fi connectivity issues, conferred with remote network administration to diagnose problems.
- Manage all hardware inventories in office through Asset management.
- Use SCCM and Absolute Manage software on software distribution server to deploy software to users.
- Managed users' data backup on Synology server administration and created network shares and assigned appropriate permissions.
- Managed jabber server administration, i.e., add, modify, delete users, install jabber software on users' computers; Maintained all projection equipment connectivity issues and assisted customers' needs with Video Teleconferencing. Assist users' with troubleshooting hardware and software issues, mapping network drives and printers.
- Used Google Apps to assist systems admin. with troubleshooting server issues, i.e. boot issues, editing server files, checking user file permissions, replacing server hardware and configuring ADC Power distribution on racks Certified Scanning Hardware to use with Scanning software by modifying configuration of software and hardware in order to achieve approval rate of 100% on scanned assessments Performed research on complex issues to achieve successful resolution, i.e. internet research, conferring with peers, etc.

**SIEMENS for WAMU Bank**

**March 2005 to May 2009**

**Desktop Support Technician II**

- Responsible for servicing area customers at various field locations for Washington Mutual Banks including Executive support.
- Installed hard disk images using Sysprep software scripts on desktop and laptop PC's.
- Inspect, troubleshoot, and repair various IBM, HP, and Lexmark printers.
- Inspect, troubleshoot, and repair various IBM & Dell desktops, laptops, IBM Xseries, Blade Center servers, bank branch peripherals such as receipt printers, check readers and PIN pads.
- Order parts through company procurement process.



- Responsible for prompt return of vendor parts, constant monitoring and updating of service requests in queue.
- Perform hardware installation and QA testing of desktop, laptops, servers, and printers for various customers.
- Resolved various network connectivity issues by tracing network ports to corresponding panels and router ports.
- Patched network ports to switches. Resolved VPN dial-up and broadband issues with users' laptops via reroute VPN location and repair software using Marimba software distribution.

**Imagine Audio**

**August 2003 to March 2005**

**PC/LAN Technician**

- Responsible for maintaining NT/XP server LAN for small business network.
- Resolved DHCP problems with workstations.
- Installed and configured workstations for LAN and WAN connectivity.
- Maintained wireless network and interfaces. Configured users' rights and permissions on NT server.
- Trained users in backup procedures of critical data.
- Configured remote users' laptops for email, Internet and LAN server access, troubleshooting network and shared printers; Resolved connectivity issues regarding DSL connection to WAN.
- Resolved virus and firewall issues

## Network Engineer 1 – Ebako Samuel Mukwele

### Summary

- Cisco, Palo-Alto Certified Network Engineer with 5+ years of experience in the industry, which includes expertise in the areas of Routing, Switching & Firewall.
- Designed, configured, test and implemented Network solutions as per the client requirement.
- Expertise in configuring and deployment of routing protocols-OSPF, EIGRP, BGP, Policy-based routing over Cisco Routers, configuring and troubleshooting route redistribution.
- In-depth expertise in the analysis, implementation, troubleshooting & documentation of LAN/WAN architecture and good experience on IP services.
- Experience in FS (LTM), NetScaler & Cisco ACE 4710 Load balancers.
- Strong hands-on experience in installing, troubleshooting, configuring of Cisco 7200, 3800, 3600, 2800, 2600, 2500 and 1800 series Routers, Cisco Catalyst 6500, 6800 4500, 3750, 2950 and 3500XL series switches.
- Experience of multi-vendor Firewalls such as Cisco, Juniper SRX, FortiGate, Check Point and Palo Alto.
- Troubleshoot and Worked with Security issues related to Cisco ASA/PIX, Checkpoint, IDS/IPS and Palo Alto firewalls.
- Configuring rules and maintaining Palo Alto Firewalls & Analysis of Firewall logs.
- Experience in troubleshooting network issues using Wireshark, Solar winds, Cisco NCS, and FireMon.
- Proficient in the configuration, implementation and troubleshooting of Cisco ASA, DNS/DHCP, Network Load-Balancing, and 802.11a/b/g/n Wireless technologies.
- Strong analytical and problem-solving skills, always striving for new knowledge with multi-tasking and organizational skills.
- Involved in design, implementation, and configuration of HSRP for load balancing on L3 switches on different location of office on the switched network.
- Excellent communication and interpersonal skills, ability to work independently as well as part of an integrated team.
- Installation of new software releases and system upgrades. Evaluated and installed patches, resolved software related problems. Performed system backups and recovery.

### Work Experience

**Network Engineer**  
**McKesson, CA**

**2017 – Present**



- Responsible for implementing network related projects as well as configuring and maintaining various network devices.
- Key contributions include troubleshooting of complex LAN /WAN/WLAN infrastructure that include routing protocols EIGRP, OSPF, BGP, RIPv2 HSRP.
- Well experienced in configuring and troubleshooting of Palo Alto, Juniper Netscreen & SRX Firewalls and their implementation Experience in site-to-site and remote access VPN solutions.
- Regular upgrade and maintenance of Infrastructure, Installing, configuring, and maintaining Cisco Switches Routers, Juniper Routers, Switches and Firewalls, Palo Alto FW.
- Serve as the customer's go-to resource for all matters related to the Palo Alto next-generation firewall.
- Designing and Implementing firewall rules and modifying existing rules in Palo Alto, Cisco ASDM, Juniper SRX, and checkpoint firewalls.
- Configured Access List Standard, Extended, and Named to allow users all over the company to access different applications and blocking others.
- Configured STP for loop prevention and VTP for Inter-VLAN Routing.
- Troubleshooting of hardware/software platforms/applications and EPC Network core, distribution, and access layers.
- Testing Layer2 and Layer3 protocols like BGP, OSPF, MPLS using commercially available Test tools.
- Study single point failures & design WAN structure in such a way that there are no failures in network in case of any device or link failure.
- Configuration, Testing, Planning and Design of Cisco Routers 2800, 3600, 3800 and Cisco Catalyst 2900, 3570 and 6500 and Nexus 5000 Switches and Cisco Aironet Wireless appliances.
- Support, maintenance, upgrades, new installations and troubleshooting on the core networks consisting of both Cisco and Juniper routers running OSPF, 15-15, BGP and MPLS.
- Using industry best practices, design, install, configure, and troubleshoot network devices and their operating systems to ensure quality IT services are delivered to state and local government.
- Integrating Configuring Cisco Wireless LAN Controllers WLC with ISE to perform Dotlx authentication for Wireless users.

**Network Engineer**

**2016 – 2017**

**Wells Fargo, CA**

- Extensive work experience with Cisco Routers, Cisco Switches and Firewalls.
- Experience working with 2600, 2900, 3600, 3800,3900, 7200, 7600 series Cisco Routers



- Proficient in configuring Cisco Catalyst 2900,2960, 3560, 3750, 4500, 4900, 6500 series and Nexus 2248, 5548 and 7010 switches.
- Implemented Quality of Service throughout the network infrastructure and was responsible for policy routing.
- Expert in configuration of Virtual Local Area Networks VLANS using Cisco routers and multi-layer Switches and supporting STP, RSTP, PVST, RPVST along with trouble.
- Responsible for the installation, configuration, maintenance and troubleshooting of the company network. Duties included monitoring network performance using various network tools to ensure the availability, integrity and confidentiality of application and equipment and to provide support for Cisco network.
- Served as primary point-of-contact for local data-centre network operations.
- Responsible for enterprise level VLAN configuration to allow intercommunication throughout Nokia locations over diverse WAN infrastructure.
- Maintaining network availability and anticipating network issues to mitigate them before they affect company or line of business operations.

#### **Certification**

- Cisco Certified Network Associate (CCNA)
- CCNA Routing
- CCNA Switching
- ACE (Accredited Configuration Engineer) - Palo- Alto Networks

#### **Education**

Master of Science in Electrical Engineer USA

### **Network Engineer 2 – Lawrence**

#### **Summary:**

- Military veteran with a current Top Security – SCI Eligible
- Over 10 years of experience as a Cisco Network Administrator
- Experienced in Active Directory, Microsoft Exchange 2003, and Windows 7/Windows 10
- Configured Cisco routing protocols using RIP, EIGRP, OSPF routing protocols

#### **Education:**

- B. S. in Business Administration, Oral Roberts University, Tulsa, OK

#### **Certifications:**

- ITILv3-Foundation - Current



- Cisco Certified Network Associate (CCNA) – Current
- Cisco Certified Network Professional (CCNP) - Current
- Certified Ethical Hacker (CEH) - Current
- CompTIA Advanced Security Practitioner (CASP) - Current
- CompTIA Network + CE - Current
- CompTIA Security + CE - Current
- CompTIA Server + - Current

**Experience:**

**Subsidium Technologies NSA, Bahrain**

**February 2018 – September 2018**

**Shore Network Engineer**

- Managed all Layer 3 Cisco Switches and Router configurations, backups, IOS upgrades, and all client and enterprise connectivity
- Responsible for account creation/deletion for all users
- Used Remedy ticketing system to submit all trouble tickets.
- Provides on-site user support for all computer related issues including, but not limited to, Email access, Internet access, Desktop App support, Software support for over 200 users
- Constant monitoring of all network devices and systems to improve performance
- Responsible for VLAN creation, Port-Security, Asset Moves, DHCP, and Active Directory

**DRS Technologies ISA, Bahrain**

**October 2016 – January 2018**

**Network Administrator II**

- Responsible for installing, configuring, and maintaining for all network devices on all enclaves i.e. NIPR, SIPR, JWICS, CENTRIX.
- Responsible for all IOS upgrades and weekly scheduling of backups for 4 Cisco Unified Communications Manager (Call Manager), over 40 Cisco 3560/3750 routers and switches, over 10 Cisco Firewall ASA 5540 Adaptive Security Appliance and TACLANE configurations
- Analyze and resolve end-user hardware and software computer problems in a timely and accurate manner, and provide end user training when required
- Develop, implement, and maintain, procedures and training plans for network resource administration, disaster recovery, and network outages
- Review and monitor the progress of projects to ensure accuracy and timeliness and provide periodic reports to management
- Ensure that all network devices were in 100% compliance with DISA STIGS
- Responsible for submitting trouble tickets Remedy Ticketing System for any networking problems
- Experience with troubleshooting Windows 10, and VMware vSphere



**Vectrus**

**January 2015 – August 2016**

**Network Administrator II**

- Responsible for monitoring and configurations of all LAN NIPR/SIPR switches and routers
- Configure and install all Cisco VOIP phones with CUCM
- Configure, deploy, and maintain over 30 CRYPTO TAFLANE's (KG-175A/KG-175D) and configured over 250 internal routes
- Report and document all network changes, outages, and resolutions
- Perform weekly backups of over 300 network devices
- Ensure all networking devices comply with 802.1x authentication

**Marathon TS**

**July 2014 – November 2014**

**Network Engineer**

- Responsible for the network infrastructure: maintained, configured Cisco LAN/WAN routers, switches, and other associated devices across the data Center
- Provides immediate technical support for all network issues
- Troubleshoot OSPF connectivity issues
- Documented and stored all information regarding the network and any network configuration changes

**Network Engineer 3 – Michael Perea**

**Summary:**

IT business & technical professional with more than 15 years enterprise consulting, design/implementation, project management / engineering, Senior administration /change management, compliance/auditing, proactive monitoring/analysis with proficiency in routing, switching, security, voice, wireless & datacentre technologies

**Technical Certifications & Skills:**

- Cisco Certified Network Professional - Routing CCNP-R
- Certified WAN Professional/ Certified WAN Enterprise Administrator CWP / CWEA
- Firewall Security Administrator /Data Center Administrator FSA / DCA
- Cisco Voice Administrator/ Wireless Technician CVA / CWT
- Cisco Certified Network Associate – Routing & Switching CCNA – R&S

**Education:**

Bachelor of Electrical Engineering - Stony Brook University

**Professional Experience:**



**LANWAN Professional  
SR Network Engineer**

**2021-Current**

- Lead professional responsible for project implementation, design, maintenance, implementation, support, planning, testing, installation, configuration and troubleshooting for various LAN/WAN network infrastructures and server systems.
- Technical Responsibilities include but are not limited to routers, switches, routing protocols, security, high level of data redundancy, firewalls, backups, disaster recovery, site to site and remote VPN, VOIP, Wireless and enterprise monitoring applications.
- Specific technologies include but not limited to Cisco ASA 5520, Cisco 3845, 3750x, 2621, 2801, Cisco Nexus 1k, 2k & 5k, Cisco Catalyst 3550 and 4503, Cisco ASA 5505 & 5510, ASA IPS 5585, Juniper EX3200, F5 Big IP, Palo Alto PA-2020 firewall, Cloud Services Router, Cisco 891 Integrated Services Router, and Cisco 2851 Integrated Services Router.

**Teaktronics, Inc  
Network Engineer (TM)**

**2013-2020**

- Lead Engineer responsible for installation, configuration, upgrades, maintenance, support, troubleshooting of network, server, and escalation support for business clientele within high availability, mission critical infrastructures maintaining strict SLA requirements.
- Technologies handled by the team include but not limited to Cisco routers, Cisco catalyst switches, routing protocols, wireless access points, remote access, VPN, firewalls, local /wide area network connectivity for enterprise technologies, server, and applications.

**Advance Computer Source Corp  
Network Engineer (TD)**

**1994-2013**

- Lead member of a team of professionals responsible for maintenance, configuration, support and troubleshooting for various peripherals.
- Technologies handled include but not limited to HP Routers/Switches, Windows Servers (NT, 2003, 2008), Exchange, SQL, Novell, network connectivity for LAN/WAN technologies, enterprise applications including desktop technologies.

**Technical Accomplishment: Routing & Nexus & Catalyst Switching**

- Implemented VLAN Trunking Protocol to reduce administrative overhead and to control VLANs and VXLANs using NX-OS to ensure virtual and flexible subnets that extend further across the network than previous generation of switches.
- Implemented port-profiles in NX-OS for multiple ports and port-types to reduce errors and improve readability.
- Enabled encryption of system passwords and privileged administration to prevent unauthorized IOS user access.



- Implemented secure access and EXEC command interpreter interval to the console and vty ports.
- Created and managed Local VLANs based on department function, and configure ports with static VLAN assignment, static 802.1Q trunks, and dynamic ISL trunking using PAgP for layer 2 forwarding. Utilized VLAN Spanning-Tree in conjunction with PVST+ for compatibility between Cisco and Juniper switches and for root bridge assignment.
- Implemented frame-relay point-to-point and multipoint WAN links between sites to establish connectivity between four sites. Established frame-relay point-to-point connections between three sites to create full mesh network. Implemented hub and spoke network between three sites with the main office as the hub for redundant connections.
- Implemented EIGRP routing for point-to-point and Non-Broadcast Multi-Access networks. Prevented neighbour adjacencies forming and sending/receiving routing updates on unnecessary interfaces. Implemented EIGRP MD5 between sites to prevent unauthorized insertion of routes into the domain. Implemented manual EIGRP route summarization to reduce demand on CPU resources, memory, and bandwidth used to maintain the routing tables.
- Implemented multiple area OSPF routing and totally stubby areas to lower the system resource utilization of devices. Implemented NSSA area to allow injection of external routes into the area and propagation into the OSPF domain.
- Implemented backup and recovery of Cisco IOS Images. Perform password recovery on Cisco IOS routers/switches and a Juniper EX2200 Series switch to restore administrative access. Backup and Restore startup-config file for the DR.
- Configured e/iBGP peering using directly connected networks and loopbacks with OSPF, ebgp-multihop, and Route Reflectors to provide routing information with debugging diagnostic commands to monitor BGP events

## **Security**

- Implement an IPSec Site-to-Site VPN between the Cisco ASA5505 at small office location and Cisco 1841 ISR with a security IOS image at the main office. Implemented VPNs for IKE Policy using DES and SHA for encryption and authentication, access-lists to define VPN traffic, transform set using esp.-des esp.-sha-hmac to traffic protection, crypto-map to configured elements to a peer, and application of the crypto map to appropriate interface or VPN endpoint.
- Implemented of Zone-Based Policy Firewall on the Cisco 1841 ISR for three zones, applying class-maps as traffic crosses a zone-pair, policy maps to apply action to the class-maps' traffic, zone-pairs, and application of policy to zone pairs.
- Implement a Clientless SSL VPN (WebVPN) to allow users to establish a secure, remote-access VPN tunnel to the Cisco ASA 5505 using a web browser. Prepare the Cisco ASA with



necessary configurations to self-signed certificate generation. Generate a general-purpose RSA key-pair for certificate authority identification, configure certificate authority trust point for the WebVPN using self-enrolment, and configure CA trust point interface association.

### **Monitoring/Management**

- Used the Cisco Configuration Professional to configure interfaces, passwords, hostnames, DHCP, EIGRP, and SNMP.
- Utilized Nagios XI (customized dashboard, SolarWinds Orion NPM, CACTI monitoring and graph traffic.
- Used the Wireshark tool to study HTTP, telnet, and SSL traffic.



**Project Manager 1 - CHRISTOPHER L. FOWLER**

**Qualifications:**

- Skilled with project management software: MS project, JIRA, Confluence, and Smartsheet.
- Proficient with various enterprise software: Salesforce, Siebel, SharePoint, QlikView, Power BI, and Epic.
- Experience with Portfolio Management tool Innotas.
- Knowledge of Software Development Life Cycle and Agile principles.
- Proven record of working with technical & functional teams in a matrix organization.
- Ability to analyse and resolve vendor or client issues using internal procedures and troubleshooting techniques.
- Bilingual in Spanish and English.

**Education:**

- B.A, University of Washington July 2013
- Scrum Alliance® Certified ScrumMaster (CSM) 2017
- PMP

**Professional Experience:**

**Qualcomm (Contract)**

**Dec 2017– April 2018 IT**

**Project Manager, Associate**

- Co-led a UNIX security patching project and collaborated with IT security engineers to ensure the patching cycle deadlines' and exceptions standards were met.
- Consolidated managers' security infrastructure project plans into a high-level program schedule in preparation of the NXP 44-billion-dollar acquisition.
- Gather data from key stakeholder to update the IT security operational review dashboards monthly.
- Attended workshops to design a cyber-security risk register log and Key Risk Indicators (KRIs)
- Led the development of the resource management dashboards using JIRA and QlikView integration, guided developer using JQL queries, provided UI/UX guidance, and iteratively tested development for quality assurance.
- Elicited requirements and data points to develop KPI's to illustrate on the resource management dashboards.
- Analysed and co-designed the project management process flow from demand management to the close out phase, including the creation of a RACI to suit the Information Security departments' culture and operations.



**University of San Diego Health Systems (Contract)**

**Apr 2017 – Jul 2017**

**IT Project Manager - San Diego, CA**

- Led the efforts to provision Epic and Active Directory accounts for the incoming residents and interns with an expected volume of four-hundred trainees.
- Independently elicited requirements from the stakeholders in accordance with the project plan's deliverables.
- Defined and adjusted dashboards delivered to senior management on a bi-weekly cadence.
- Optimized the workflow between the patient management system (Main Frame), SQL and the newly implemented EHR system (Med Hub).
- Collaborated with key stakeholders to address feasible system improvements for Active Directory and Epic
- SER record creation by addressing discrepancies and capturing long-term scalability needs.
- Set up and organized Epic and Active Directory imports to include required security and access fields.
- Update Epic SER templates and sub templates based on the user's role and status.
- Provision all types of Active Directory accounts from employee to affiliated users daily.
- Involve in the optimization of Epic Link and Manage My Clinic through the analysis of the current workflow and collaborating with team members to improve the process

**LPL Financial (Contract)**

**Aug 2016 - Mar 2017**

**IT Project Coordinator- San Diego, CA**

- Responsible for tracking artifacts, project schedule, financial reports, and risk logs under the direction of the project and senior management.
- Supported production deployments as the liaison between release management and technical leads.
- Assisted with the creation of templates to standardize the SharePoint sites across the Project Management Office.
- Designed templates to track project financials and to track artifacts approvals.
- Collaborated with team members and stakeholders to upgrade the process flow of the System Development Life Cycle for waterfall and agile projects.
- Coordinated the Technology Product Development (TPD) Department's on-going training sessions.

**WorkWell Prevention and Care**

**Jul 2015 - Jul 2016**

**Account Manager/Project Coordinator - San Diego, CA**

- Supported a web portal project's timeline, constraints, and backlog.
- Created and maintained clinical and cost savings reports on a weekly cadence.
- Audited clients' service teams' referral volumes and inventories.



- Created Salesforce reports to track progress and metrics on a bi-weekly cadence.
- Performed quality assurance audits and ensured Standard Operating Procedures (SOP's) were met.
- Resolved a wide-range of client inquiries and provided resolutions for escalated issues.
- Led weekly meetings for client services, created meeting materials, and produced post-meeting assignments.
- Managed accounts' retentions through escalation and resolution processes.

### **Project Manager 2 – Michael E Lin**

#### **Professional Summary:**

- SCRUM Master role over a team of analyst, developers, and QA testers towards integration of EDI Insurance automation opportunities. SCRUM Master in bringing teams together in delivering successful eligibility, authorization, inquiry and notification automation between private hospital and insurance plan achieving annual cost saving of \$350,000.00.
- Project manage successful MSSP Transition Pan for insurance plan with compliance of DHCS mandates including expansion of waiver program into full benefit program. Achievement included the expansion of LTSS, HBCS and HIS programs from a membership population of 589 to over 7000 members which will benefit from this care which allows for in-home long-term care. This effort utilized a traditional Waterfall method while engaging C-Level participation and reporting.
- SCRUM Master for the successful implementation of enterprise automated reporting solution using a combination of Microsoft Power BI, Tableau, SSRS and SSAS. Achieved reduction in annual licensing costs along with incorporation of natural language capabilities, mobile reporting capabilities and overall insight into performance metrics and behaviors.
- SCRUM Master in successful multi-million-dollar client integration between workers-compensation insurance provider California State Fund Insurance plan.
- Project managed successful SAP BW upgrade to Business Object reporting platform. This achievement produced annual cost savings of \$250,000.00 on licensing fees for previous reporting tools while increasing client satisfaction and advanced reporting capabilities.

#### **Skills:**

JIRA, Confluence, Workfront, Microsoft TFS, Well versed in the principals of PMBOK, AGILE, Waterfall and ASAP methodologies, AX and UI design, Balsamiq, Test Director and Microsoft Project software. Extensive experience authoring User Stories, Creation of Test Scripts and Leading teams as SCRUM master through an AGILE framework.

#### **Education:**

- **California Lutheran University**



Master's degree in Business Administration; Organizational Behavior and Management

- **University of Phoenix**

Bachelor of Arts, Business Information Systems

**Professional Experience:**

**Inland Empire Health Plan (IEHP)**

**SCRUM Master / Project Manager (Contract)**

**May 2018 - Present**

- Lead project activities focused on DHCS and CMS mandates and projects focused on Cal Medi-Connect, Medical and Medicare including LTSS, HCBS, IHSS, CCI and MSSP programs. Extensive use of both Waterfall and AGILE frameworks. Managed enterprise scale projects using both TFS and Workfront software solutions
- Project manage MSSP Transition project required by state DHCS mandate – Lead stakeholder engagement, transition plan framework, MOU, and Contract for service agreements with local county agencies. Project manage team of external stakeholders in delivering assigned tasks using PMBOK best practice standards.
- SCRUM Master for HL7 data integration effort for data integration with eligibility check, authorization request, inquiry, and notification messages. Extensive use of AGILE framework using TFS software conducting daily standups, scheduled backlog grooming and prioritization with Product Owner, iteration and release planning and performing analyst and testing duties when necessary (Full Stack SCRUM Master). Used a hybrid approach to build trust among the team while achieving results.
- Project Manage / SCRUM Master leading the Private Hospital Directed Payments program mandated by DHCS and CMS – Included integration of claim data into Core-Point and MEDHOK software applications. Lead by facilitating assignments, using Microsoft TFS software as common AGILE framework tool, providing daily status updates, resource planning, identifying milestones, critical path and providing senior leadership with weekly status updates.
- SCRUM Master ensuring governance over AGILE process and framework in all projects which lead to enterprise standards and best practices.
- SCRUM Master over EDI development team, Business Analyst team and Quality Assurance team overseeing 3-million-dollar data integration projects that included both X12, CCD A and HL7 file structure formats. Required daily stand-ups, leading, and directing resources towards planned delivery assignments, removing barriers, assisting in analysis, and testing while providing weekly status reporting to senior leadership.

**Bridgepoint Education**

**April 2017 – May 2018**

**SCRUM Master / Project Manager**



- Lead and manage teams of 10+ software developers, junior analyst, engineers, and QA analysts through all phases of AGILE software development and report solutions. Performed role of both SCRUM Master and Project Manager incorporating lead facilitator of backlog grooming sessions, prioritization sessions, release planning, story creations, iteration ownership and leadership in orchestration of change management.
- Project manage full lifecycle for NEW Self Service Reporting solution / Microsoft Power BI software solution replacing existing tools. Incorporated full project plan with Hybrid Waterfall / AGILE approach that used a traditional milestone approach while considering and incorporating the AGILE iteration and release strategy.
- Product Owner and Project Manager of data governance and overall project governance. Lead successful migration from Collibra software to Confluence software for enterprise data governance resulting in net savings of reduced licensing costs. Required the delivery of a project management plan and the cooperation and support of senior leadership decision makers.
- SCRUM Master for enterprise 1-million-dollar student web portal upgrade project which included full life cycle project management, effective communication with senior leadership, external stakeholder engagement and working with multiple teams across various disciplines, roles, and priorities. Lead team through daily standup, backlog grooming, release planning, velocity reporting, mentoring, and working across channels to remove barriers, assist with the work, provide guidance and delivery daily to weekly status reporting where and when required.
- Project manage full SDLC for student tutoring API web portal application. Charter, Scope, Budget, Plan, Communication, Change Control, Testing Plan, and all phases of Project Management life cycle
- Developed a deep understanding of business objectives of internal and external stakeholders Partner with stakeholders in building trust, becoming a subject matter expert, and maintaining an accurate and achievable roadmap.
- SCRUM Master and part time analyst/tester for development of end of course survey, predictive student behavior analytics, student retention matrix, marketing, and sales analytics using AB testing, AGILE principals and effective delivery of plan, presentations and buy in with both individual contributors and senior leadership.
- Develop project charter, project budget, project road map, milestones, weekly project review, risk documents, scope documents and overall project management oversight
- Facilitate weekly project governance and review meetings, C-level engagement, and progress reporting.
- Developed project standards and templates used across enterprise for several successful subsequent projects. Included documentation, training, delivery, adherence review and milestone reporting.



**Harbor Health Systems September**

**2015 – April 2017**

**Project Manager / SCRUM Master & Senior Business Systems Analyst**

- Manage multiple software applications using both Waterfall and Agile methodologies. Provide leadership and strategic direction along project roadmap. Manage full life cycle of software and hardware projects across all functional teams. Start-Up organization - mentality to wear multiple hats to accomplish goals.
- Project manage/ SCRUM Master the development and support of enterprise architecture database mapping design and specifications for new client and existing client changes and onboarding. Worked with .NET development team, AGILE analyst, and test roles
- Responsible for managing numerous B2C web services application projects using JIRA and Confluence with AGILE methodology (SCRUM Master leading Scrum ceremonies, backlog grooming sessions and prioritization meetings, sprint scheduling, iteration planning and overall velocity reporting). Lead SCRUM Master in Kan Ban sessions along with 3 week release planning.
- Project manage enhancement of portal application for “Workers Compensation Provider Network”, manage project life cycle of all feature and enhancement requests
- Vendor management and negotiation of project deliverables and timeline with Ukraine (off-shore) resources to define clear and concise requirements for development
- Project manage team of junior analysts in development and support of user stories (RALLY/JIRA), business requirement documentation, functional specifications documentation and user acceptance testing documents for release and iteration planning.
- Project manager for support of applications that support \$300M diamond client.
- Project ownership of business, functional and technical requirements specifications, full lifecycle.
- Project Manage Power BI dashboard application and customization opportunities.
- Cross team collaboration with overseas .Net development team in Ukraine to deliver in 3-week iteration planning cycles. Use of Kanban and Scrum activities to facilitate progress and monitoring.
- Project managed and delivered industry-leading software that proved ROI cost savings, shortened operational processes, and generated up to \$2.1M in annual savings.
- Project manager (SME) for reports, ETL product and support with ownership of several key report products including MPN utilization report, litigation cost metrics, claim aging and outcome savings report.

**Project Manager 3 – David D. Cook**

**Summary:**



Focused on obtaining the best technical results in the timeliest manner balanced against the needs of the organization and contractual requirements, I have a proven track record in Project Management, engineering, systems engineering, hardware/software development, technical analysis, spanning the healthcare, aerospace, DoD organizations, commercial, and private industries. I have spent over 20 years applying methodical, hands-on technical and leadership talents on small-(\$50k), medium-, and large-scale (+\$10M) projects while working closely with Sr. Mgmt., their priorities, and strong business acumen.

**Core Competencies:**

Small-, Medium-, and Large-Scale, Multi-Site HW/SW/IT Projects, Rollouts, and Deployments	PM methodologies include Waterfall, spiral, Incremental, Agile/Kanban, and Agile/Scrum
IT Infrastructure deployments; Software and hardware development Life Cycle	Project Budget, Resource, and Task Assignment Management
Risk and Requirements Management	Change and Process Management
Quality Assurance Reviews and Project Audits	RFP / RFI/ RFQ Development and Responses
Well refined written and verbal communications	Vendor and Sub-Contractor Management
Functional / Technical / SOW Requirements Management	Client expectations and scope creep management
Process development, adherence, and support	Executed/managed mini-Project Agile Sprints
Client Relationship and Engagement Management Utilize Standards, Methodologies and Processes for Project Execution (PMBOK, Proprietary/In-House)	Project Metrics Management including Milestones, Status, Budget, Resource Utilization and Loading, ETC, tracking, and Earned Value metrics

**Technical Skills:**

Proficient at Microsoft Office 2003/2007/2010 (Project, Word, PowerPoint, Excel)	WinXP, Win7, and Win10, and Chrome
Palisade's Management Suite for Excel and Project (statistical analysis)	SharePoint document management
SharePoint, Clarity, ServiceNow	limited use of Remedy, and Planview
ReqPro, ClearCase	ClearQuest, Doors (limited).



**Education/ Training:**

- Keller Graduate School of Management - Phoenix, AZ
- Master of Project Management – MPM
- San Jose State University- Litchfield Park, AZ
- Systems Engineering, INCOSE 2000
- Ohio State University - Columbus, OH
- Bachelor of Science (BS) - Electrical Engineering
- Western International College - Phoenix, Arizona
- Numerous software programming classes
- Agile/Scrum training – 2011

**Professional Experience:**

**CVS Healthcare – Scottsdale, AZ**

**Apr 2018 – Mar 2019**

**Sr. IT Project Manager/Business Analyst**

- Stated high visibility IT infrastructure projects, both weekly and daily at all levels – Sr. mgmt., executive, and PCI regulatory. Fast paced, dynamic, and agile environment.
- Technical and business vendor liaison.
- As a business analyst, collected project estimates and compiled the organization’s projected annual budget needs for critical and high priority projects for Finance.
- For the LTE wireless deployment, developed created and maintained MS Project Plans where none existed before, tracked the daily technical discussion, and provided both daily and weekly status to Sr. and Exec mgmt.
- Converted highly technical LTE wireless IT Infrastructure development and deployment project and progress into easily understood charts for Sr. Mgmt. (VP, Directors). Routing: EIGRP, DMVPN, MPLS.
- For the custom Firewall management application, developed the SOW, wrote the Test Plan and UAT, developed the project plan, and provided daily and weekly status to Sr and Exec mgmt.
- Participated in Software as a Service (SaaS) and Service Oriented Architectures (SOA) discussions.

**Blackwater Vision, LLC - Phoenix, AZ**

**May 2011 – Feb 2018**

**Sr. Project Manager and Architect**

- Managed the technical system/software/hardware development, project schedule, costs, resources, a changing business climate, risks and issues, adapting to the changing business climate, adjusting plans and Master Schedule, contract negotiation, task prioritization, resource allocations, proposals, and budgets.



- With changes to the architectural design, managed the development of software/firmware development and other proprietary technologies. Prepared for, tested, and demonstrated the system to numerous customers and formal demos using the Agile/dynamic/Spiral methodologies.
- With supporting team, successfully executed formal demonstrations of final system to customers.
- Assigned responsibilities, identified appropriate resources as needed, communicated project status and issues to team and management, acted to reduce risk and resolve issues.

**Arizona Dept of Transportation July**

**2015 – Feb 2016**

**IT Project Manager (Contract)**

- Supported, managed, organized, prioritized, tracked, and resolved issues in the migration of the Enterprise SW apps from data Center app from WinServer 2003 to WinServer 2012R2 servers and to the new Amazon Web Services (AWS) cloud computing (server replacements) environment (hybrid computing).
- Supported the migration of data center Windows-based applications to the cloud-based Amazon Web Services (AWS).
- Scrum training and familiarization. Participated in numerous daily stand-up Scrum sessions.
- Network infrastructure asset deployment: With input from others, developed a deployment process, checklist, enhanced the site assessment, and developed a 12-step deployment and tracking process, worked with the vendor to define the device standard configuration, coordinated training of the field technician, and reported weekly deployment status to Sr. Management

**Arizona Public Service (APS)**

**Aug 2013 – Jul 2014**

**IT Project Manager (Contract)**

- Simultaneously managed a \$1.3M, two run/maintain \$628k, and \$70k network infrastructure IT projects while successfully closing out two others using the Agile/Kanban method.
- Successfully established a process and managed the server/app migration to replace over 450 obsolete WinServer 2003 servers and upgrade to WinServer 2012R2 on an aggressive schedule without dedicated resources.
- Supported application migration, including app's such as sequel server and rebuild issues, networking, telecom, cloud computing, End-User computing, and file services.
- Provided weekly strategy status on the organization, build, and retirement of the servers and projects to Sr. Management.
- Network infrastructure security system asset deployment: managed/coordinated installation deployment of camera/DVR systems to each access station throughout the



valley, coordinated installation crews and obtained status made. Coordination with each site was made so that it knew the crew was coming on what date, and provided weekly status on progress made and any issues encountered

- Supported the PMO, formal phase-gate process, provided monthly financial reports and weekly Project Status Reports.
- Identified both staffing and schedule issues with senior management to meet delivery schedule.
- Became very experienced in network topologies, network structures, and segmentation.

**General Dynamics C4S West - Scottsdale, AZ**  
**Project Manager / Project Lead**

**July 2002 – May 2011**

**Glendale Community College**  
**Adjunct Faculty**

**Fall 1999 - spring 2000**

**Lockheed Martin – Goodyear, AZ**  
**Pilot Product SW Test Lead**

**Jun 1995 – Aug 2000**

**Honeywell BCAS & Commercial**  
**Staff Systems Engineer**

**Mar 1991 – May 1995**



**Quality Assurance Analyst 1 – Kapil Tiwari**

**Summary:**

Over 5+ years of professional experience in Quality Assurance, Manual Testing and Automation. Experience in developing Test Strategies, Test Plans, Test Procedures, Test Scripts and Test Cases after reviewing Business Requirement Documents (BRD) and technical design documents. Solid understanding of Agile Scrum Model and involved in all phases of Software Development Life Cycle (SDLC) and Software Test Life Cycle (STLC). Excellent communications skills, strong problems solving skills and a good team player.

**Technical Tools:**

<b>Testing Tools</b>	Selenium WebDriver/IDE/GRID, Mercury QTP, HP Quality Centre, JUnit, Cucumber, SOAPUI, Load Runner
<b>Language/ Script</b>	Java, C, C#, .Net, HTML, CSS, XML
<b>Frameworks</b>	Junit, TestNG, TDD, BDD, Data Driven, POM
<b>SOA Technologies</b>	SOAP, REST, WSDL, Web Services, SOAP UI
<b>Bug Tracking Tools</b>	HP Quality Centre/ALM, Bugzilla, Visual Studio TFS, JIRA, Work soft
<b>Build/ CI Tools</b>	Ant, Maven, Jenkins, GitHub
<b>Databases Technologies</b>	MS SQL, PL/SQL, Oracle
<b>Operating system</b>	Windows 7/Vista/XP, UNIX, Linux, MacOS

**Education:**

Bachelor’s in Business Management, Tribhuvan University 2008

**Professional Experience:**

**QA Automation Tester April 2017 - Till Now**  
**Waterproofing Associates, LODI, CA**

- Interacted with Business Analysts, Product Managers, and developers to obtain business, technical, and user expectations for gathering requirements to have a better understanding of the application.
- Followed Agile Methodology (SCRUM) for multiple phases of SDLC (Software Development Life Cycle).
- Involved in writing test plans, test strategies, and test scenarios to test business requirements in Quality Center (QC) for manual and automation testing.



- Worked with Hybrid (Keyword and Data Driven) automation framework with Selenium WebDriver, Java and TestNG.
- Involved in the Test Data creation and execution of automated Test Scripts by designing, executing, and maintaining regression automated test cases with Selenium WebDriver, TestNG.
- Performed parameterization of the automated test scripts in Selenium to check how the application performs against multiple sets of data.
- Setup and configured the testing environment with Eclipse, Selenium WebDriver, Cucumber.
- Involved in writing Maven build dependencies to automate the compilation and execution of test cases/suites.
- Performed API testing using SOAP UI and WSDL file to validate the data as well as tested RESTful services.
- Committed Selenium WebDriver scripts to Git using EGit plugin for Eclipse IDE.
- Developed and executed SQL queries in the database to conduct Data integrity testing by checking the data tables on the server.
- Worked on Cross Browser testing through Selenium WebDriver by testing the website on different browsers like Chrome, IE and Firefox.
- Integrated with Continuous Integration tools Jenkins for running test on nightly basis automatically.
- Participated in Peer Review meetings to enhance the Test Procedures and Test cases.
- Created test reports using Cucumber and captured the error screenshots.
- Interacted with the Development team and the Environment team in performing Bug Triage and prioritizing the defect list and validating known bug fixes.
- Shared Daily Status Reports with all the team members, Team Leads, Managers and Clients.

#### **QA Automation Tester**

**Sept 2015 - March 2017**

#### **Legacy Roofing, Sacramento, CA**

- Gathered requirements documents such as business requirements and design document and other related documents.
- Reviewed the Test Basis, designed and documented Test Strategies, Test Plan, Test Cases and executed test cases.
- Responsible for writing and maintain Selenium WebDriver scripts for regression and functional testing using data driven framework.
- Developed test code in Java language using Eclipse, IDE and TestNG framework and setup the Automation framework using Selenium to run test cases in multiple browsers and platforms.
- Involved in design and implementation of Selenium WebDriver automation framework for smoke and regression test suite.



- Responsible for identifying test cases for manual and Automation with Selenium WebDriver for Smoke Test, Functional and Regression Tests.
- Involved on Cucumber testing and defined the test scenarios and created the test cases in Test Manager.
- Involved in designing of automation framework to be used in UI testing with Selenium.
- Execute browser compatibility and regression tests using Selenium WebDriver for testing UI for every new build release.
- Performed functional tests using Selenium WebDriver with data driven framework and documented final results in a database.
- Used the Firebug to inspect the XPath of the web elements and Eclipse IDE for Java development.
- Identified, Reported and Tracked Defects using Quality Center test management tool.
- Developed and executed SQL queries to verify the proper insertion, deletion and updates into the SQL Server supporting table.
- Wrote multiple complex queries like update, create, select, complex joins to validate database.
- Performed SOA / web services testing using SOAP UI; wrote adaptors to test / invoke web services

#### **QA Tester**

**Apr 2014 – Aug 2015**

#### **Falcon Transport Inc. Sacramento, CA**

- Worked in the agile SDLC environment with frequently changing requirements and features set.
- Participated in Meetings and Walkthroughs, interacted with other development team members to better understand system functionality in order to improve testing quality.
- Involved in planning, designing, and executing different test cases for Smoke, Functional, Regression, Integration, User Acceptance and GUI testing.
- Extensively worked on performance testing tools like JMeter.
- Developed test data depending on the Test Scenarios as per the functionality of the application.
- Performed Regression Testing for all code releases and for every added functionality.
- Tested critical bug fixes and coordinated with developers on release of bug fixes, meeting tight timeline.
- Used bug tracking tool Bugzilla to maintain Bug lifecycle from opening new bug to closing after fixed.
- Extensive use of defect tracking tools like Quality Center (QC) and Test Director.
- Experience in functional testing tools such as SOAP UI testing & developing scripts for Selenium Automation testing.





Guru Nanak Dev University, India  
**Mathematics and Economics B.A.**  
Guru Nanak Dev University, India

4 Years

**Professional Experience:**

**NCR Corporation Aliso Viejo**

**March 2014 – Current**

- Participate in process improvement of Quality Assurance and Software Development Life Cycle (SDLC) processes, methods, and systems
- Participated in design and development of test strategies. Wrote high level manual test cases and approaches that align with business processes and users.
- Conducted presentations and walk through for the Business users about the new enhancements of the projects.
- Played an integral role in the team, testing architectural changes implemented in our major projects.
- Developed and executed testing related activities, including test plans, results analysis; coordination of testing activities, diagnosis of application or process deficiencies and/or problems.
- Developed SQL queries/scripts and similar artifacts to validate the completeness, integrity, and accuracy of data within the testing cycle.
- Reviewed and analysed source data analysed and documented data flows, and validated mapping specifications and business rules from data source to target.
- Involved in Smoke, Functional, Regression, System, Integration, Performance, Negative and Boundary Testing.
- Responsible for writing and maintaining Selenium WebDriver scripts for regression and functional testing using Data driven framework.
- Developed test code in Java language using Eclipse, IDE and TestNG framework.
- Identified, Reported and Tracked Defects using JIRA Test Management Tool
- Involved in testing the application utilizing the Scrum (Agile) methodology.
- With different scenarios of Virtual Users on Application, performed Load Testing using JMeter.
- Performed Web Services testing using SOAP UI.
- Worked with IT Development (Project Managers and development staff) to ensure feasibility of design and clarification on user requirements.
- Actively participated in preparing the Test report, streamlining of the test process, prioritizing the bug list according to the severity of the bug, Effective reporting of the bugs to the Coding team.



- Worked to clarify business requirements and testing strategies with the offshore team. Continuously coordinated with the off-shore Software consultant, and end business users all over US.
- Created quality analysis reports and root cause analysis. With the fast-paced business, deployed and tested various application Patches in QA.
- Work with Customer Support team on any issues
- Provided test execution results and worked on gathering signoff from all required participants.
- Environment: Quick Test Professional, ASP. Net 3.5 and 4.0, C#, VB.NET, Selenium, SQL Developer, Team Foundation Server(TFS), Microsoft Test Manager(MTM), Mercury Quality Center, Visual Source Safe, Win 2000/XP, Windows 10, JIRA, Zephyr, LoadRunner, JMeter, Confluence, Jenkins, GitHub.

**Aten Technology Foothill Ranch**

**August 2009 – January 2014**

**Senior Software QA Engineer**

- Responsible for ensuring consistency and efficiency of business processes by Identifying and tracking errors during the transactional quality review process across multiple business initiatives (projects); Role requires active participation in quality improvement initiatives and create tools & databases to capture relevant data.
- Responsible for delivering quality assurance on complete projects, handling project-level interactions, weekly releases, ambiguity clarifications and developing high level test strategies for projects.
- Involved in Smoke, Functional, Regression, System and Integration, Performance, Database, Negative and Boundary Testing.
- Utilized the proprietary test harness to prepare and run test-suites/Regression suites
- Participated in Joint Application Development (JAD) sessions to understand high level and functional requirements prior to creating test plans.
- Responsible for effective and timely communication of system acceptance status during scheduled and ad-hoc team meetings.
- Created the test strategy document that defines the test environment, phases of testing, entrance and exit criteria into different phases of testing.
- Participated in design and development of test strategies. Wrote high level test cases and approaches that align with business processes and users.
- Involved in User Acceptance Testing with Business to make them understand the Major Functionalities of the Application. Tested applications in QA, Training and UAT Environments.
- Developed and executed SQL Queries to perform backend database testing. Conducted Negative Testing by updating the queries in SQL Query Analyzer.



- With Front end Application Testing, tested the Mappings in Request and Response XML.
- Conducted periodic conference calls with the offshore development team and explained the system requirements and clarifying business and implementation ambiguities

**West Coast Consultants San Diego**

**May 2007 – Aug 2009**

**Business System Analyst/Developer/QA Analyst**

- Worked closely with Business Users to gather Requirements and prepare Business specifications Document.
- Responsibilities include developing requirements Document, developing and executing test cases, Designing test strategies and approach
- Interacted with the engineering development team to expand test suite, isolate issues, and rapidly reach resolution.
- Worked with the development team to prioritize, assign, and resolve bugs through efficient bug tracking.
- Thorough understanding of all the different phases of the SDLC, Testing Life cycle, including Static and dynamic testing.
- Thorough knowledge of quality assurance standards and test plans.
- Created several Change requests on all Releases and helped build release notes.
- Job duties include receiving input from technical support on technical problems encountered by customers, replicating customer identified problems and issues, and developing fixes.
- Providing specifications to programmers on appropriate fixes for the various problems encountered.
- Responsibilities also include developing test scripts, documenting all activities, issues, and solutions, completing assignments, following-up open issues and assuming responsibility for achieving results within established production and release time frames.
- Environment: Quick Test Professional, ASP. Net 3.5 and 4.0, C#, C++, VB.NET, SQL Developer, Mercury Quality Center, Visual Source Safe, Win 2000/XP, Windows 7, MS Access, Visio.

### **Quality Assurance Analyst 3 – Matthew Iler**

#### **Professional Summary:**

- IT Professional with more than 12 years of experience in working for Fortune 500 companies. Passionate mentor and a keen learner with an eye for innovation and continuous improvements.



- Expert in Software Quality Assurance of Client/Server, Web-based applications, Webservices and Mobile applications with strong understanding of the Software Development Life Cycle (SDLC).
- Experience in Regression and System Integration testing using Manual and Automated testing tools –Selenium WebDriver. Experience in Automating Web Application Testing using Selenium WebDriverwith TestNG framework. Experience in writing XPath to locate web elements.
- Expertise in testing SOAP UI and REST based webservices using SOAP UI and READY API for automated and functional testing.
- Expertise in manual testing and automated testing using HP ALM, TFS, Quality Center, Selenium, Ready API, Quick Test Professional and TAC (Duck Creek). Experience in SQL statements in databases such as Oracle and SQL Server and experience in writing PL/SQ and SQL statements in ORACLE, and SQL SERVER database.
- Proven track record of project execution, project coordination, User Acceptance Testing (UAT) and release skill sets. Experience with planning, organizing, change management, and implementation of the enterprise-wide test environments.
- Expertise in Production Support providing Application support. Strong diagnosing and resolving skills with complex software application issues of internal users that have been escalated by the Tier 1support desk quickly and effectively.

**Technical Skills:**

<b>Defect Tracking Tools</b>	HP ALM, TFS, Quality Center 10.0, Test Director 8.2, TFS
<b>Automation Tools</b>	Selenium, QTP, Ready API, SOAP UI
<b>MS Office</b>	Word, Excel, Visio, PowerPoint, Access
<b>Business Analytic</b>	Power BI, Azure
<b>Databases &amp; Tools</b>	ORACLE 10g/11g, SQL Server, VMware
<b>Languages</b>	SQL, PL/SQL, .Net, Java, R, VB script
<b>Web Tools</b>	HTML, Java Script, XML,
<b>OS</b>	Windows NT 4.0, Server 2003, XP, Windows7, AS400

**Education and Certification:**

**Education:** Bachelor of Science, E. Connecticut State University. CT

**Certifications:** Six Sigma Green Belt, MCSA, MCP, MCSA Exchange, Network+, CSSWB, Data Science R, Power BI

**Professional Experience:**



**General Motors (GM) – Chandler, AZ**

**Jan 2014 to Present**

**Lead Quality Assurance Analyst**

- Successfully completed and delivered Global Siebel Implementation program. This large scale \$120mil insourcing of mission critical multi- region integrated implementation included various CRM modules.
- Responsible for Managing, Developing and Implementing QA standards for Siebel CRM projects including implementing Testing Tools, Test Planning, Technical Test Scripts, Test Execution, Defect Management and managing Project Timelines.
- Planned, implemented, and executed System Integration testing. This includes testing of Siebel applications, EDW data (Enterprise Data Warehouse) data, OBIEE (Dashy application), Web Services and Mobile Application. Developed and executed Test Plan, Test Cases, Test Reports, Defects and Test Metrics in TFS.
- Utilized SOAP UI and READY API (Automation) for testing of SOAP and REST Web Services for Lead Management and Customer 360 projects. Siebel testing included Leads capture, Lead Processing, Lead Allocation (Siebel) Lead Dispatch and Tracking/Reporting.
- Implemented and executed backend (Database) testing for OBIEE (Reporting). SQL developer was utilized as a source for testing Dashboard Reporting. Tested OBIEE Data, Reports, Ratings, Widgets etc.
- Designed, executed, and maintained Selenium Web Driver (TestNg) automated test cases for regression test cases. Created and enhanced numerous test scripts to handle changes in the objects, application's GUI in the test environment using Selenium. Utilized XPath to locate web elements. Planned, implemented, and executed Regression testing for Defect fixes in Manual and Automated setup using, TFS and Selenium
- Implemented Wireless Handset Regression and Boundary test cases for mobile applications on Android, Apple (iPhones & iPads) using Mobile Devices
- Created standardized templates to report status, risks, issues, and accomplishments utilized by entire quality organization of more than 160 functional testers.
- Supported Operation Excellence initiatives for Global Sales, Marketing and Customer Experience reducing auto system generated P1/P2 Production incidents by 50%.
- Promoted culture of Quality, Teamwork, Customer Focus, Integrity, Innovation, Accountability, Cross-functional collaboration and thinking ahead to contribute towards increasing EBIT by 30%

**Assurant Inc. - American Reliable Insurance Company, Scottsdale**

**Jan 2012 – Jan 2014**

**Senior Quality Assurance Analyst**

- Responsible for developing and analyzing QA tasks which includes test plans, test strategies, test scenarios, defect reports and ensuring accurate test coverage of requirements and



business rules as mandated by the QA process in an Agile environment for the e-Fulfillment Project.

- Developed QA standards and created Test cases using Quality center & scheduled, interacted, and invoked the Quick Test Professional scripts using Quality Center. Implemented automated testing on the application using Quick Test Pro. Used Table Data and VBScript parameterization to enhance product testability
- Performed Smoke, Functional, Integration, Regression, System (E2E), Grey Box and Interface Balance testing in QA, UAT and Production Support environment. Additional tests included migration testing in AS400, XML HUB, Proxy Server, SQL Server, Duck Creek and Billing Database.
- Responsible for defect tracking process and generating customized reports using Quality Center. Managed and monitored defects until resolved. Conducted Defect Review meeting with Stakeholder.
- Created standards for use of HP Quality Center for Business Analysts, Project managers, Developers and QA Team. Assisted in internal projects kickoffs and requirements/specifications gathering including integration of systems with companies acquired by Assurant.

**Bank of America – Chandler**

**May 2010 – Nov 2011**

**Consultant QA / Application Support**

- Developed a testing solution for a complex business logic, which includes many rules and sub rules into meaningful test cases, which includes System Integration into various tools, Interest Rates, Customer details, Pipelines, Clues, Pricing, Wholesale, Insurance etc.
- Involved in developing and implementing QA testing manually. Set up test requirements, developed test plans, user acceptance document, and documented manual test cases using Quality Center requirements module
- Developed automated functional testing on the application using HP QTP. Used VBScript parameterization.
- Formulated the QA plan for application testing which included System Integration Testing, Regression Testing and User Acceptance Testing
- Performed level 2 support for production applications. Researched, tested, and resolved problem tickets assigned relating to mortgage application
- Published weekly reports that included metrics, issues/risks, and path to green. Collaborated with onsite and offshore QA staff on daily basis to accomplish on-time delivery with quality.

**T-Mobile - Tempe, AZ**

**Feb 2008 – April 2010**

**Quality Assurance Analyst**



- Implemented manual and automated testing for WIMS application, which includes test scenarios for rates, Plans and Inventory Management System & Billing System.
- Provided UAT support by creating Test Data, test users and trained UAT testers on tools
- Developed Quality Assurance methods for Watson application as part initiative for contributing to annual increase in revenue by 6% WIMS application. Involved in performing complex functional, regression, Integration, System, and performance tests
- Performed Test Data preparation for manual test execution and implemented time to time regression testing after each monthly build. Monitoring the defects and assigned them to the developers. Tracked the bugs and reported them using Test Tracker as the defect tracking tool and performed regression testing.

**Enterprise Rent a Car, Hackensack, NJ**

**Jan 2003 - Nov 2007**

**Quality Assurance Analyst**

- Designed manual test cases for scenario base testing using use case for ERMS application.
- Created Test Plan, Test scripts and defined Test Subjects in Quality Center for performing system
- Testing of client application being developed. Worked closely with Enterprise associates and assisted project manager with compiling test results, planning, and scheduling. Documented and facilitated communication and troubleshooting of post-production issues
- Responsible for defect tracking process and generating customized reports using Test Director. Tested all the functional scenarios of user registration module and user access control, raised bugs for all the missing functionalities and helped the developers in fixing them.

## Security Analyst 1 – Sathvik Vontela

### Professional Summary:

A cybersecurity professional with five years of IT experience especially in Information, and Network security. Very good experience in implementing, maintaining the application security throughout the Software development life cycle. Good experience in threat modelling (Stride) during requirement gathering and design phases. Good experience in requirement/information gathering, automated testing, manual verification, Penetration testing and report generation. Good experience and knowledge in MS Windows Product Suite (MS-Project, MS-Visio, MS-Excel, MS-PowerPoint, and MS-Word). Have very good interpersonal skills, proactive, analytical, logical, practical, problem-solving, and smart working. Able to work on own initiative or as part of a team, backed by excellent communication skills along with the capability to solve problems efficiently. Very good task initiator, able to work individually and very good collaborator with the rest of the team to work smartly and result oriented with proper ideology.

### Technical Skills:

**Vulnerability assessment:** Tenable Nessus, Nmap, Qualys Guard, Acunetix automatic Scanner and Nexpose Application security & Penetration testing: IBM AppScan, Burp suite, HP Web Inspect, HP Fortify, Metasploit.

**Methodologies:** OWASP Top 10, CWE, NIST, ISO 27002, HIPAA, PTES, and SAN 25.

**Platforms:** UNIX (Solaris), Linux (RedHat), Kali Linux, Windows Server

**Databases:** SQL Server, SQL Server Management Studio

**Programming:** Shell scripting, Python Scripting.

### Education:

- Masters; Cyber systems and information security; Auburn University, Montgomery - 2017
- Bachelors; Electrical and Electronic Engineering; JNTUH 2013.

### Professional Work Experience:

**McKesson, Tata Consultancy Services, USA, Scottsdale, Arizona    August 2018 to January 2019**  
**Security Engineer / Security Test Engineer**

- Worked on various projects at client location especially with Salesforce applications and traditional web applications.
- Worked on salesforce profile validation security testing manually on various programs such as Novartis's COSENTYX, NPAF, PANO, AIMOVIG, Sun Pharma, TOBI.
- Worked on Mobile based security testing on COSENTYX application which is a manually based and with the consideration of OWASP security standards.



- Tested Copay application manually to find vulnerabilities and remediated with a suitable solution.
- Tested web services/Restful API's security testing by using SoapUI and Postman desktop application.
- Identifying the critical, High, Medium, Low vulnerabilities in the applications based on OWASP Top 10 and prioritizing them based on the hypercritical.

**BBVA, Dallas, Texas**

**May 2017 to April 2018**

**Penetration tester / Information security Analyst**

- Worked on Web Application Vulnerability Assessment and Threat Modeling, Gap Analysis, Secure Code Review on the applications.
- Established vulnerability assessment practice, proactively ensuring the safety of client-facing applications, and minimizing client audit findings.
- Performing security analysis and identifying possible vulnerabilities in the key derivation function, create Vulnerability Assessment report detailing exposures that were identified, rate the severity of the system & suggestions to mitigate any exposures & testing known vulnerabilities.
- Identified issues like SQL injection, XSS, CSRF using Burp Suite.
- Identifying the critical, High, Medium, Low vulnerabilities in the applications based on OWASP Top 10 and SANS 25 and prioritizing them based on the hypercritical.
- Responsible for identifying how attacker exploits vulnerabilities during the dynamic analysis phase.
- Performed security analysis for identifying vulnerabilities and rate the severity and created vulnerability assessment report.
- Used tools like Nmap, and Burp Suite for performing penetration testing to complete assessments on daily basis.
- Performed through penetration testing on web applications.
- Performed SAST and DAST security testing on production applications.
- Used N-map and Sureness tools to perform network scanning.
- Application Security Review of all the impacted and non-impacted issues.
- Ensuring compliance with legal and regulatory requirements.
- Identified issues on sessions management, input-validations, output encoding, Logging, Exceptions, Cookie attributes, encryption, Privilege escalations.
- Conducting web application security scan using IBM App Scan, HP web inspects and Acunetix.
- Identified different vulnerabilities of applications by using proxies like Burp suite to validate the server-side validations.



- Perform periodic network vulnerability assessments to identify weak systems and vulnerabilities.
- Managing and prioritizing multiple tasks in accordance with high-level objectives Perform pen tests on the different application a week Metasploit to exploit the systems.

**Omni Trust Technologies, Alpharetta, Ga**

**July 2016 to March 2017**

**Penetration Tester**

- Performed Manual Code Review to find logic flaws, which are not identified by Automated Tools.
- Well versed in Understanding Application-Level Vulnerabilities like SQL Injection, XSS, CSRF, Authentication Bypass, Authentication Flaws, Cryptographic Attacks, etc.
- Extensively used Burp Suite, Acunetix automatic scanner, and Nmap for Web Application Penetration Testing and Conducted Functional Testing of RSA 2-factor Authentication.
- Conducted Social Engineering Attacks using Backtrack and Kali Linux.
- Worked on Vulnerability Assessment of various web applications used in the organization using Paros Proxy, Burp Suite.
- Generated and presented reports on Security Vulnerabilities on both internal and external customers.
- Trained development team on the most common vulnerabilities and common code review issues and explaining the remediation.
- Interacted with the customer in understanding the business issues, requirements, doing exhaustive analysis and providing end-to-end solutions.
- Well versed in Understanding Application-Level Vulnerabilities like SQL Injection, XSS, CSRF, Authentication Bypass, Authentication Flaws, and Cryptographic Attacks.
- Monitored, analysed, and responded to security incidents in the infrastructure. Investigate and resolve any security issues found in the infrastructure as per the security standards and procedures.
- Executed and craft different payloads to attack the system for finding vulnerabilities with respect to input validation, authorization checks, etc.
- Daily monitoring the systems, systems, and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.

**Auburn University, Montgomery, AL**

**March 2015 to April 2016**

**Student Technician**

- Responsible for installing and supporting network hardware, software, and application on personal computers and Apple computers.
- Handled responsibilities of analyzing hardware and software problems and implemented the corrective measures.



- Installed and troubleshoot Networked Printers.
- Worked on issues related to configuring, troubleshooting, and setting up a university email client.
- Assist with password resets and account management.
- Troubleshooting issues related to virus and malware.
- Installing and configuring third-party applications on computers for student use.
- Maintained and secured the network by using MAC filtering procedures without interruption.
- Technical support to the students facing network issues connecting to the university network.
- Experienced in deploying Cisco routers and switches and managing network monitoring services.
- Responsible for monitoring, troubleshooting, configuring, and deploying LAN/WAN solutions.
- Skilled in MS Word, Excel and PowerPoint, Legal Solutions, Internet, and Email.
- Proficiency in handling network monitoring tools and packet capturing tools.
- Adept skills in technical documentation and presentations using Microsoft Visio/ Office.
- Installed, troubleshoot, repaired, and maintained Cisco VOIP/Call Manager/Unity/Network equipment on the LAN/WAN.
- Configured VLANs with 802.1q tagging according to the server team's requirements.
- Configured and managed Cisco access layer routers and switches carried out route redistribution & manipulation; Configured Client VPN technologies including Cisco's VPN client via IPSEC.

**Security Analyst 2 – Patrick Deegan**

**Professional Summary:**

Insightful technology professional with broad experience in systems and security. Passionate about security controls within an organization in order to ensure the confidentiality, integrity, and availability of corporate assets.

**Skills:**

<b>Server Experience and Functions</b>	Windows Server 2016/2012/2008 R2/2003, Ubuntu 16.0, DNS, DHCP, AD, GPO, IIS, SCCM/WSUS
<b>Security Technologies</b>	Security Center/Tenable/Nessus, Acunetix/Fortinet WAF, McAfeeEPO/ DLP/ AV/



	FDE/ FIM, McAfee SIEM, Proofpoint SaaS Email Gateway/ DLP/ Encryption, Sourcefire (SNORT) IDS/ IPS, CyberArk, CIS TOP 20.
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**Education:**

Information System Security Community College of the Air Force – Ham

**Qualifications:**

- 8 years' experience in IT, Information Security Management and Physical Security.
- Experienced with creating/submitting information systems certification and accreditation in accordance with SSAA's, SSP's in accordance with DCID6/3, JDCISS, FISMA, NIST, DIACAP, DISA
- STIG's.
- TEMPEST manager ensuring emanation security for multi-intelligence systems within sensitive compartmented information facilities.
- Function as remediation lead for security incidents and/or practices detrimental to security.
- Developed access control processes and procedures for over 1000 users accessing sensitive networks.
- Developed information security policy, procedures, and safeguards to protect sensitive information against unauthorized use, transfer, destruction, or disclosure.
- Developed magnetic media control programs to ensure proper informational control and accountability.
- Experienced in proper security posturing for automated information systems within sensitive compartmented information facilities.
- Functioned as training lead for certification and accreditation, Auditing, TEMPEST/ EMSEC, Classified.
- Media Management, and Automated Information System Account Management programs.
- Performed supporting certification and accreditation functions for multiple system modifications.
- Program manager for OPSEC at a Squadron and Group level comma.

**Professional Experience:**

**Munger, Tolles, and Olson, CA**

**August 2018 to January 2019**

**Security Analyst II**

- Performed security testing and vulnerability assessments to identify security strengths and weaknesses in either systems or applications, to assess the effectiveness of existing controls, and to recommend remedial action.



- Responded to emergency security vulnerabilities to ensure client data protection.
- Reviewed audit trails, system logs and other monitoring data sources regularly to ensure they followed company policies and audit requirements.
- Standing up and configuration of Varonis Data Security and Insider Threat Detection system.
- Performed security awareness training keeping users up to date on the latest Phishing, Vishing, and Malware threats. Including phishing exercises, training modules, and presentations with a discussion forum.
- Executed password hash cracking exercises to strengthen password resiliency and complexity of the company.
- Stood up outline for internal penetration testing tools.
- Contributed to 24/7/365 operations duties for continuous monitoring and response.
- Collaborated with IT Operations to maintain SLAs for patching windows.
- Actively performed internal self-assessments and facilitated assessments performed by external qualified security assessors (QSA).
- Performed security testing and vulnerability assessments to identify security strengths and weaknesses in either systems or applications, to assess the effectiveness of existing controls, and to recommend remedial action.

**CO-OP Financial Services, CA  
Security Analyst II**

**October 2016 to July 2018**

- Drove execution of the Security program across organization, including but not limited to policy enforcement, monitoring, and tracking of performance & risk metrics, incorporation of SOC2 compliance requirements into business and technology roadmaps, training and awareness, and corporate communications.
- Assisted with re-engineering the Vulnerability Management program/framework by assisting with deploying Tenable/Nessus Security Center with network scheduled scans, passive vulnerability server deployment and agent rollout.
- Assisted with the definition of the enterprise PCI Program Strategy and Operating Model and ensured its alignment with the overall Business/IT/IS strategy.
- Provided oversight of decision-making and prioritization for PCI governance, policy alignment, guidance, and interpretation. Facilitated with internal and external assessments, audit response, and third-party certification.
- Established credibility and maintained a strong working relationship with internal stakeholders involved with payment security and compliance matters.
- Drove execution of the PCI program across Enterprise, including but not limited to policy enforcement, monitoring and tracking, performance & risk metrics, incorporation of PCI compliance requirements into business and technology roadmaps, training and awareness, and corporate communications.



- Actively performed internal self-assessments and facilitated assessments performed by external qualified security assessors (QSA).
- Ensured completion and delivery of annual Attestations of Compliance across enterprise business lines.
- Drove and monitored issue remediation activities across in-scope organizational functions to ensure gap closure in order to fulfill PCI compliance requirements.

**Department for Aging and Rehabilitative Services (DARS), VA      March 2016 – October 2016**  
**Security Analyst**

- Supported Department for Aging and Rehabilitative Services (DARS) with the agencies security needs.
- Updated SSAs with new artifacts and provide input on future changes.
- Made sure compliance with COV security standards and Virginia Information Technology Agency standards were being upheld.
- Account Management for over 2000+ averaging around 8+ different system account per individual spread over wide geographical locations and through different agencies under Disability Services Agency (DSA).
- Collaborated with CAM meetings to ensure new changes with agency and systems are being held to the security standards required by DARS.
- Issued and tracked physical authenticator devices to individuals for two form authentications during VPN access to the internal systems.
- Approved/Denied application installation or configuration changes agency wide from a security analysis perspective.
- Responded and resolved security related issues such as phishing emails, viruses, elevated/escalated privileges, etc.
- Created and edited risk assessment documentation for the agencies systems and partner agencies.
- Supported Information Security Officer in performing their duties and responsibilities.
- Worked with auditing team to ensure CAPS are being worked off and that systems were secure.

**4 Pros Solutions, VA      December 2015 – February 2016**  
**Security Analyst**

- Supported Virginia State University VSU in their cyber security needs.
- Briefed customer on a weekly basis giving a synopsis on the status of their projects.
- Coordinated between different agencies to provide information they required to move forward with ongoing projects.
- Authored and updated System Security Plan documents as the systems evolved.



- Advised individuals on the security requirements and made sure the systems adhered to the security standards of the University.
- Ran scans and identified vulnerabilities. In charge of vulnerability mitigation planning and coordination.
- Record keeping and document creation of system artifacts and standard operating procedures.

**eGlobalTech/ Zachary Piper Washington, DC**

**May 2015 to October 2015**

**Senior Security Analyst III**

- Supported the Department of Homeland Security FEMA in their cyber security needs.
- Provided support for Certification and Accreditation (C&A) activities ensuring information systems have the authority to operate.
- Briefed customer on a weekly basis giving a synopsis on the status of the C&A progress.
- Coordinated between different agencies to provide information they required to move forward from a cyber-security posture.
- Ran Fortify and Nessus vulnerability scans and created mitigation plans.
- Performed SCR/TRC approval process for code changes or new releases.
- Quickly obtained ATOs for systems during a short period of time.
- Brought systems that were out of compliance into compliance in a short period of time.
- Kept systems I was in charge of running and in compliance.

**HHB System, VA**

**November 2013 to May 2015**

**Senior Security Analyst III**

- Acting Lead of Security for the RTM 3.2/3.1 Programs.
- Brief Customer on a weekly basis giving a synopsis on the status of the C&A progress.
- Coordinated between different agencies to provide information they required to move forward.
- Handled the transfer of the baseline into different networks as the DTO.
- Authored and updates a security architecture design document as the systems evolve.
- Acted as Lead of Security for the RTM 3.2/3.1 Programs.
- Provided support for Certification and Accreditation (C&A) activities ensuring information systems have the authority to operate.
- Briefed Customer on a weekly basis giving a synopsis on the status of the C&A progress.
- Coordinated between different agencies to provide information they require to move forward.
- Handled the transfer of the baseline into different networks as the DTO.
- Authored and updates a security architecture design document as the systems evolve.



- Used knowledge of DCID 6/3 and other security doctrines to keep programs aligned with the required security requirements.
- Demonstrated clear and knowledgeable information of the system, being briefed to the customer.
- Worked on providing the system engineers the information needed to make a decision with security guidelines adhered to for baseline configurations of systems.

### **Security Analyst 3 – A.J Soria**

#### **Professional Summary:**

IT & Network Security Professional with a highly technical background based on in – depth formal training years of proven ability to be a corporate steward interacting and collaborating with multiple levels of management and diverse organizational audiences. Expert in managing computer network and infrastructure analysis and technical solutions in support of Computer Network Operations. Oversaw creation to execution of Remote Operations, Cyber Operations Planning and Analysis derived from conducting domestic and global operations. Possesses extensive knowledge of Computer Network Defense, Penetration Testing, Technical Reporting & Consulting, Software Development, Systems Analysis, Business Communication, and Intelligence Collection & Analysis. Career supported by Multiple IT & Network Security Certifications extensive enterprise security operations, holds a Top Secret / SCI security clearance, and a Bachelor of Science in IT Management (Winter 2016).

#### **Education / Certifications:**

- Bachelor of Science, IT Management, American Military University, Manassas, WV – Winter 2016 (3.9 GPA)
- CompTIA Security+
- ISACA Certified Information Security Manager (CISM) – January 2017
- (ISC)<sup>2</sup> Certified Information Systems Security Professional (CISSP): February 2017
- Lean Six Sigma, White Belt
- ATAB Certified Antiterrorism Specialist, Antiterrorism Accreditation Board
- ABCHS Certified in Homeland Security V, American Board for Certification in Homeland Security
- ABCHS Certified in Disaster Preparedness, American Board for Certification in Homeland Security
- ABCHS Certified Sensitive Security Information, American Board for Certification in Homeland Security
- Incident Handling Course, NCDOC, Suffolk, VA, 80 hours
- Joint Network Attack Course CID Unit Corry Station, Pensacola, FL, 240 hours



- Remote Security Analysis and mitigation Course, NCDOC, Suffolk, VA, 80 hours
- Cyber Defensive Operations and Methodologies Course, NSA, Ft. Meade, MD 80 hours
- Computer Network Exploitation Bootcamp, Chiron Technologies, Linthicum, MD, 56 hours
- Computer Network Operations Attack and Defend Bootcamp, Chiron Technologies, Linthicum, MD, 40 hours
- Computer Network Operations Capabilities Developers Course, Chiron Technologies, Linthicum, MD, 40 hours
- Anomaly Detection and Information Security Analysis Course, Chiron Technologies, Suffolk, VA, 120 hours
- Malicious Network Traffic Analysis Bootcamp, ANRC, Ft. Meade, MD 56 hours
- Cyber Threats Detection and Mitigation Bootcamp, ANRC, Ft. Meade, MD 56 hours
- HBSS Course (McAfee ePolicy Orchestrator Suite), ManTech, San Diego, CA 96 hours
- Advanced HBSS Course (McAfee ePolicy Orchestrator Suite), ManTech, Virginia Beach, VA 104 hours
- Linux+ / Windows 7 Courses, 125 hours

**Professional Experience:**

**EDF-Renewable Energy– San Diego, CA**

**2016 – Present**

**Senior Information Security Analyst / NERC Compliance Specialist**

- Developed comprehensive compliance programs and procedures to fully meet all NERC / FERC standards. This led to a streamlined process and the establishment of organizational compliance standards, saving hundreds of monthly working hours, improving accuracy, and mitigating the likelihood of self-reports and avoidance of fines
- Introduced, developed, and implemented new technical and administrative security controls within the company significantly improving the overall network security posture and expanding their overall cybersecurity capabilities. This led to the overall maturity and integration of Information security throughout the IT Department and SCADA operations center
- Spearheaded the development of the IT policy framework for EDF in order to modernize and integrate governance with the corporate network environment. This allowed for the adoption of enforceable and outlined guidelines for acceptable use by users and outlining all the required technical controls, ensuring the integrity of all IT assets and confidentiality of corporate data and correspondence
- Proposed, presented, and oversaw the investment of over \$350,000 into a critical Information Technology shortfall within the organization. This solution allowed EDF to save hundreds of monthly working hours, the investment in another Full Time Employee, and



over \$400,000 in savings for the company, along with ensuring we were aligned with all compliance standards

- Conducted Information Security Operation within the EDF network environment and over 70 remote sites, leading to the detection, mitigation, and remediation of over 70 security vulnerabilities leading to the overall improvement of the overall network security posture. Conducted root cause analysis on these vulnerabilities, allowing for information security improvement plans to be developed and implemented.

**United States Navy – Various Locations**

**2015 – 2016**

**Senior Information Security Architect / Information Assurance Officer**

Directed and managed team of 18 incident response and cyber security analysts through 4 high priority National Cyber Defensive Operations, leading to the efficient mitigation and detection of hundreds of thousands of threats improving Network security posture to prevent 90% of future threat vectors

- Developed and implemented new Cyber Security toolkits; managing 4 developers, \$1M+ budget, recommending, building, purchasing, conducting software development, troubleshooting all newly acquired assets, allowing for the introduction of new technical capabilities
- Performed target emulation, threat neutralization, digital forensics, and malware analysis across multiple networks and operating system platforms

**United States Navy**

**Senior Information Security Architect / Information Assurance Officer – (continued)**

- Utilized change detection, registry, process, and network monitoring tools to identify malicious behaviour, with limited capabilities, which led to the detection and mitigation of network vulnerabilities
- Managed, tracked, and ensured 45 personnel were compliant within the Cyber Security workforce (CSWF) and Information Assurance level compliance, resulting in 100% Security Project completion
- Ensured 2M end users' network security policies were enforced, to conduct job functions were signed and within regulations, leading to zero IT policy violations and incidences
- Trained and qualified 36 Incident Handlers, Intelligence Analysts, System Architects, Network Operators, Cyber Security Analysts, Interactive Operators, Network Infrastructure Administrator Specialists, Penetration Testers, and Defense Cyber Operators, achieving 100% mission operability and increased cyber capabilities
- Expert in planning and executing Defensive Cyber Operations, to include network surveys, critical asset analysis, policy compliance, threat and vulnerability assessments, and information risk management planning



- Conducted daily Executive Management briefs on current and emerging threats, status updates of ongoing cyber operations, toolset / capability refinement and development, and recommended mitigation solutions
- Managed the development and implementation of network security architecture, policies and procedures for cutting edge and legacy SCADA / ICS technologies being deployed by the United States Navy. Assisted in the development and formalization of the security assessment and auditing methodologies, ensuring the overall integrity and security posture for these critical systems

**Senior Cyber Security Engineer / Project Manager 2011 – 2015**

**Senior Digital Network Exploitation Engineer / Project Lead 2007 – 2011**



**Software Developer/Engineer 1 – Albert Baizas**

Recent position as Tier 4 Production Support Developer troubleshooting technical issues to maintain system availability, assisting Order Entry personnel in ensuring that Telecom Order Packages are fulfilled accurately, and project timetables are met. Past projects involved working in Microsoft Dynamics CRM, SSRS and ASP.NET using C#. A focal point for researching Customer Service and Application Management questions and developing/implementing problem resolutions. MCTS status in C# ADO.NET and ASP.NET Application Development.

**Technical Skills**

- Visual Studio 2015
- SQL Server 2014
- SSRS
- C#
- Oracle SQL Developer
- IBM 9672 Mainframe
- ASP.NET MVC
- CICS
- IBM 370 Assembler
- CICS
- IBM 370 Assembler

**Work Experience**

**Software Engineer I**

**2019 - 2023**

**Centurylink, Littleton CO**

- Production Support and Development position providing Tier 4 production support of the Swift Enterprise Order Package application.
- Debugged the Swift ASP.NET MVC application using Visual Studio 2015, Oracle SOL Developer, SQL Server Management Studio, Fiddler, and Chrome to do analysis of issues with Order Packages and provide resolution of or workaround of issues preventing the completion of the Order Packages.
- Provided the Swift system analysts with specifics of what is happening such as the class and method in the application where exceptions are happening, what Order Package and products that the issue is happening on, how the immediate issue was resolved and input on how to fix the issue permanently.
- Performed capturing of JSON and XML data when needed to send to other application teams when external application services are returning errors to the Swift application and assistance is needed from those teams for problem resolution.



- Created reports and alerts in Splunk for the Swift application and have had training in using AppDynamics to research issues that are occurring.
- Coded and debugged minor user / defect stories on the Swift Application when production support workload allowed.

**Software Developer**

**2013-2019**

**SS&C Technologies, Greenwood Village, CO**

- Responsible for design, coding and implementation of web and application business modules and reports (client side/server side/data layer) in our GWP Advisor product based on client specifications.
- Responsible for maintenance of integrated ASP.NET/classic ASP websites by utilizing C#/JavaScript/VB Script/.NET/WCF/COM+/MTS/SQL Server.
- Responsible for conversion of older MVC and ASP screens to ASPX screens.
- Responsible for integration with parent company's GWP and our GWPA products via Single Sign On applications.
- Automating manual processes for companywide usage and SSIS packages to replace BizTalk.
- Implementing new customers for BizTalk imports.
- Responsible for project planning/implementation to upgrade our web/application/reporting servers from Server 2003 to Server 2012.
- Maintain existing and create new Final Builder projects for website deployments as needed and manage build definitions.

**C# Developer**

**2011-2013**

**SCI Computing, Inc., Greenwood Village, CO**

- Migrated State of Colorado eFrame application from the Colorado Oil and Gas Conservation Commission database to the Division of Reclamation Mining and Safety database. The project involved making changes using Windows Communication Foundation (WCF), Silverlight, and SQL Server Reporting Services 2008 (SSRS)
- Changed ASP.NET and SQL Server Reporting Services 2005 (SSRS) application for Benjamin West to handle foreign currencies (multi-currency) displaying appropriate currency symbols for monies received from foreign accounts.

**Source Code Review Specialist**

**2008-2011**

**SU Global, Denver CO**

- Short term assignment at SU Global (formerly Sys Test Labs) as a Source Code Review Specialist reviewing C#, RM COBOL, and JAVA source code to certify Election System Vender software packages for the New York State Board of Elections. Received recommendation on LinkedIn.



**Sr. Computer Specialist/Analyst**

**2007-2008**

**Computer Sciences Corporation, Denver CO**

- Contract position at Department of defence Finance and Accounting Service providing production support for nightly military payroll system jobs.
- Monitor production update and file search jobs, resolve and restart abends, document job recovery processes.
- Schedule and monitor special jobs using Control-M to fulfil Department of defence customer requests.
- Create and distribute Daily Status Report containing the payroll transaction statistics.

**Education**

- Earned MCTS in C# .NET Framework ASP.NET Application Development, January 2012.
- Earned MCTS in C# .NET Framework ADO.NET Application Development, July 2011.
- Earned MCP in C# .NET Framework Application Development Foundation, March 2011.
- Associate Degree in Computer Programming, Indian



**Software Developer/Engineer 2 – Siwen Cheng**

Accomplished and experienced developer with proven history developing robust database applications. In- depth knowledge of programming languages and methodologies, able to leverage cutting-edge technologies for optimal functionality. Demonstrated success creating database-based solutions driving growth and increasing client satisfaction. Excellent project management skills with experience leading projects through full lifecycle, to include detailing technical requirements, developing project plan, designing, and developing solutions, and completing project on time and in budget.

**Areas Of Expertise**

- Application Analysis & Development
- Functionality | Availability
- Database Design and Development
- Object-oriented Design.
- Troubleshooting and Resolutions
- Development Methodologies
- Training & Support
- Server Architecture

**Work Experience**

**Lead Software Engineer**

**2018 - 2023**

**Clintel, LLC., Denver, Colorado**

- Utilized Visual Studio, SSMS, SSRS, SSIS, and SSAS to maintain and improve SQL Server databases and Web front end applications.
- Cleaned up of backend and ETL software to assure clean nightly processing runs.
- Mentoring of other developers on "Bullet-Proofing" the code for production operations.
- Client requested additions to database and user interface.
- Team leads for moving system to new servers and the latest versions of operating system and database family software.
- Project Lead on multiple critical projects assuring on-time delivery of the application that the clients need to accomplish their goals.
- Using Python to "Screen Scrape" data for analysis

**.NET Software Developer**

**2014-2018**

**Multi-Packaging Solutions (MPS); Centennial, Colorado**

- Part of a team that handles all the software development for the organization. We cover the entire software development life cycle and applications can be anything from ASP.NET



MVC RESTful web sites and Win Services that are customer/client facing, backend WCF or ASMX services and some older ASP.NET webforms.

- Implemented tools that allow us to process shipments through web services (ASMX /WCF) in shipping with FedEx, UPS, and USPS. On the same side can track, rate, validate and void shipments. Slowly building the infrastructure that will allow our customers to track their orders through our web portal.
- In the process of productionizing services that encrypt/decrypt flat files (using Rijndael Encryption) as we check files in/out as we're ready to produce cards and conform to PCI regulations that all data at rest must be encrypted.
- Create WEB API and other backend services/programs for processing, printing and fulfilment of orders and pulling secure data with any shipping carriers defined in our database.
- Developed several services/programs that read individual records from either a SOL Server database or flat files to create individual/personalized PDF files using iTextSharp. These PDF files are in the end printed on the fly, FTPed, or sent through web services to customers.
- After joining the organization, I championed the backend API the processed our customer's orders. Recognizing the programming was in disarray, I rewrote the entire API to ensure was dynamic in handling various types of card data.
- Refactored the FSR (Field Service Request) web site so administrators and managers can view/edit the FSR's of technicians in the organization.
- Code enhancements to our companies Gatekeeper SSO (Single Sign On) web site to allow sub partner principals and other authorized user to reset passwords for user in their organization.
- Continually made changes/improvements to the Inventory application that runs on Intermac Handheld scanners that our technicians use in the field.
- Refactored the RTA (Real-time Activities) web services so that it detected New Activity, Change in Status, Tech Assigned or when a new note was added to and Activity.

## **Software Developer**

**2011 – 2014**

### **INTL FCStone; West Des Moines, Iowa**

- Team member that oversees the design, maintenance and operation of the software that comprise the Electronic Tickets Trading (ETT) of the company's Over the Counter (OTC) trading and quotes of Commodities and Derivatives. Development is performed in an agile environment where releases are typically in two-week sprints. Web services are in ASP.NET, MVC and FubuMVC. Releases are automated using TeamCity and Octopus.
- Developing SSRS Reports to help our operations associates review margins and identify erroneous trades.



- Rewrote the frontend interface that traders use to enter trades with data validation on the client side before trades are processed.
- Conversion of older ASP.NET Web Forms web sites to ASP.NET MVC.

**Programmer Analyst**

**2006 – 2011**

**TSC Global, LLC; Rock Island, Illinois**

- Oversee a broad range of corporate IT applications and web services while participating in planning, analysis, and implementation of solutions to meet business objectives. Focus is on providing business solutions that enable the organization to be more efficient and productive in an evolving business environment.
- Provide hands-on experience leading all stages of the software life-cycle efforts, including requirements definition, design, architecture, testing and support. In some instances, integrating/incorporating 3rd party business services.
- Lead the development life cycle for entering shipping orders, rate requests, track delivered orders, validate shipping locations, and compare invoice costs to delivered orders via Con-Way, FedEx, UPS, and other carriers. Originally designed to process domestic shipments only but has been refactored to handle international deliveries. Frontend in Winforms and later WPF. Backend shipment processing as a WCF Service.
- Regularly meet with management to define new projects, recommend software enhancement/fixe(s), and status updates. This usually involves juggling multiple projects, while defining timeframes and stages to release.
- Lead the transition of older legacy technologies (such as Classic ASP, ASP.NET 3.0, and VB 6.0) to newer technologies (such as ASP.NET MVC, C#, VB.NET & WPF).
- Develop/maintain Crystal Reports that are integrated in a multiple of projects. From dynamic graphical reports displayed through classic ASP and ASP.NET, to backend .NET programs that generate PDF or excel files, to reports that are displayed and printed through UIs.
- Design/support applications that perform everything from real-time displaying of warehouse fill rates, check on sales margins, back-orders, rebates, scoring vendors, enter/display vendor contracts and other data reports. All these reports pull data from SQL Server Databases, Active Directories, or flat files and execute via web services, backend jobs, or UI applications.
- Provide technical leadership in designing, coding, and implementing diverse decision support solutions.

**Programmer Analyst**

**2001 – 2006**

**Express Scripts, Inc.; Maryland Heights, Missouri**



- Member of a team that was responsible for the design, development, and support of all pharmacy claim routing software applications, where 80% of all claims went through our APIs.
- Provided 24/7 support of all applications responsible for routing claims.
- Managed the organization's Electronic Data Interchange (EDI) business logic through maintaining all servers and maps that transformed claims and eligibility data. The translators were based on Mercator event servers and an in-house JNI CORSA service.
- Designed all forms of Mercator maps that transformed X.12, NCPDP, proprietary format data and established maps that made the organization HIPPA compliant before set target date.
- Managed middleware applications that continuously collected pharmacy claims data. This data collector was written in Java, object brokering in CORSA, and database access with DB Agents written in C.
- Developed and released a GUI, along with its back-end components, that provided accepted, rejected, and reversed claims data in real-time. This tool helped the Provider Relations group in becoming more efficient in assisting customers and addressing issues.
- Supported the QA team's efforts in validating claims that are sent through our development and certification lines.

**Software Support Specialist**

**1997 - 2001**

**Boss Consulting Services, Littleton, Colorado**

- Successfully redesigned and reprogrammed Web Portal portion of flagship product, increasing functionality and usability.
- Expertly utilized C#, Visual Basic, and .NET Platform (1.0 and 2.0) Windows Forms applications, streamlining communication with remote gating system.
- Developed C# and Visual Basic applications for CE .NET 4.1 and 4.2 for synchronization of hand-held ticket writers with the clients' primary Oracle database.
- Programmed PL/SQL libraries for SMTP interface, Payment Gateway, and Mail Merge with Microsoft Word from Oracle Forms IOg web products.

**Education**

Bachelor of Science Degree- Major in Computer Science, Kennedy-Western University

**Professional Development and Associations**

- PASS (MS SQL Users Group)- MS .Net Programming
- PERL Programming - Oracle PL/ SQL Programming
- Object Oriented Analysis and Design - Introduction to the Capability Maturity Model (CMM)
- Rocky Mountain Oracle Users' Group - Independent Oracle Users Group



**Software Developer/Engineer 3 – Sowjanya Sunkara**

**Skills/ Experience Summary**

C# (17 years)	Apache	Microsoft Speech Server
WPF	TypeScript	ASP.NET
Angular	JavaScript	Java
LINQ	XML Schema	Agile
UNIX	Entity Framework 6, Entity Framework Core	HTML
SharePoint	BDD/TDD	Docker

**Work Experience**

SNI/Trinidad Benham **2018 - 2018**  
 W2 Contract: Create development environment for microservices. Create build servers, move code into Git, teach staff how to use Git, create configuration framework, IDServer 4, for Docker and database deployment/development to Dev/Test/Stage/Production. Create CI/CD environment, position them for testing, and automatic deployment.

**Labout Consulting LLC** **2011 - 2018**  
**Contract: Accruent**

Identity Server 4 with Docker, and MongoOB, Azure Application Services, LightBDD. Helped this group finish the system for production.

Contract: Davita

Architected and helped build code that assists nurses care for patients with kidney disease. I architected layered, decoupled interfaces, with unit, integration. and acceptance testing. I created all the automated builds. I added Swagger on their APIs. Swagger code generation (for the Angular client). OWIN and Windows Identity Foundation with OAuth. Architected and helped build their new systems, using Web AP! Angular 2, Microsoft Workflow, Microsoft Workflow Rules, on Oracle 12c. Built UI components for new systems in Angular. Also, built a data lake and other data systems for them in Spark/Mobius.

December 15, 2017-December 25, 2017

Contract

Created a simple Android application in Xamarin. for a local veterinarian to keep track of the number of minutes doing acupuncture on her client's pets. It also kept track of the number of needles and type of needles to use, for billing purposes.

Contract: Healthgrades 08/10/2015-02/20/2016



Building code that facilitated testing (Unit, Acceptance, and Integration), using mock objects, dependency injection, and layered decoupled interfaces. Taught them some Behaviour Driven Development with Specflow. Created an OAuth authentication/authorization system using IdentityServer3. WMI for service monitoring. Created customizations to Swagger/Swashbuckler for authenticated/authorized presentation of API documentation to their customers.

Contract: Denver Public Schools 05/13/2014-12/11 /2015

Built SharePoint web parts for displaying SSRS reports or parts of reports. Built their continuous integration system, database sandboxing, TFS and Jenkins. Created their user provisioning tools as a single page (Angular) application, with Microsoft Workflow. I load tested one of their web applications using a headless browser. Also built a data staging/data cleaning system. All the systems were created as layered, decoupled systems. Single page web UI's, Web API 2, REST.

Contract: Nordstrom Bank 03/17/2014-04/21/2014

Built credit card processing system. Refactored their existing system to use a decoupled, multi-layered interface. data domain layer, mock/BOD testing, and DI/IOC. Instituted TFS continuous integration and unit testing.

Contract: National Jewish Health 08/01/2013-02/15/2014

Built the Microsoft Exchange interface, for calendar scheduling. Built Avaya POM autoing call system and screen pop for the web systems. Began move transition to DotNetNuke 7. Refactored much of their system, removing couplings, creating decoupled multi-layered interface, POCO infrastructure, mock/BOD testing, DNN Services framework/REST-full interfaces. and Knockout.js user interface components.

Contract: DigaBit 07/01/2013-07/15/2013

Built XSL T 2.0 transformations for heavy equipment parts catalogues, to be used with Xalan/Java.

Contract: Housing Data Systems 06/20/2011-01/15/2013

Converted system from FoxPro to .NET Silverlight, SQL Server 2008 R2. Created their entire development infrastructure, trained their testing staff, and architected the entire system. Creation of their software gave me experience in C#, Silverlight, WCF, WPF, WF, DotNetNuke, and SharePoint

**Hewlett Packard/Delta Airlines/Contractor 2012 - 2013**

Working on the flight operations software for Delta airlines. Created common security framework for role/right assignment for all their systems. Development was in all 3 tiers database, service, presentation. Behaviour Driven Development with Gherkin/Specflow. Work on their software



gave me further experience in C#, ASP.NET, Silverlight, WPF, Oracle 11g, Java, XML, and many other areas.

**WellDyneRX**

**2004 - 2007**

Was the chief architect at WellDyneRX's. Presented to the executive staff technical solutions such as DotNetNuke, Microsoft Speech Server. and ways of changing the business to increase efficiency.

Transitioned all WellDyneRX's systems from Java/Oracle to .Net/Sql Server.

Converted their entire web site to ASP.NET and then suggested then lead the transition to DotNetNuke.

Suggested and then lead the conversion to Microsoft Voice Server to replace the UNIX based IVR system the company formally used.

Constructed an online insurance enrolment system for their customers.

Constructed the system that loads and translates all the data with their trading partners.

Converted all the data from their Open VMS/RMS pharmacy system into their new AIX/Sybase pharmacy system.

Created Microsoft SQL Server replication systems for the AIX/Sybase pharmacy system and then designed all the interfaces into the new pharmacy system from .NET.

Was responsible for the entire development lifecycle, from business requirements gathering, analysis/design, quality assurance testing, configuration management, and even repair and maintenance. Have created formal test plans for the company and lead the testing with other stakeholder/groups in the company. Have created all the software configuration management systems and deployment systems.

Was responsible for keeping the SQL Server systems operating properly, disk space, indexing, and optimization of server, replication, and regular maintenance.

Designed, wrote, tested, and deployed over 225,000 lines of code for the website, loading systems, and internal smart clients.

Lead the team technically, mentor engineers, and have lead, either directly or indirectly, all the major initiatives. Time at WellDyneRX's gave me experience in the following: .NET 2.0/1.1, DTS, SSIS, SQL Server 2000-2005/XML/CLR in the database/TSQL stored procedures, XMUXSLT/XPATH, Web Services, ASP.NET, AJAX, and DotNetNuke

**Sonsio**

**2004 - 2004**

We coded/designed a system to handle tire and mechanical warranties. Was on the team, charged with rebuilding Sensio's system, from the hierarchical database system on Novell to a Windows .Net system. My time at Sonsio gave me experience in the following: DTS, ADO.NET, XML, ASP.NET, Smart clients, Microsoft CRM, SOL Server 2000/Reporting Services.

**EnCana Oil and Gas**

**2003 - 2004**



Re-factored an ASP.NET system that collects real time data from natural gas wells and reports the data through a company portal. Time at EnCana has given me experience in the following:  
XML. SCADA. NUnit

Startek Inc.

**2003 - 2003**

Started at Startek as an engineer. Was the architect for all the new software at Startek. Startek is in the provisioning business. Lead teams in the creation of software to handle Startek customer's software needs to interface with agents in Startek call centres. Did a great deal of the coding. We built many C#/.NET applications that utilized ASP.NET, web services, and Smart client deployment.

**ALL Software Inc.**

**2002 - 2003**

Was the chief technology officer and architect of all of the entire products that ALL sold. The product collects data from call management systems, aggregates it, and then presents it over a web interface. The product uses Crystal Reports RDC to render the reports and Microsoft Analysis Services to store the data. It is written in Java and C# and uses web services/.NET.

**NICE Solutions**

**2000 - 2002**

Led a team of 8 as the Architecture Team Leader at NICE. NICE produces recording solutions for call centres. The product that is worked on in Denver, is NICE Analyzer. NICE Analyzer takes data from call centre systems, places the data into an Online Analytical processing (OLAP) structure, and then produces user defined analysis on the data. My job was to assemble a team, to develop the product, interface with management, help junior members solve problems, and manage the development process. Developed much of NICE Analysers data loading, OLAP technology, and other key systems in the product.

**Standard & Poors Compustat**

**1996 - 2000**

Was the chief software architect at S&P Compustat's. I designed 3 systems for S&P Compustat's. Lead a team of 3 to build the internet data delivery system that is used for 2 products. The system does HTTP protocol to a Sun system that contains all the data in an OODB called Vision. Approximately 30,000 users use the system. Designed and lead a team of 3 to construct an authorization and licensing system that works as an NSAPI extension to a Netscape web server. Lead a team of 8 to build S&P's next generation data delivery system. The system is entirely written in Java. It does all the complex financial calculations for all of S&P Compustat's financial data. The system is over 100,000 lines of Java code. It is a distributed system that use CORSA as its distribution medium. It took 18 months to build. Began the replacement of this system's calculation engine with the ESSBase's OLAP system.

**Education**

BS CS - Metro State College of Denver



## **Systems Administrator 1 – Joshua Renderos**

Experienced and accomplished IT Professional, with a strong background in Systems Administration, strong networking, and years of hands-on support and troubleshooting, seeking to leverage my technical skills and knowledge in a challenging environment that focuses on the applications of server technology, systems engineering, and design in an organization to where I can thrive as a valued member of a team.

### **Education**

- Bachelor of Science University of Colorado
- Emphasis in Music Technology and Audio Studio Engineering

### **Work Experience**

#### **Systems Administration**

**2018 – 2018**

##### **William Lyon Homes**

- Temporary Contract role performing Windows Systems and mobile device support both on-site corporate offices. and in various other remote sales and construction locations across the western us.
- Windows Systems Administration: Administration of user accounts, Active Directory Administration, Group Policy, remote troubleshooting of Windows DNS, DHCP management. Infrastructure administration in a mixed 2008, 2012 and 2016 Server environment running on top of VMware hosts.
- Microsoft Azure systems integration: Support of a hybrid AD environment with Azure AD Connect, Active Directory
- Office365 and Microsoft Cloud Tenant administration: account maintenance, creation. Deletion of accounts, groups, contacts, guest accounts, mobile device management and license administration.
- Domain Services. Azure Cloud Administration, Microsoft Intune Administration of Device enrolment, Users, Apps and Policies.
- Administration of VMWare through Venter, ESXI 6.5 host administration, troubleshooting, deployment, backup admin through VEEAM.
- Hybrid Exchange/365 Administration, user mailbox management, migrations, troubleshooting, mail flow.
- Cisco Iron Port policy management, administration, configuration, mail flow troubleshooting, mail security administration.
- Cisco CUCM administration, extension and voice mail admin, device programming and deployment.



- Cisco Switch and Router configurations, VLAN, Port management, MPLS service troubleshooting.
- Responsible for part of an office move recently that included the following: Uncracking, transporting all server equipment, network equipment: routers, switches, WIFI AP's and Firewalls to a new office location, raising move requests with vendors and bringing all online in a new office space.
- Vendor management of end user mobile devices through Verizon business portal.
- Vendor management of business class internet at satellite locations through Comcast and Centurylink.

### **Systems Administrator**

**2016 – 2018**

#### **PayTechInc**

- Microsoft Azure systems integration: Support of a hybrid AD environment with Azure AD Connect, Azure File Sync, Azure Active Directory Domain Services. Azure Cloud Administration.
- Architect and administrator of a mix of VMWare hosts and Hyper-V Cluster with clustered storage.
- Office 365 and Microsoft Cloud Tenant administration: account maintenance, creation, deletion of accounts, groups, contacts, guest accounts
- Exchange Online (365) Administration: Mail Flow configuration and troubleshooting, rules, OLP policies. Mailbox issues, user connectivity issues. DNS maintenance and AD sync troubleshooting and resolution.
- SharePoint Administration: Both on-premises and Online (365). Site Creations. Deployments, troubleshooting custom apps, user sharing and permissions issues.
- Microsoft Deployment Services Administration: WDS server and MDT for builds and deployment of desktop images to end users. Initial SCCM testing, and installation to have been deployed within the year.
- Endpoint Patch management through SolarWinds NCentral.
- NEC VoIP Phone systems administrator, Add/create extensions, virtual extensions, mobile extensions, IVR creation, deletion. Mailbox system management. Call flow troubleshooting.
- Active Directory and Group Policy administration.
- Tier III End user support. remote systems administration.
- Network Administration: Responsible for maintaining and supporting company network infrastructure including switch configs, VLAN configuration. port activations. configurations. routing, network device troubleshooting, WAP configurations, TCP/IP troubleshooting, DHCP server management. DNS management, Firewall configurations and policy management within a Cisco, HP Procurve and WatchGuard environment. VPN Support and troubleshooting with LDAP authentication methods.



**Systems Administrator**

**2016 – 2016**

**SNI Technologies/Empereon Marketing**

- Windows Systems Administrator in a mixed enterprise of Windows 7, 2008R2 server.
- Tier 1-111 support and troubleshooting on a per request basis. OS Patch management, anti-virus, remote system management of over 2000 workstations, fielded over 20 ticket requests per person daily.
- Active Directory administration in a large enterprise environment, PowerShell scripting, and GPO management to perform automated tasks.
- Office 365 Cloud Administration: account management and troubleshooting of Office 365 rollouts and installs company wide.
- Tier III support and troubleshooting on a per request basis. OS Patch management, anti-virus, remote system management.
- Configurations and upgrades of system software, IT infrastructure applications. Troubleshooting and repairs from hardware and software failures on a variety of systems and hardware.
- Creation, changes, and deletions of user accounts per request.
- VMWare VCenter management of VM's, create, delete, and manage VM's for client application support.
- Deployed new VM environment for Agent Spark application, to support real-time customer interaction.

**Network/Systems Administrator**

**2015 – 2015**

**SNI Technologies**

- Administration and troubleshooting of Cisco switches and routers in a mixed LAN/WAN environment over multiple locations. VLAN port configurations, configuration of new trunks, creation of new VLANS, new switch configurations and deployments.
- Windows support and Systems Administration, responsible for deployments of new terminal servers, and application support in a windows 2012 server environment.
- Windows systems support and troubleshooting of software and hardware, and support of IT infra-applications.

**IT Systems Manager**

**2012 – 2014**

**Slaterpaul Architects**

- Windows Systems Administrator, Microsoft Exchange Administrator for 2003 SBS Server.
- Apache and Joomla Web Administrator. Maintained [www.slaterpaul.com](http://www.slaterpaul.com) intranet and website and supported dev.
- Asterisk VoIP admin, Polycom Phone support and programming, extension management

**Systems Administrator 2 – Jayadeva Bhagat**

**Summary:**

- IT System Engineer with 8 years of experience in VMware virtualization and Windows administration and Cloud with expertise in upgrading ESX/ESXi host, OKTA administration , Data Center , vCenter Servers from 5.0 to 5.5 to 6.0, 6.5, 6.7 and 7.0, O365 ,with VMware view and Virtual desktops deployments and Microsoft Azure Cloud and AWS Cloud
- Extensive experience in working with the motion technology and Storage vMotion technology.
- Strong experience in configuring HA and DRS clusters, using EVC on as needed basis.
- Configured, Monitored and Maintained Virtual server farms consisting of VMWARE, and Hyper V
- Experience in P2V and V2V conversions using VMware vConverter.
- Good expertise in Patch Management of ESX Hosts using VMware Update Manager.
- Experience with DNS/DFS/DHCP/WINS Standardizations and Implementations.
- Expertise in Windows 2003/2008/2012/2016/2019 server & Linux administration and active directory administration.
- Created user accounts and group policies and troubleshoot the existing GPOs.
- Experience in database design and development using SQL Azure, Microsoft SQL Server, Microsoft Access.
- Experience on install, configure and troubleshooting Microsoft Physical and virtual clusters.
- Expertise in Dell physical servers and HP ProLiant blade, UCS Rack servers.
- Responsible for server builds, patch management, antivirus, and updates.
- Extensive experience in windows administration and clustering support.
- Performed system administration activities, monitored system performance both at software and hardware levels.
- Expertise in Microsoft Windows 2003, 2008, 2012, 2016, 2019 Windows XP, Windows Vista, Windows 7, 10.
- Designed and configured Azure Virtual Networks (VNETs), subnets, Azure network settings, DHCP address blocks, DNS settings, security policies and routing.
- Strong knowledge of TCP/IP protocol suite, virtual networking, wireless networks & Cloud computing concepts.
- Experience and Familiar with Virtualization technologies like installing, configuring, administering VMware ESX/ESXi. Created and managed VMs (virtual server) and involved in the maintenance of the virtual server.
- Excellent knowledge in creating and managing users, permission settings, roles and responsibility assignments and VM resource allocations on ESXi hosts. Experience in Active



Directory, O365 ,GPOs, File & Print Server, FTP, Terminal Server, NAT, and Exchange Mail Server.

- Experience with enterprise backup systems and disaster recovery operations; familiarity with SAN technologies; solid understanding of vSphere 4/5/6/7 implementation with shared storage fibre channel, iSCSI, NFS / VMFS strategies for performance and optimization.
- Expertise with IP sub-netting, VLANs, Load Balancing, and High Availability (HA) architectures.
- Deployed Azure IaaS virtual machines (VMs) and Cloud services (PaaS role instances) into secure VNets and subnets.
- Strong experience with the VMware HA (High Availability), Fault Tolerance, Distributed Resource Scheduler (DRS) and VMware Distributed Power Management. Co-ordinated with the network team to plan the structure of network to be used for the new Virtual hosts like number of NICs, vLANs, subnets etc.
- Experience in Active Directory Services, GPOs, DNS, AD Trusts & Routing, ADDS, ADFS, DHCP, File & Print Server, IIS (Web Server), VoIP, FTP, Terminal Server, NFS, SSH, Microsoft Lync, NAT, WSUS, Microsoft Clustering, Microsoft SharePoint, Acquisition integration, SAN, VSAN, Exchange Server, ISA Server and FSMO roles. Experience in Active Directory Administration, Group Policy Management.
- Hands-on experience on Citrix Provisioning Services, XenApp, App-V, AppSense, XenDesktop, App Volumes, RDSH and VMware ESX/ESXi.
- Experience in change management, HP Hardware support includes BIOS up gradation, PSP installation and MSA firmware up gradation.
- Administrated and implemented server consolidation program through use of VMware ESX Server and VMware Virtual Center Servers.
- Good knowledge on Active Directory Forest architecture, WDS, Data Protector, Windows PKI and experience in wintel operations in an onsite-off- shore model. Executed deployments, server migrations, Single Sign-On (SSO) solutions and upgrades as part of the IT team.
- Experience in vSphere Replication using Site Recovery Manager (SRM) for backup in case of disaster.
- Experience in Installation, Configuration Maintenance and Troubleshooting of Citrix Presentation Server on Windows Server and expert in Citrix Load Balancing. Patch management using WSUS, SCCM; Worked with TCP/IP network protocols.
- Designed VNets and subscriptions to confirm to Azure Network Limits.
- Exposed Virtual machines and cloud services in the VNets to the Internet using Azure External Load Balancer.
- Experience with Microsoft desktop version like Windows 7, 8, 10. And On-Call Support, Production support, .Net framework, Tape Backups and SaaS environments experience. Strong analytical, technical, and troubleshooting skills.



- Experience in the V2V and P2V migration of Physical servers to VMware ESX hosts.
- Experience in Wintel Windows clustering Administration and troubleshooting.
- Knowledge of maintaining Business Continuity and performing Disaster Recovery (DR) using VMware Site Recovery Manager (SRM).
- Setup and maintain Crowley's SAN/NAS devices.
- Has good end-user support and customer service experience. Experience in installing and configuring VDI (Virtual desktop infrastructure) technology using VMware VIEW.
- Experience in the Server and Desktop Management (Wintel Windows Administration), Support, Analysis and Maintenance
- Good Understanding and Knowledge VBlock and components and experience with Cisco UCS administration and EMC SAN storage.
- Involved in upgrading the existing Servers with latest Service Packs, Security Patches.
- Experience in analyzing and troubleshooting Microsoft Windows Server hardware, Software applications and clustered environment issues.
- Extensive experience in managing Data Center environment with Administering, Installing, and Troubleshooting Microsoft Servers and Workstations. Hands on Experience in providing Production support on 24x7 for Windows Servers.
- Provided daily, weekly, and monthly reports on the existing Windows Servers and suggested up gradations of server licenses.
- Created Backup policies and scheduling backup Jobs using Symantec Net Backup and Net Backup Exec, VEEAM VM backups and IBM & HP robotic tape drives.
- Experience in ESX Architecture, guest O/S installation, setting up of VM priorities, Cloning, Creating Templates and Snapshots.
- Extensive experience in working with the vMotion and Storage vMotion technology Strong Experience in vNetwork concepts: vSwitch and dvSwitch.
- Cisco UCS Central Software extends Cisco UCS Manager features across multiple Cisco UCS domains.

**Education and Certifications:**

- Bachelor’s in Computer Science, JNTU, India 2007

**Technical Skills:**

<b>VMware:</b>	VMware vSphere 4.1/5.0/5.1/5.5/6.0/6.5/6.7/7.0, ESXi Server 4.1/5.0/5.1/5.5/6.0/6.5/6.7/7.0, vCloud Director, VMware SRM, VMware vRealize Orchestrator (vRO), vRealize Operations Manager (vROPS), VMware vRealize Automation (vRA), VMware Horizon, VMware Standalone Converter, vShield, VMware Update Manager,
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	VMware Virtual Desktop Infrastructure VDI, VMware Workstation, VMware VCB, VMware View, Pivotal Spring, Spring Enterprise, and Spring Server.
<b>Operating Systems</b>	Microsoft Windows 2003/08/12/16/19, Red Hat Linux, CentOS Linux.
<b>Antivirus</b>	Symantec Endpoint Protection 11.0.
<b>Hardware</b>	Enterprise Rackmount & Blade Servers from HP, Dell, IBM, EMC VNXe 3300 Storage Array, EMC Clarion CX4, HP MSL 4048 Tape Library, Brocade SAN switches.
<b>Tools/services</b>	Zabbix, SolarWinds Nagios. VMware Health Check, IBM Tivoli storage manager(TSM) for VMware, BMC Remedy, Microsoft clustering services OKTA ,, file and print services.
<b>Windows Servers:</b>	Windows Server 2016/2019, O365 ,Windows Server 2012 R2, Windows Server 2008 R2, Windows Server 2003, Windows 2000, Windows NT, Active Directory, ADFS, LDAP, ADRMS, DNS, DHCP, Microsoft Hyper-V, Microsoft Exchange server 2007, Windows 10,8,7, Vista, XP, Share point.
<b>Backup Solutions:</b>	Symantec, CommVault, Veritas NetBackup, HP Data protector, vRanger, Veeam.
<b>Networking Equipment:</b>	Cisco Nexus series, Cisco Routers, Cisco Switches, Cisco Firewalls, Juniper Routers, Juniper Switches, Palo Alto firewall , Data Center
<b>Ticketing Tools:</b>	Remedy, Service now, Maximo, CA, HP Service Manager.
<b>Scripting:</b>	PowerShell, VB, SQL Scripting, Bash, Python.
<b>Cloud</b>	Azure, AWS

**Work Experience:**

**Johnson Controls, Milwaukee, WI**  
**Windows/Wintel & VMware - System Admin**

**Aug 2021 – Present**

**Responsibilities:**

- Supported Windows and VMware engineering operations, coordinated with the software license vendors and renewed the licenses of VMware and Microsoft products. Worked on including vMotion, DO365 ,RS, storage DRS, VLANs, RDM disks and vmdk files.



- Upgraded Active Directory environment from existing 2012R2 to 2016, 2016 to 2019. Automate ESXi host configuration across substantial number of hosts and clusters.
- Expertise in configuring and managing services like AWS EC2 using AMI's available and creating clustered EC2 instances for Windows 2012/2016/2019 versions on AWS Cloud
- Migrated VMware vCenter and ESXi server infrastructure environments to 6.0/6.5/6.7/7.0.
- Installing and configuration VMware tools and orchestration of guest OS that include Windows and Linux.
- ESX Server Maintenance, ESX Server Deployment, ESX Server Upgrades, Virtual Center Maintenance, Operational Troubleshooting, Virtual Server Maintenance, Storage Migrations and Patching. Provided high availability for IaaS VMs and PaaS role instances for access from other services in the VNets with Azure Internal Load Balancer.
- Designed and configured radius via Windows Server 2016 in an inter-site configuration over 3 network sites. Configuration also included inter-site replication of radius configuration on all radius servers via PowerShell. This provided availability and redundancy of radius service for NAC service and AD authentication on Cisco network devices.
- Configured and managed NAS and SAN storage with NFS and SMB shares over iSCSI, FC, and DAC connectivity, ensuring efficient data storage and retrieval.
- Performed troubleshooting on Cluster servers by upgrading firmware of NICs on cluster nodes, thereby stabilizing the cluster and preventing cluster failures. Worked VMware Data Center Virtualization and Microsoft Azure Cloud Computing.
- Implemented and Administered the Hyper-V. Running the scripts through PowerShell like creating users, patch updates etc.
- Hands-on experience with configuring Claims, Power Shell scripting, windows Active Directory, Single Sign-On, SharePoint Designer (2010).
- Network consists of multiple flavours of Microsoft, Terminal servers, probes, Linux, and UNIX products including SAN, EMC, and NetApp Storages etc.
- Managed VMware vRealize Orchestrator (vRO), VMware vRealize Automation (vRA), vRealize Operations Manager (vROPS).
- Hybrid cloud management of the enterprise using VMware vRealize Orchestrator (vRO), VMware vRealize Automation (vRA).
- Significant experience on AWS Cloud Platform and its features which include EC2, VPC, AMI, RDS, SES, S3, Route 53, IAM, LDAP, Cloud Formation, Cloud Front, and Cloud Watch. Scan and deploy patches and updates to the systems using Microsoft Windows Updates Services (WSUS) and keeping up-to-date patch-levels. Installation, configuration and Troubleshooting issues related to vSphere 5.5.
- Managing VM's using VMware vCenter: Creating/Deploying templates from VMs, creating duplicate VM's using cloning technology, Perform VMotion & Storage VMotion based on the requirements.



- Registering AWS/Linux servers to satellite onto desired behaviour (PROD/TEST/DEV).
- Used Azure Kubernetes Service (AKS) to deploy Kubernetes cluster in Azure. Created an AKS cluster in the Azure portal, with the Azure CLI
- Management of Data store (i.e., expanding, addition and configuring of Data store).
- Managed and troubleshoot Windows file servers, Active Directory, WINS, DHCP, DNS, FTP, O365 ,IIS & storage servers, SQL server 2014/2016/2017 and Exchange Servers, Service Manager, group policy. Constantly monitored that all 3 exchange-Servers that we used were up and running by sending mail from one server to another.
- Design, implement and manage virtual networking within Azure and connect to on-premises environments, configure Express Route, Virtual Network, VPN Gateways, DNS, and Load Balancers.
- Deployed VMware App Volumes and User Environment Management for faster application delivery, unified applications, and user management to Horizon View Virtual desktops. Worked with google OS and windows OS in the testing environment.
- Manage VMware View Horizon, Create VDI system, Recompose, troubleshoot performance Upgraded storage space for VM server and view client. Maintained and supported VMware View virtual desktop infrastructure of 400 virtual desktops and 9 host servers.

**Exelon Corporation, Chicago, IL  
Windows & VMware System Admin**

**Jan 2018 – Jul 2021**

**Responsibilities:**

- Operations - Building/Process Improvement, Monitors, troubleshoots, and improves area-of-control operational processes to ensure optimum performance and practice consistency. Worked with office 365 (O365) and windows PowerShell.
- Managed 2000+ VM's and 800+ physical server infrastructure by configuring VMware ESXi hypervisor 5.0/5.1/5.5/6.0.
- Installation of ESX server and creation of VMs and install different guest OS.
- Monitoring and managing performance of ESX servers and Virtual Machines. Creation of templates from VMs and Creation of VMs from template. Installed and configured several vCenters and ESXi servers as required.
- Responsible for managing several hundred ESXi servers and associated components.
- Performed several RCM upgrades successfully with no downtime to the environment.
- Worked majorly on Data centre rationalization project to get the VM's moved out of non-strategic DC to strategic DC locations.
- Managed Azure Infrastructure Azure Web Roles, Worker Roles, VM Role, Azure SQL, Azure Storage, Azure AD Licenses, Virtual Machine Backup and Recover from a Recovery Services Vault using Azure PowerShell and Azure Portal.



- Build the entire VDI Environment in VMware horizon view by deploying Connection server; Security servers; Dedicated vCenter server and Transfer server and authenticating them in Horizon View Administration console.
- Configuring vNetwork Distributed switches and migrating the networks from vNetwork standard switches to vNetwork Distributed switches.
- Involved in P2V, V2P Migration using Stand Alone VMware Converter Server and Plate Spin.
- Installed and configured Active Directory Domain Controller 2012/2016 R2.
- Sizing hardware according to needs and requesting quotes from different vendors.
- Maintain DNS, DHCP and Trust Relationship between domains.
- Managed packages using RPM/ YUM on Red Hat Linux and maintaining patching on Solaris servers.
- Configured and administered Samba to provide file services, resolved various interoperability issues between Wintel Windows NT and Solaris platforms. Added SAN Storage on a regular basis to clusters based on capacity requirements.
- Creating Data centres in the vSphere Web client and adding the Hosts to the Data centre.
- Installed, maintaining and Troubleshooting Servers through vSphere and ILO.
- Experience using cloud providers and API's for Amazon (AWS) with Microsoft Azure.
- Worked with Nagios for Azure Active Directory & LDAP and Data consolidation for LDAP users. Monitored system performance using Nagios, maintained Nagios servers, and added new services & servers
- Worked with AWS Code Pipeline and Creating Cloud formation JSON templates which is converted to Terraform for infrastructure as code.
- Maintained SCOM, Software Assets including licenses and 3rd Party Vendor Interaction
- Deployment of VMware ThinApp for application virtualization for efficient Application installation and maintenance in VDI environment.
- Worked on troubleshooting efforts on a day-to-day basis and resolved the issues, experience in writing Root Cause Analysis documents. (Involves log analysis to identify cause of failure, co-ordinate with VMware support etc.)
- Performing Virtualization tasks, NFS migration, disk alignment, etc.
- Create distinct types of desktop pools like manual pools, automated pools, linked clones' pools, full clone pools and RDP pools in as per users' requirements. Configured the DNS and DHCP servers.
- Experience in VMware View 4.x/5.0, Virtual Desktop Infrastructure (VDI), Update Manager, DRS, HA, VMware vCenter Orchestrator (vCO), vCenter Operations Manager (vCops), vSphere Replicator, vSOM. Experience with MS clustering and maintain the quorum disk.
- Implemented, and administration a Microsoft Systems Center Configuration Manager (SCCM) solution to apply the patches and deploying the applications. Created standard



template and deployed Virtual machines through templates, involved in Cloning Virtual Machine.

- Used OSD task sequence scheduler in SCCM to package applications for deployment.
- Converted physical machines to Virtual machines (P2V migration) using VMWare enterprise converter and Plate Spin.
- Maintaining Active Directory system data and file server volume backups. Monitoring Active Directory integrity and replication.
- Logs file analysis using the Event Viewer and troubleshooting to resolve issues.
- Provided support for teams in activities such as Load testing, troubleshooting, and performance tuning.
- Involved in trouble shooting and fixing day-to-day problems of the applications in production.
- Supported 24\*7 on call schedule for Production support.
- Execute Installation of Single Sign On (SSO) server for ESXi 5.1/5.5/6.0 upgrade with existing MySQL database, upgrade Inventory services for ESXi 5.5.
- Analyze performance issues and provide recommendations to improve the performance of a Virtual Infrastructure.
- Worked with the team in configuring the environment with HA, DRS, FT, vMotion and Storage vMotion, VMware Data Recovery, VMware Site Recovery Manager (SRM), vCenter Operations Manager and VMware View desktop virtualization infrastructure (VDI).
- Advanced Monitoring and Performance Analysis of vSphere Environment using native tools as well as vRealize Operations Manager.
- Experience in deployment of vCAC and creating Reports using vRealize Operations Manager.
- Created service profile templates and deployed service profiles as required.
- Created WWPN, MAC, UUID pools in the UCS Manager as required.
- Experience in creating new VLAN's on UCS and Nexus devices. Upgraded ESXi servers, Nexus devices and Cisco UCS as part of RCM upgrades.
- Created LUN's and Volumes on EMC storage arrays and added them as data stores to the ESXi hosts.
- Created and mounted RDM's for the data base servers when requested.
- Handled multiple p2v and v2v projects and ensured that the activities are completed on schedule with complete end to end responsibility.
- Excellent experience in working on multipathing techniques like Power Path and native multipathing.
- Configured vMotion and performed Storage VMotion and Monitored performance of ESX servers and Virtual Machines.



- Configured fault tolerance (FT) for mission critical Virtual Machines Configured and Managed VMWare cluster with HA and DRS.
- Configured and Managed resource pools and VAPPS for Virtual Machines.
- Used Virtual center server for HA, DRS and VMotion and cold migration Build, install, configure, and maintain VMware products including ESXi servers and clusters. Provide advanced troubleshooting and problem resolution of the entire virtualized environment.
- Proactively did large cluster administration with VMware enterprise infrastructure. Updating service account passwords.
- Assisted team with converting from Windows-based to Chromebook-based learning environments. Including inventory overhauls and ensuring technician readiness. Installed, configured, and managing network file servers, print servers and maintaining various logs.

**Wells Fargo, San Francisco, California  
System Administrator - VMware/Windows**

**Oct 2015 – Dec 2017**

**Responsibilities:**

- Migrated and Managed VMware Esxi – 4.1, 5.0 and 5.1, Worked on VMware capacity planner.
- Performed tons of V2V Migration., Created clones and templates of Virtual Machines.
- Deploying VMs Through OVF Templates, Created & Troubleshot Virtual Networks and vSwitches.
- Worked on Migration concepts like vMotion and cold migration and remediate.
- Performed installation, configuration and maintenance of 32-bit and 64-bit intel Windows 2003 servers and Windows 2008 servers.
- Configured NetBackup Client thorough planning was done for downtime, knowing each server usage & their placement in Data center.
- Creating Data centres in the vSphere Web client and adding the Hosts to the Data center.
- Configuring the Host profiles and remediate. Setting up the VLANS for each and individual VMs.
- Hands Experience on UCS –Configuring vSwitch1 and editing configurations of VMX file – Type delay.
- Worked with Physical or Virtual Servers were replicated by Continuous Data Protection (CDP) technology from Primary site to Disaster Recovery (DR) site. Data Center Management, Capacity planning and management.
- Hands on experience on Automation and deployment of all virtual machines using PowerCLI.
- Handled the VMware solutions to support multiple storage connectivity options such as FC-SAN, iSCSI, NFS (NAS) and internal storage.



- Responsible for configuring Protection Plan & initiating Protection Installed and upgraded VMware vSphere.
- VMware ESX/ESXi Host Server Installation, Configuration & Maintenance. Design and Implementation of migration strategy for consolidating Data Centres from around the world to centralized locations in US which involves numerous servers of various LINUX versions.
- Responsible to maintain cluster servers and ensure the load balancing among the nodes.
- Configuring High Availability (HA), Distributed Resource Scheduler (DRS) and vNetwork Distributed Switch (VDS).
- Configured VMware HA, VMware DRS in acquiring higher efficiency for VMware Infrastructure.
- Creating and managing Virtual Machines and Templates, worked with clones and snapshots of Virtual Machines.
- Administering, troubleshooting, and automating vSphere ESXi using Power CLI.
- Installing, configuring, and managing the wintel windows and Linux servers.
- Patching and upgrading Esx4.x to Esx5.x through VMware update manager.
- Conversion of Servers from Physical to Virtual (P2V) and Virtual to Virtual (V2V) using VMware convertor tool.
- Provided day to day and on-call second level support to the POS Helpdesk of hardware, software, e-mail, LAN, and WAN
- Strong Knowledge in creating various objects like User Accounts, Computer Accounts, Clean-up, and Auto logon accounts.
- Assigning folder permissions to the users by gathering approval from the group owners.
- Efficiently created and managed various Groups (Domain Local and Global Security).
- Raised tickets for any issues discovered during validation. Use command line to check whether we can connect to member servers or not.
- Troubleshooting UCS hardware if the Hosts are disconnected in the Vcenter.
- Design, Installation and configuring of new vSphere 4/5 ESXi servers for the P2V candidates on UCS Cisco C240 M3 Rack Server.
- Installed Management Server (vCenter Server) instances to enable centralized management of multiple ESXi hosts.

**Sonic Automotive, Charlotte, NC**  
**Windows/Unix/VMware Admin**

**Jul 2013 – Sep 2015**

**Responsibilities:**

- Troubleshoot and repair monitors and POS systems. Database administration of SQL servers.



- First level trouble shooting of the IT infrastructure Hardware devices. Upgraded VMware ESX 3.5 infrastructure to vSphere 4.1 and vcenter 4.1. Created virtual machine templates & configured sysprep files for customizing operating system deployment.
- Configured and managed security permissions in virtual center management for access to virtual machines.
- Performed physical to virtual (P2V) and virtual to virtual (V2V) migrations using VMware converter.
- Installation of patches and driver updates on Microsoft windows servers and VMware ESX hosts.
- Installed and configured Netbackup and Networker BAC software on servers.
- Wrote knowledgebase documents for incident and support cases. Troubleshooting performance issues on physical and virtual machines
- Performed installation, configuration and maintenance of 32-bit and 64-bit intel Windows 2003 servers and 64-bit Windows 2008 servers.
- Provided technical support, administration and troubleshooting of Microsoft Windows 2003 & Windows 2008 cluster servers.
- Installation, administration and troubleshooting Active Directory DC's, DNS, DHCP, WINS and DFS issues.
- Performed installation, configuration, administration and troubleshooting on VMware ESX 3.5 & 4.1 environments including support for Virtual Center management, DRS, HA & vMotion.
- Effective provisioning, installation/configuration, operation, and maintenance of Windows Servers, VMware servers, systems hardware and software and related infrastructure. Manages AD, DNS, DHCP, IIS and file servers. Implementation and up gradation of VMware infrastructure.
- Utilized VMware to build networking & server lab environment that streamlined server OS / application deployments, increased system uptime, and improved reliability. Server building and decommissioning Via iLO/RILO and Disk and File systems administration
- Troubleshooting hardware & software issues; Resource Utilization Analysis & Management.
- Making sure storage and networking infrastructure met virtual infrastructure specifications.
- Worked in a server team providing support for physical & virtual servers.
- Responsible for support for all server related issues. System builds, upgrades, migrations, code deployments and patch management.
- Administered change management related to server upgrades and software installation.
- Prepared and maintained documentation of technologies, standards, and procedures.
- End to End patching of MS servers. Responsible for deploying, managing, and maintaining HP ProLiant BL-series C-class blade servers and DL-series servers.



**Systems Administrator 3 – Hesham G. Hafez**

**Summary:**

Over 15 years of technology experience with a strong customer focus and a desire to provide outstanding service. An excellent ability to analyze, troubleshoot and resolve client connectivity. Proven ability to set and meet deadlines, manage multiple projects and tasks concurrently.

**Career Highlights:**

- Work effectively as a team player, team leader or individual and interact with clients daily.
- Extensive Windows Server configuration/administration with security hardening and integration.
- Strong knowledge of Active Directory and Virtualization technologies and E-commerce Infrastructure, web-based technologies, and customer data applications.
- Experienced in Enterprise level environments, large Network Operations Centres with strong troubleshooting skills utilizing network monitoring tools.
- Excellent understanding of Information Technology Security.
- Solid understanding of IT Governance Compliance, processes, and procedures.
- Automate manual tasks utilizing and modifying scripts in PowerShell or BladeLogic.

**Technical Acumen:**

**Security:** Symantec CSP, Symantec Endpoint Protection, OS Hardening and WSUS Patch Management, Tenable vulnerability Application Security Auditing and scanning, monitoring.

**Virtualization:** VMWare ESXi, vSphere, MS. Virtual Machine Manager, Hyper-V, Platespin Power Convert. VMWare converter.

**OS:** Windows Server 2019, 2016, 2012R2, 2008 R2, 2003, Windows Terminal Services with Citrix Meta Frame MCP ID is [457566]

**Back Office:** Office365, SCCM, Active Directory, Group Policy, DNS, DHCP, IIS, Exchange Server, High Availability/Clustering, and Performance tuning and testing.

**Professional Experience:**

**Yale New Haven Health – New Haven, CT.**

**February 2021 – Present**

**System Administrator**

- Consulting assignment providing Windows Systems and Linux Administration, Microsoft Windows Server OS 2012 - 2019, VMware vSphere V-SAN VxRail, Active Directory, Azure AD, DNS, DHCP, GPO, patching via WSUS.



- Team member on integration of applications with Okta simplifying SSO for many SSO enabled applications now deploying corporate wide.
- Performed capacity planning to address growing data storage needs.
- Accountable for maintaining server and security configurations in compliance with established best practices and established baseline configurations.
- Administer Okta Active Directory Synchronization with our on premises Active Directory (AD DS). Creating new users and synchronizing them through Okta which synchronizes with Office 365 and Salesforce.
- Configure the Okta Multifactor Authorization for users' Mobile phones.
- Identity and Access Management (IAM) creating new users in Active directory using Managed Engines integrated Active Directory Tool.
- Backup/Restore solutions: Dell Data Domain, GRC Commvault and Dell Networker Dell Power Protect Cyber Recovery with integrated CyberSense.

**Leukemia & Lymphoma Society- Rye Brook, NY.**

**December 2019 - July 2020**

**Sr. Systems Engineer**

- Ensured the stability and efficient operation of LLS back-office systems that support core organizational functions on-prem and cloud. Achieved by monitoring, maintaining, supporting, and optimizing all Windows O/S, to maximize systems availability, security, and performance.
- SAN specific storage network design and implementation (FCoE, iSCSI, FC, Storage Spaces, vSAN)
- Supporting Amazon Web Services (AWS) environment deploying new EC2 instances, attaching EBS file systems to EC2s and creating S3 bucket.
- Introduced to Microsoft Azure environment due to several corporate acquisitions. Deployed Windows servers and added portal to integrate SPLUNK logging with SSO/Okta.
- Supporting O365, VMware, Active Directory, GPO, WSUS, Okta dual factor, SolarWinds monitoring.
- Enabled and configured DHCP scopes thru out the 80+ regional chapter offices.
- Configured WSUS to automate patch management of all servers in a dev, QA, production sequence.
- Created SolarWinds dashboards and alerts to monitor critical systems and thresholds.

**Janus Associates – Stamford, CT.**

**July 2018- June 2019**

**Technical Solutions Engineer**

- Supported all IT infrastructure: VMware ESX, Active Directory, Exchange 2013, Office 365, Skype, Duo dual factor, Palo Alto firewalls. Assisted the Solar Winds infrastructure and provided patch management, security consulting services to Governmental clients.



**The Royal Bank of Scotland (RBS) – Stamford, CT**

**April 2015 – April 2018**

**Windows Systems Engineer**

- Managed VMWare ESX hosts. Exchange 2010 infrastructure, Lync, Iron mail, GOOD & BlackBerry.
- Deployed O/S security patches, software updates utilizing SCCM, greatly reducing our outstanding vulnerabilities by targeting high impact deployments.
- Created and deployed packages, applications and tool sets utilizing SCCM.
- Managed all internal DNS and DHCP scopes utilizing Infoblox one grid appliances.
- Trained and integrated new Managed Service resources to maintain high level of service to customers.
- Worked collaboratively to provide Level 1 and 2 end user support in addition to managing Level 3.
- Managed mobile applications, providing support for handheld devices.
- Completed disaster recovery exercises twice annually.

**NASDAQ OMX- Shelton, CT**

**August 2013 – April 2015**

**Windows Systems Engineer Consultant**

- Updated domains and domain controllers to Win2012R2 including Schema updates.
- Supported and rolled out new VMware ESX servers and Microsoft Hyper-V servers in support of the Global virtualization infrastructure.
- Migrated hundreds of Windows 2003 servers to 2008R2 and 2012R2
- Applied and packaged O/S deployments creating VMware templates and ISO's
- Deployed a standard software stack using Enterprise deployment application (BladeLogic).
- Worked with application teams, vendors on O/S dependencies for successful integration.
- Built and migrated servers to Amazon Cloud Web services (AWS).
- Successfully closed an Active Directory Security Audit.
- Developed and implemented a plan to remediate the risks highlighted by an audit finding within Active Directory, its boundaries, Domain Controller security, Active Directory management, Configuration and Policy Compliance.

**Education:**

- Pace University - School of Computer Science and Information Systems - White Plains, NY
- Master of Science (M.S.) Telecommunications
- Western Connecticut State University – Ansell School of Business - Danbury, CT
- Management Information Systems (B.B.A.)



## Technical Writer 1 – Debra Eskinazi Stockdale

### Experience Summary

Writer with more than 8 years of experience including authoring technical documentation, job aids, and FAQs. Working knowledge of APIs. Self-taught in open-source technology. Skilled in research and elicitation. Fearless about installing, using, and testing complex products.

### Skills:

- Experienced with project communications, UI copywriting, end user documentation, and marketing collateral authoring.
- Solid writing and editing skills, flexes to any style guide.
- Clear and concise communication that enhances users' experience.
- Adept and learning new technologies.
- Collaborates with software engineers, designers, researchers, and product managers in a fast-paced environment.
- Organized and focused, with a professional yet easygoing demeanor
- Performs well with cross-functional teams and competing priorities.
- Expert interviewer and researcher

### Technical Tools

- Proficient with MS Office Suite, Mac OSX, Adobe Pro, G Suite, HTML, CSS, LMS, SABA, CA Service Desk, SharePoint, BLOX CMS, CrownPeak, WordPress, SnagIt, Trello, Slack, Asana, Kanban Flow, readme.io,
- Familiar with JavaScript, JSON, REST, Oxygen, DITA XML and single-sourced publishing, Markdown, Python,
- Atlassian's Jira and Confluence as well as development tools including Git, Visual Studio, and Sublime Text.

### Education

Bachelor of Arts, Political Science, San Jose State University, San Jose, California

### Experience

#### Technical Writer

03/19 – Present

#### Trilyon Services

- Refined DITA-based documentation for Webex analytics purposes. Content geared toward administrators.



**Associate Trainer/Technical Writing**

**12/14 – 02/19**

**Learning & Employee Development, County of Santa Clara**

Worked with software engineers and business analysts to build logic for new software, which revolutionized a \$1 million education fund serving more than 16,000 employees in 27 user groups

- Authored and designed job aids, presentations, guides, and manuals for employee education
- Consulted SMEs, conducted testing, and translated complex technical information into easy-to-understand language

**Marketing and Documentation Creator/Training Coordinator**

**12/12 – 12/14**

**Learning & Employee Development, County of Santa Clara**

Drafted web content, quick reference guides, supplemental materials, and end-user guidelines

- Designed job aids, presentations, and marketing materials for employee development
- Developed and presented content for education reimbursement programs

**Technical Writer 2 – Jeffrey Brinley**

**Summary:**

Experienced Professional with experience and training. Recognized as an innovative, motivated, and detail-oriented individual with excellent communication and technical skills.

**Education:**

Sawyer College, San Jose, CA 9/95 - 7/97

**Bachelor of Journalism**

Arizona St. University, Tempe, AZ 8/99 - 9/00

**Configuration Management**

**Employment History:**

**Technical Writer (Contractor)**

**August 2017 - February 2018**

**Tata Consultancy Services, Phoenix, AZ**

- Created User Software Simulations using Adobe Captivate for the Cloud Based Unemployment Insurance System or the State of Wyoming.
- Created User Guide for the Cloud Based Unemployment Insurance System for the State of Wyoming.

**Technical Writer (Contractor)**

**March 2017 - August 2017**

**Mitel, Mesa, AZ**

- Create HIPAA compliant Business Continuity Plan Manual (Disaster Recovery Plan).



- Create HIPAA compliant Cloud based Global Monitoring and Reporting Manual.

**Technical Writer (Contractor)**

**July 2016 - March 2017**

**First American Title Insurance Company, Scottsdale, AZ**

- Worked with the Project Optimization Team to conduct a project to produce or alter existing First American Title Insurance Company to be used by First Canadian Title.
- Created new documentation templates to be used for financial First Canadian Title documents.
- Used project SharePoint site for tracking, approvals and maintaining of completed financial documentation.
- Documented Data Mapping process for data sources between United States and Canada facilities.

**Technical Writer**

**December 2015 - July 2016**

**Honor Health, Phoenix AZ**

- Updated the Field Service trouble shooting software and hardware procedure documents.
- Maintained the Integrated Technology Department SharePoint Repository.
- Documented ITIL alignment of IT services with Honor Health business functions.
- Documented Data Element Mapping Process.

**Technical Writer (Contractor)**

**June 2015 - December 2015**

**American Express, Phoenix, AZ**

- Documented ITIL Security Processes and Procedures, for the Information Technology Security Group; Created Coric Client Communications and Reporting Application User's Guide.
- Created Merchant Class, Domestic and Worldwide Industry Code System Data Mapping Master Matrix.
- Documented the Lotus Notes based Information Technology Service Request (Ticket) System.

**Document Control Specialist**

**May 2013 - June 2015**

**Vitron Manufacturing, Phoenix AZ**

- Create and maintain Bill of Materials and Work Instructions for Manufacturing and Assembly areas.
- Maintained all project drawings and electronic drawing library for Manufacturing and Assembly Areas.
- Developed and implemented Video Capture of Manufacturing Processes and Standard Operating Procedures.
- Created Manufacturing Processes and Standard Operating Procedures Video Library.



**Technical Writer 3 – Tim Sammon**

**Professional Summary**

- Superior writing and editing skills
- Experienced in all phases of documentation development for print and electronic distribution
- Familiarity with Agile development/SCRUM
- Understanding of clinical and production pharmaceutical/medical devices workflows
- Commitment to process, standards, consistency; Knowledgeable of trends and best practices
- Familiarity with regulatory compliance requirements (FDA, SEC, CPUC, HIPAA)

**Technical Skills**

- Microsoft Office, Word, PowerPoint, Visio, Project, SharePoint
- Adobe Creative Suite: Acrobat, Photoshop, Illustrator, FrameMaker, RoboHelp
- Google Docs, Documentum, HTML, CSS, XML, Markdown
- Microsoft Office 2016 suite: Word, Excel, PowerPoint, Visio, Project, SharePoint
- Adobe CS6: Photoshop, Illustrator, Captivate; FrameMaker, Acrobat
- TechSmith Camtasia; Sony Sound Forge; SONAR X1

**Education**

- BA Technical and Professional Writing, San Francisco State University
- BA International Relations, San Francisco State University

**Professional Experience**

**San Francisco, CA: Technical Writer**

**10/2017–Present**

**Freelance/Self Employed**

- Documentation, media, and other projects for various clients including Gamma International Services (GIS), United States Geological Survey (USGS), Piper Jaffray, San Francisco Municipal Transit Agency (SFMTA). Deliverables included HIPAA/OSHA documentation kits, traffic safety improvement proposal. Professional development/training including programming/coding fundamentals (JavaScript), XML, cloud computing concepts.

**Grifols Diagnostics Solutions Emeryville, CA**

**9/2016–4/2017**

**Technical Writer**



- Revised and rebranded manufacturer-supplied documents in support of the US rollout of the HELIOS IFA (immunofluorescence assay) processor system. Working closely with a cross-functional global team, managed multiple document workflows in Documentum Compliance Manager (DCM), facilitating progress from review to release. Tracked and reported on document metrics and status. Contributed to department-specific SOPs, templates, and style guide, providing input on process improvement.

**St. Jude Medical (Thoratec) Pleasanton, CA**

**10/2015–2/2016**

**Technical Writer**

- Managed all product documentation in support of the HeartMate 2 left ventricular assist device. Worked with product managers and Regulatory to produce documentation according to FDA and EMA requirements. Documents included Patient Handbook, Clinician Reference Manual, and other patient-support documents as needed. Contributed improvements to the editorial style guide and documentation process workflows.

**Berkshire Hathaway Homestate Companies San Francisco, CA**

**3/2014–3/2015**

**Technical Writer**

- As a contractor working with the Business Systems Unit of IT, supported proprietary insurance software used by business clients throughout the company. Developed and documented a streamlined document development process based on industry best practices, integrating Adobe RoboHelp and Microsoft Word.

**Roche / Genentech S. San Francisco, CA**

**5/2012–3/2014**

**Technical Writer**

- Working with senior managers of the European Capital Projects group, managed language, distance, and extreme time challenges to complete a 15-page submission to the International Society for Pharmaceutical Engineering for "Facility of the Year Award" consideration. Our facility won the award.
- • Contributed to rollout and support of a new SharePoint installation. Managed new site design and setup and provided customer training. Wrote various support documents: quick starts, user guides, technical reference.
- • As part of a consultant team, developed custom GAMP5 document templates for R&D Engineering Automation. After taxonomy and content analysis of existing documentation, wrote baseline modular content, and designed automated, form-based templates, saving time, and minimizing risk of errors.
- • Managed multiple documentation sets in support of GMP pharmaceutical campaigns. Working with scientists and Quality Systems, managed content in DMS/change-control systems to ensure correct, revision-traceable, documents compliant with 21 CFR 11. Led website and style guide workgroups.



Appendices



# Global Workforce Solutions

Minority-Owned  
Business Certified By

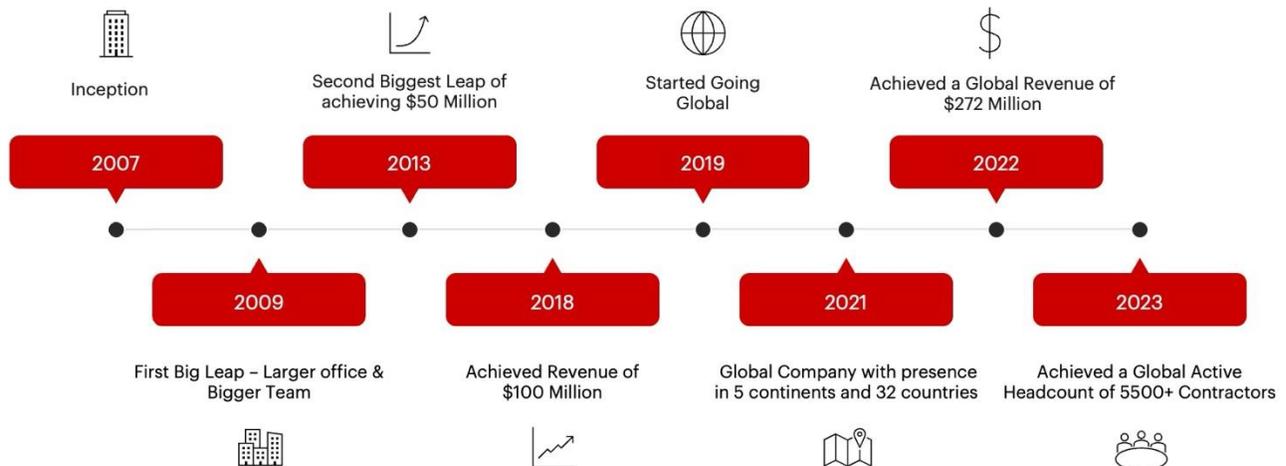


Presented By

 <p><b>Ashish Garg</b> Founder &amp; CEO</p> <p><b>Awards:</b></p> <ul style="list-style-type: none"> <li>Executive of the Year by NJBIA</li> <li>Asian American Leadership Award by USPAACC</li> <li>40 under 40 by Triangle Business Journal</li> <li>40 under 40 by Dallas Business Journal</li> <li>40 Under 40 by Staffing Industry Analysts</li> <li>E&amp;Y Finalist Entrepreneur Of The Year 2019</li> <li>CEO Achievement of The Year by CEO World Awards</li> </ul>	 <p><b>Ajeta (AJ) Sinha</b> President</p> <p><b>Awards:</b></p> <ul style="list-style-type: none"> <li>Global Power 150 Women by Staffing Industry Analysts (SIA)</li> <li>40 under 40 by Staffing Industry Analysts (SIA)</li> <li>Best Fifty Women in Business by NJBIZ</li> <li>Forbes Council Member (HR)</li> <li>Top 100 D&amp;I Leader in North America by Moguls</li> </ul>	 <p><b>Jeff Marts</b> SVP</p> <p><b>Background</b></p> <ul style="list-style-type: none"> <li>20+ years of Experience within Engineering &amp; IT Staffing / Solutions</li> <li>13 Years of Experience specific to Oil &amp; Gas Accounts</li> <li>LEAN Six Sigma Yellow Belt Certified</li> </ul>	 <p><b>Kristy Thomas</b> Exec Biz Partner Diversity Talent &amp; Inclusion</p> <p><b>Background</b></p> <ul style="list-style-type: none"> <li>18+ years of experience in staffing operations &amp; client management</li> <li>Extensive MSP experience</li> <li>High volume, skilled, &amp; business professional verticals with fortune 500 companies</li> </ul>
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## Our Journey





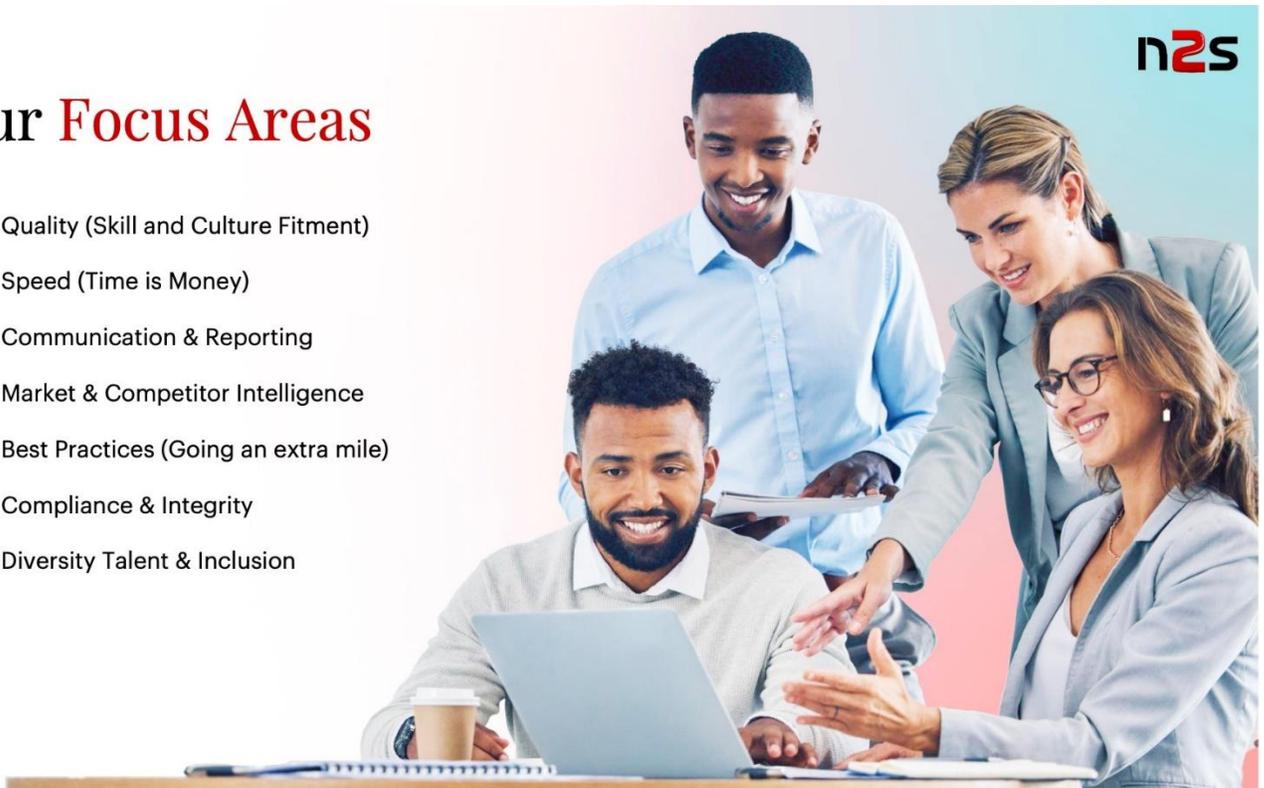
## Services

Our services are an effective strategy which can address market fluctuations in key areas, such as: time, cost, risk, flexibility, control and expertise. These are designed to keep your business agile and equipped with the best for whatever your market demands next.



## Our Focus Areas

-  Quality (Skill and Culture Fitment)
-  Speed (Time is Money)
-  Communication & Reporting
-  Market & Competitor Intelligence
-  Best Practices (Going an extra mile)
-  Compliance & Integrity
-  Diversity Talent & Inclusion



## Our Specialized Recruiting Divisions

We have specialized recruiting staff for each of the divisions to offer best recruitment support by the experts who have domain and industry experience.



## Technology Expertise

### Consultants Deployed On Projects Globally (Contract/Contract to Perm)

- |  |  |  |
|--|--|--|
| <ul style="list-style-type: none"> <li>• Analytics</li> <li>• Artificial Intelligence</li> <li>• Automation &amp; Testing</li> <li>• Business Intelligence</li> <li>• Cloud</li> <li>• CRM</li> <li>• Customer Experience</li> <li>• Data Engineering</li> <li>• Data Science</li> </ul> | <ul style="list-style-type: none"> <li>• Design</li> <li>• Development</li> <li>• Digital</li> <li>• Engineering</li> <li>• Enterprise Architecture</li> <li>• ERP Management</li> <li>• Hardware</li> <li>• Information Security</li> <li>• Infrastructure</li> </ul> | <ul style="list-style-type: none"> <li>• Machine Learning</li> <li>• Mobile Apps</li> <li>• Mobility</li> <li>• Network Engineering</li> <li>• Platform Engineering</li> <li>• Programming</li> <li>• Software Architect</li> <li>• Technical Product Mgmt.</li> <li>• Virtualization</li> </ul> |
|--|--|--|

### Collaboration with Digital Platforms & Training Companies



### Specialization in

- Application Development and Service
- Cloud Services
- CRM (Salesforce)
- Database Management
- Data & Analytics
- Engineering
- Infrastructure
- ERP Management
- Security & Control
- Networking



## Strategy for Team Structure

- After Evaluating Account
  - Regionally Local Account Manager & Global Account Manager (if needed)
  - Engagement Manager for Consultant Care
  - Onshore dedicated recruiters & offshore dedicated recruiters to create 24/7 recruiting team for sites globally
- Program Team Key Points
  - Ensure to have 10 active pipelined candidates in each recruiter network for the top 10 skills within program (Skill Set Niche Recruiters)
  - Engagement Manager responsible for driving referrals from current consultants with constant communication and referral award program. Engagement Manager will also be responsible for turnover management.
  - Drive Aggressive Redeployment and Extension efforts of placed consultants , which will include providing technical trainings if necessary to be added to a new project.
- Create a Consultant Referral and Retention Program
- Work with Client to build KPIs to ensure long term program success or mirror their KPI's (Evaluate periodically to make changes as needed).

## Strategy Continued

- A mix of local, national and SWAT team
- Specific Escalation Matrix with response time and ownership
- Skillset specific team delivery structure to ensure 100% coverage.
- Rate Benchmarking and Competitor analysis basis roles/locations
- Proactive pipelining of candidates by sourcing team using Tech Assessment tools
- Redeployment of Resources proactively for hot markets and skills in demand
- Dedicated 24/7 Consultant Care Team for white glove treatment
- Dedicated Risk and Compliance Team
- Dedicated HR support and BG verification team



# National Footprint

**Team Structure**

- ▷ Industry Specific
- ▷ Skill-wise
  - ▷ Local
  - ▷ National
  - ▷ Global

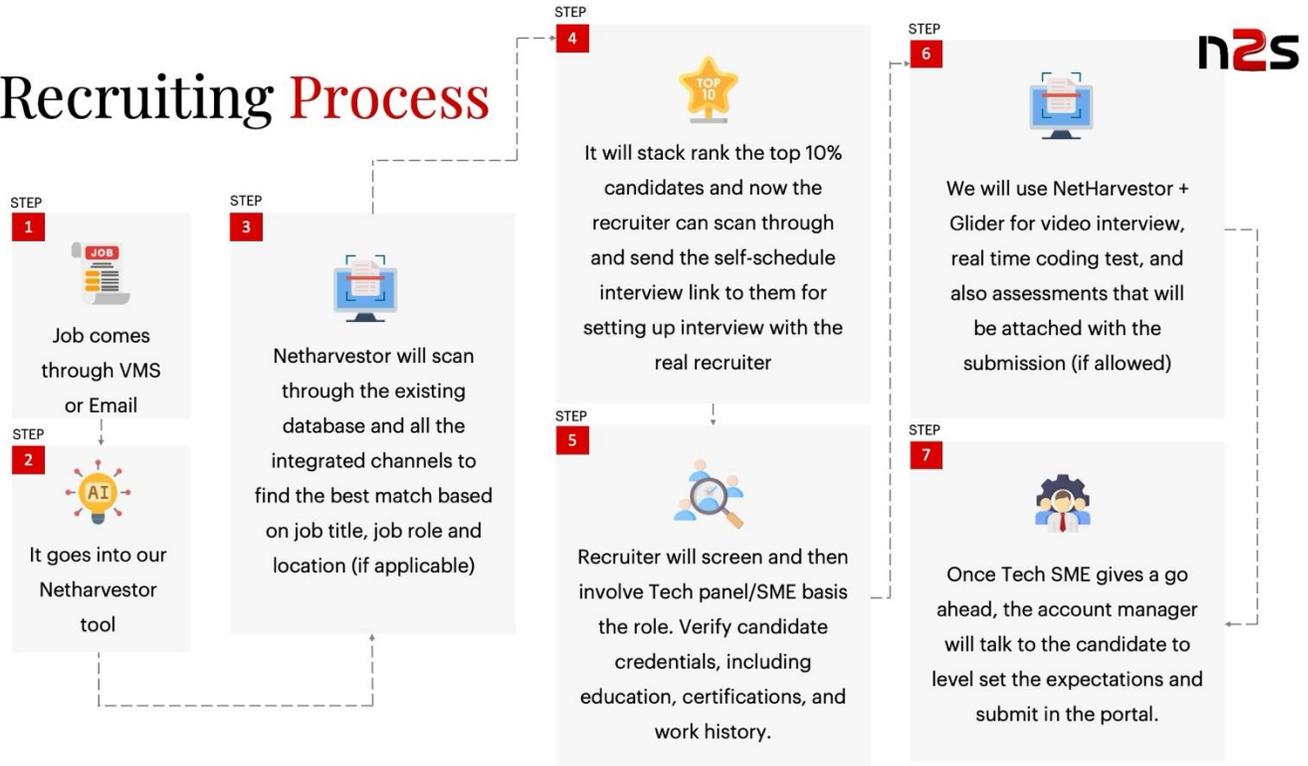


# Sourcing Channels

Our AI and ML NetHarvester Tool Integrates with 300+ channels to find the best candidates, channels include:

<p>Job Search Websites</p>	<p>Professional Networks</p>	<p>N2S Website and Ads</p>	<p>LinkedIn, LinkedIn Recruiter, &amp; Sales Navigator</p>	<p>Social Media</p>
<p>University Career Centers</p>	<p>Employee Referrals</p>	<p>Online Coding Communities: GitHub and Stack Overflow</p>	<p>Industry-Specific Conferences and Events</p>	<p>Industry Associations</p>
<p>Online Portals and Forums</p>	<p>Hackathons and Coding Challenges</p>	<p>Local Tech Communities</p>	<p>Head-hunters</p>	<p>Others</p>

# Recruiting Process



# Screening Candidates

We have a dedicated team for verifying the information provided:

- **Social Media** Search
- We **run the web search** about the candidate to cross check the information provided
- We **check the resume carefully** and match it with LinkedIn
- We **check education year and professional experience** based on that, any gap if yes, reasons for the same, year of birth and professional and education experience correlation
- **Check authenticity** of the information shared by using web search wherever needed
- Check in our database if the same candidate applied before
- **Check accuracy** of full legal name, email and phone
- We also check what posts they add to check their interests and temperament



### Reference Checks

We also do comprehensive reference checks



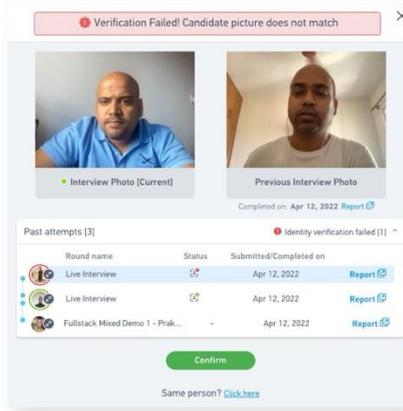
### Additional Vetting

We ask for a copy of documents and in writing an acknowledgment of everything provided is authentic and correct subject to further verification

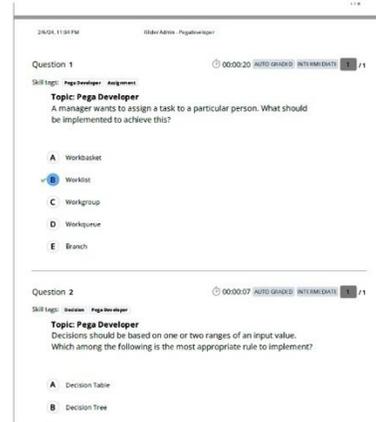
# What We Send To **The Client**



**Resume with Elevator Pitch**  
Step 1



**Video Call Recording Link**  
Step 2



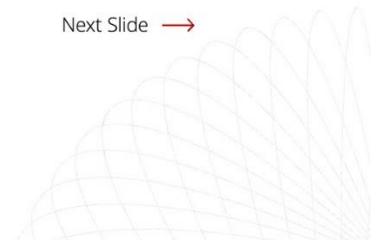
**Copy of their Assessment Test**  
Step 3

Stats,  
**Time to Fill,**  
**Candidate Quality,** etc.

Our internal scorecards can tell you about our performance. A stronger gauge of a supplier's talent comes from implementing a metric for candidate quality in relation to fit, corresponding skills, education, certifications and matching experience.



Next Slide →



## Metrics We Currently Track

- Positions Covered
- Total Submissions
- Time To Submit
- Time To Accept
- Time To Fill
- % Of Rate Exceptions
- Submit To Interview Ratios
- Interview To Hire
- Rate Compliance
- Shortlist Ratio
- Total Interviews
- Response Time
- Hit Rate
- Start Rates
- Diversity Hiring Parameters
- Conversions
- Retention Rates
- Favorable/Unfavorable Terminations
- Temp Tenure Etc.
- Compliance Protocols
- Average Time To Fill Rate As Well As Post-Hire Metrics Such As Completed Assignment %

Activity	<ul style="list-style-type: none"> <li>✓ Total # of Hires</li> <li>✓ Postings Response Rate</li> <li>✓ Avg Candidates Shortlisted per Opening</li> <li>✓ Shortlisted to Interview Rate</li> <li>✓ Candidates Rejected Rate</li> <li>✓ Interview to Hire Rate</li> </ul>
Quality	<ul style="list-style-type: none"> <li>✓ Unsuccessful finishes</li> <li>✓ Manager satisfaction rating</li> <li>✓ # of Renewals</li> <li>✓ Failure to start rate</li> <li>✓ Failure to finish rate</li> </ul>
Price	<ul style="list-style-type: none"> <li>✓ # of starts above/below max rate</li> <li>✓ # of exception requests</li> <li>✓ % above/below max rate</li> </ul>
Speed	<ul style="list-style-type: none"> <li>✓ First response time (days)</li> <li>✓ Maximum response time</li> <li>✓ Starts submittal time</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>✓ Vetting compliance, e.g. criminal background check completed</li> <li>✓ Forms compliance, e.g. confidentiality agreement signed</li> <li>✓ Contract compliance</li> </ul>

## Consultant Care 24/7

At N2S, we believe **what cannot be measured cannot be improved**

We have a dedicated consultant care 24/7 team that is responsible for doing regular touch base with the employee and client to check on feedback and progress on the assignment in addition to the account manager dedicated for the client to ensure we are closer to the candidates as well as the client in terms of 360 feedback.

We have various touch points at regular intervals and phases like within a week consultant joins, two weeks, monthly follow ups. Due to this human touch most of the time any issues can be noticed and resolved before they become severe issues.



## Consultant Upskilling & Reskilling Training

We believe in upscaling and training. We have training programs to conduct ongoing education and training on emerging technology, new trends, challenges, new projects. We have tie up with online platform like Coursera, LinkedIn to provide free trainings using these platforms at our cost and also, we have trainers on our bench working as full-time employees to conduct training and later we certify them as well. In addition to these, we provide standard training like sexual harassment at workplace, walk through of client culture/expectations, leadership training, behavioral trainings. At Net2Source we offer the Reskilling and Upskilling of current employees for latest and niche technologies by providing access to the Digital online Platforms like Coursera, Codecademy, TrainUp, CloudAcademy, Qwiklabs, SimplyLearn and Udemy.



## Redeployment

We have dedicated team in Consultant Care who are acting as as a career coach to help streamline process of redeployment. 2 months before project is over, our team will start looking for jobs to place the candidates and will keep the recruiter/Account manager informed.

Also, our Sense engagement tool helps us find their interest and our AI tool **Netharvestor** helps us match them to next available opportunity (skill, location and personality matching)



## Diversity and Inclusion **Focus**



We have a dedicated **DE&I council** that is responsible for collaboration with diverse groups to get a diverse pool of talent into the workforce and also work with diverse suppliers.



**People With Disabilities Program:** We prepare our staff to recruit and provide training for people with disabilities. We even have a Disability Mentoring Day to help talented candidates combat ableism in the workplace. We help educate clients with tips on preparing the work environment for easy accessibility.



**Dedicated Veteran Hiring Program:** We have a dedicated veteran hiring program where we just don't hire and place them, but we reskill and upskill them as well and help them build successful careers.



## We Support Women **Initiative**

An initiative by N2S Group of Companies, **helps women to get back into the workforce after a career break**, focuses on empowering women across all levels professionally. We have created a network of 5000 women leaders, mentors and sponsors globally.



### Return To Work

We're bringing back the brightest Women talent to re-enter the workforce with a career break

### Hire-Train-Deploy

Our goal is to encourage more women to get involved, while continuing to support those already interested, in the technology industry.



### Upskill & Reskill

Designed to accelerate business growth, combine industry-proven methodology with business customized curriculum to level up your talent.

### Diversity Hiring

We are committed to diversity and inclusion and always look for ways to scale our impact as we grow by hiring from underrepresented groups.



### Career Coaching and Mentoring

Designed to accelerate business growth, combine industry-proven methodology with business customized curriculum to level up your talent.

## Partnership with **Multicultural Associations**



**Diversity & Practice**

**Professional Groups**



The result is a diverse talent pipeline that is always full. **Over 50+ professional networking groups**, including African American and Hispanic ethnic minority groups, partner with us. We partner with diverse councils, institutions, and networking groups across the nation:

- African American Pro. Associations
- Association of Latino Professionals for America
- Black Business Network groups
- Black Lesbian Support Group
- Black Women's Network
- Business Owners
- Council for Latino Workplace Equity (CLWE)
- Disability: IN
- Hispanic Alliance for Career Advancement
- Latino Coalition for Community Leadership
- National Black MBA Association
- National Asian / Pacific Islander American Chamber of Commerce and Entrepreneurship (ACE)
- National Association of Minority Contractors, NAWBO | National Association of Women
- National Hispanic Business Group
- National LGBT Chamber of Commerce
- National Minority Supplier Development Council
- National Urban League
- U.S. Black Chambers, Inc.
- United States Hispanic Chamber of Commerce
- Women in Science & Engineering
- Women Presidents' Organization
- Women's Business Enterprise National Council
- United States Pan Asian American Chamber of Commerce

## Value Added **Services**

We offer several additional services outside of Contingent Labor Recruiting that can be utilized on an as needed basis:

Use of AI/ML based Assessments

Cost Savings for global coverage

Investment in Local Teams & offices

Strategic Custom Talent Solutions

Diversity Hiring Strategy & Reporting

Diversity Spend capture and Reporting (EOR)

Best Practices on how to stay ahead of the curve

Active 2552+  
 W2  
 Contractors  
 on Billing  
 (2023)  
 nationally



## Awards & Accolades



(2019, 2020, 2021, 2022, 2023)



(2019, 2020, 2021, 2022, 2023)



(2019, 2020, 2021, 2022, 2023)



(2022, 2021, 2020)



(2022, 2021, 2020, 2019)



(2022 - 2015)



(2020, 2019)



THE AMERICAS' FASTEST GROWING COMPANIES 2022



SUPPLIER 2020  
 PROVEN PERFORMER  
 WORKFORCE LOGIQ

(2020 and 2019)

THIS CERTIFIES THAT

# Net2Source, Inc



\* Nationally certified by the: **NEW YORK & NEW JERSEY MINORITY SUPPLIER DEVELOPMENT COUNCIL**

\*NAICS Code(s): 561320; 541612; 541611

\* Description of their product/services as defined by the North American Industry Classification System (NAICS)

09/25/2023

**Issued Date**

NY14898

**Certificate Number**

11/26/2024

**Expiration Date**

**Ying McGuire**  
NMSDC CEO and President

**Terrence Clark, President & CEO**

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

*Certify, Develop, Connect, Advocate.*

\* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®



## US Pan Asian American Chamber of Commerce Education Foundation

certifies

Net2Source Inc

as an

**Asian American/Minority-owned business**

**Level I US Citizen**

**Susan Au Allen**  
National President & CEO

Certificate # R23\_00191

Expiration Date: 10/20/2024

Industry: Staffing

NAICS Code # 561320





**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) Ajeta Sinha - President  
(Address) 270 Davidson Ave, Suite 704 Somerset, NJ 08873  
(Phone Number) / (Fax Number) 201-333-5020  
(email address) rfp@net2source.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, 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.

Net2Source Inc.

(Company) \_\_\_\_\_  
*Ajeta Sinha*  
(Signature of Authorized Representative) \_\_\_\_\_  
Ajeta Sinha - President 4/25/2024  
(Printed Name and Title of Authorized Representative) (Date) \_\_\_\_\_  
201-333-5020 201-221-8131  
(Phone Number) (Fax Number) \_\_\_\_\_  
rfp@net2source.com  
(Email Address) \_\_\_\_\_