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Header 4

[List View](#)**General Information** [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000029568 

Legal Name: WADITEK LLC

Alias/DBA:

Total Bid: \$0.00

Response Date: 05/06/2024 

Response Time: 22:50

Responded By User ID: waditek 

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Last Name: Faraj

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Phone: 703-994-7259

SO Doc Code: CRFQ

SO Dept: 0705

SO Doc ID: LOT2400000011

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Status: Closed

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

Total of Header Attachments: 4

Total of All Attachments: 4



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 ESR05062400000006763	1

VENDOR
 VS0000029568
 WADITEK LLC

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 0
Response Date: 2024-05-06
Response Time: 22:50:14
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



WADITEK

We provide exceptional recruiting and staffing services to government and private organizations, bringing the best talent to solve business problems creatively.

WEST VIRGINIA LOTTERY - CENTRALIZED REQUEST FOR QUOTE SERVICE – PROF (1354530)

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

May 7, 2024 (2:00PM)

Submitted to:
West Virginia Lottery
Department Of Administration
Purchasing Division
2019 Washington St E
Charleston WV 25305

Prepared by:
WadiTek LLC (WadiTek)
1806 Summit Ave Suite 300 - #178
Richmond, VA 23230
www.WadiTek.com
Virginia SWaM
Certified - 809551

3.1 EXECUTIVE SUMMARY & COMPANY REQUIREMENT

WadiTek LLC (WadiTek) is a recruiting and staffing firm that was established on January 15, 2016, as a privately-owned S Corporation in the Commonwealth of Virginia. We offer our services and solutions to Fortune 500 Companies as well as state and local governments, including the State of Florida, West Virginia, Ohio, in addition to many other states, counties and federal agencies. WadiTek is well positioned to provide IT staffing to West Virginia Lottery as we have been supporting the State of West Virginia with their technical staffing needs since 2020 to present under contract number CMA MIS776701N. WadiTek understands the geography and technical talent map in the region and has a strong local database and the market knowledge to support West Virginia Lottery.

We value building relationships with our partners; we continuously assess and provide our employees with the best training and available resources to deliver quality results. WadiTek functions as a lean organization capable of enacting on decisions quickly. We provide a personal touch to staffing on both the client and candidate ends. We proactively reach out to our clients to inquire about their organization’s needs, and we always maintain open lines of communication to ensure satisfaction.

WadiTek is unique to other recruiting and staffing firms in a variety of ways. The first and foremost being in our diversification of methodology when it comes to sourcing. We can provide a wider talent pool because we utilize more sourcing methods and tools than our competitors, including AI technology platforms designed to match candidates with suitable positions. This gives us an incredible edge in the staffing industry. WadiTek believes that our team is an excellent match for your needs. Throughout this proposal, we will elaborate on how we can meet and exceed the criteria outlined in your request.

WadiTek’s vision is to provide a strategic service delivery that focuses on improving efficiencies and increase value to our clients. Because of our unique approach, West Virginia Lottery will continue to realize significant savings in time, money, and effort with no disruption to your business. Our goal is to exceed your expectations by continuing to provide the highest value and quality in every aspect of our service. Leveraging an extensive, proprietary candidate database, along with national market knowledge, we will provide West Virginia Lottery with a flexible staffing service. To ensure service delivery, our established dedicated account management team, with the support of a robust recruiting team, will ensure to support West Virginia Lottery by providing the highest levels of customer service.

WadiTek is interested in providing services for the following calculations:

1. Business Analyst
2. Data Analyst
3. Network Engineer
4. Project Manager
5. Quality Assurance Analyst
6. Security Analyst
7. Software Developer/Engineer

AJ Faraj – CEO
afaraj@waditek.com
703-994-7259



SECTION 3.2: CLASSIFICATIONS

Business Analyst

Client Information	Number of Hires	Year of Hires
Nikki Grant Vega Consulting Solutions, Inc. 3 Romaine Road Mountain Lakes, NJ 07046 Tel: 973-335-7800 Ext. 219 ngrant@vegaconsulting.com	3+	2020 - 2023



GUNJAN SHARMA

SUMMARY

- 8+ years of Industry experience as a Business Analyst/Scrum Master with solid understanding of Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, and Application Design.
- Experience in SDLC methodology and practices in project management and application development (Agile, Waterfall and RUP).
- Extensive experience in Business writing skills in writing Business Requirements Document BRD, Requirements Traceability Matrix RTM , Use Case Documents UCD , Functional and Non-Functional Specifications and Change Request Documents across the deliverables of a project..
- Work closely with the assigned project managers / scrum masters and business to define the scope of a project
- Perform testing and validation for the projects. Ultimately own accepting the work from technology side
- Proficient knowledge of tools such as Jira with Green Hopper and Rally for backlog management
- Perform duties of Lead Business Analyst / Product Owner for high visibility and high priority projects
- Excellent problem-solving abilities
- Involved in Test Planning, Test Preparation, Test Execution, Issue Resolution and Report Generation to assure that all aspects of a Project follow the Business Requirements.
- Strong experience in conducting GAP Analysis, User Acceptance Testing (UAT), Cost Benefit Analysis and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
- Excellent experience in Medical, Medicare, Pharmacy (RX), Vision, Hearing, Dental and COB claims process documentation, analysis and implementation in 834/835/837/270/271 (X12/HIPPA standards), inbound and outbound transactions from various Healthcare providers and CMS.
- Experience in creating RTM (Requirement traceability Matrix) to track requirements and test cases related to each requirement
- Good experience in operational readiness, organizational change management, estimating, planning and delivery management.
- Good knowledge of claims lifecycle, HIPAA insurance regulations, Medicare, Medicaid Programs, Claims processing manually and through EDI, ICD-9 and ICD-10 implementation.
- Supported content development for deliverable artifacts to deliver client value and meet contractual obligations and align to delivery timelines and budgets.
- Highly motivated team player with excellent Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities.
- Effectively monitored the Defect Tracking process in the functional, integration and regression test phases of the project. Creating and maintained Requirement Traceability Matrix (RTM) using MS Excel



- Exceptional analytical, communication, interpersonal, motivational and presentation skills with expertise in managing staff, business, multiple projects and effectively communicating with business prospects and clients.
- Excellent communicator leveraging technical, business and financial acumen to communicate effectively with client executives and their respective teams.
- Designed, developed and implemented Power BI Dashboards, Scorecards & KPI Reports.

EDUCATION

Master of Business Administration – Health Care

Grand Canyon University (Phoenix) AZ

TECHNICAL SKILLS

Business Modeling Tools	Business Objects, Rational Rose, MS Visio, UML, ETL, Business Analysis SDLC, detail design, ETL, Data mapping, Data warehousing, Data flow Diagrams, Test Cases, data definition table, data modelling, system integration and Team building
Defect Tracking Tools	JIRA, Confluence, Quality Center (Test Director), Rational ClearQuest, Rational ClearCase
Testing Tools	JIRA, BI Reporting Tools, Power BI, WinRunner, Quick Test Professional (QTP), Rational Test Manager
Methodologies	Agile / Scrum Framework, Waterfall Method, RUP, Spiral, UML Rapid Application Development
Microsoft Tools	MS Excel, MS Visio, MS PowerPoint, MS Project, MS Word
Big Data tools	Hyperion, Teradata SQL Assistant, Scoop, Flume, Pig, Impala
Databases	SQL Server, Oracle, Bigdata tools
Languages	SQL, C, Java
Requirements Management Tools	MS Team Foundation Server (MS TFS), MS SharePoint, Rational RequisitePro, JIRA, Confluence, Smartsheet

CERTIFICATIONS

- Specialization in Business Intelligence and Big data technologies
- Product Owner Certification (Scrum Alliance)
- Scrum Master Certification (Scrum Alliance)

PROFESSIONAL EXPERIENCE



Ford , MI **Sr. Business Analyst**

OCT 2017–FEB 2020

Enterprise Provider Analytics project involves the creation of new Business Intelligence dashboards using MicroStrategy, Teradata and SQL server. BI dashboards include various provider and member related metrics aimed at reducing the cost of healthcare and improve the quality of care.

Responsibilities:

- Managed the operations of the team involving 10 -12 cross functional members of developers, testers and data analysts.
- Worked closely with the testing team to develop test cases and assist various testers during Integration testing, UAT testing and Smoke testing of Production releases.
- Organized and led agile / scrum meetings which include Daily scrum meeting, Sprint retrospectives, Sprint planning sessions, Sprint demo and Sprint retrospectives.
- Organized meetings during issue resolving, stakeholder management and assisted in development of organizational best practices.
- Prepared the BRD (Business Requirement Document), SRS (System Requirements Specifications), Entity relationship diagrams and data dictionaries.
- Extensively worked with offshore team and created weekly operational financial reports for higher management in order to enhance performance management during new business process implementation.
- Create and present Bi- weekly Sprint updates which include metrics like Sprint Velocity, Say - to do ratio, Burn down chart, Cycle time, Lead time and Feature burndown chart.
- Participated in Program Increment planning sessions every quarter and active member of the Agile center of excellence aimed at improving organizational processes / performance of project teams.
- Lead Daily Scrum meetings, Sprint planning sessions, Sprint Retrospective Sessions, Demo Sessions and coordinate Quarterly Program Increment planning sessions.
- Created Sprint reports to show the project progress and worked closely with the Senior management during the Quarterly Roadmap planning and assisted in creating Roadmap documentation.

Tools and Technologies: MicroStrategy, Teradata, Hyperion Essbase and Planning, SQL Server 2014/2016, Hadoop, MS Office, Visio, TFS.

Ford, MI **Sr. Business Analyst / Scrum Master**

FEB 2016- OCT 2017

Provide production support, maintain application performance, and resolve production related issues and coordinating with users

Responsibilities:

- Involved in the entire project life cycle till the deployment phase and release.
- Led initiatives which improved the performance by over 100%; upgraded client web applications to current industry security standards.



- Worked with a team to develop and support enterprise assets (e.g. frameworks, utilities, models).
- Quality analysis of changes for tHIBusiness Architecture components.
- Managed the Change Request backlog, to support Operating Model Artefact change cycle transparency, updates and publishing.
- Performed gap analysis assessments of strategies and existing operations to identify opportunities for alignment and improvement.
- Collaborate with teams to create specifications for reports, data mining and application enhancements.
- Refresh development and QA databases as per business request.
- Create storage groups, databases, tables/views, review and tune PLSQL, monitor database/code performance, develop and enforce database standards.
- Participate in the Oracle database system upgrades and installations.
- Collaborate with teams to create specifications for reports, data mining and application enhancements.
- Support JAVA, SQL and Oracle based business system.
- Perform analysis on customer requests and maintain proper communication with the customers.
- Do code deployment requests on PROD, QA and Dev.
- Work with ITO to support upgrades and enhancements to the infrastructure.
- Work with a global user base of 100+ end users.
- Handle complex programming assignments and mainframe applications using COBOL and DB2
- Researched COBOL and DB2 tables and layouts to meet business analysts testing and support needs.
- Assisted Supply chain analysts with automating reporting functionality using Power BI tools Power BI reporting, Dashboards & Scorecards (KPI) and MySQL, AWS & Data warehouse data sources.
- Created Power BI visualization of Dashboards & Scorecards (KPI) for Finance Department

Tools and Technologies: SQL Server 2008/2012, MS Office, Excel, PL SQL, COBOL, Visio, TFS.

Vanguard Corporation, Scottsdale, AZ

MAY 2014 – JAN 2016

Business Analyst

Vanguard Company is the biggest company in the finance sector in the city of Scottsdale. The company provides a comprehensive line of retirement plans, 401, investment, trust, and payment services to products to consumers, and businesses. The project Clarity objective was to enhance the customers for retirement plans.

Responsibilities:

- Produced 401 K Comparisons
- Maintained ten clients' relationship portfolios, five of them being highly profitable customers.
- Participated in developing new research tools to locate return items.



- Recommended feedback to managers for development of employee's appraisals.
- Correcting order errors, answering emails, updating order status, and other customer service duties.
- Coordinating between customers, internal teams, and the warehouse to resolve issues/complete orders.
- Overseeing team members to manage complicated special lock down and holiday shipping schedules.
- Updating first available appointments and discontinued tracker in a excel and
- Worked with sales reps to determine ship dates, production dates.
- Followed up with orders placed by dealers to assure product was delivered in a timely manner.
- Translated business requirements to data mining requirements by using different data analysis tools such as Tableau.
- Coordinated with DBA and Business objects designer group in solving various technical issues.
- Lead the configuration of the client's business process workflow repository utilizing various process modeling tools based upon my recommendations.
- Involved in creating automated Test Scripts representing various Transactions, Documenting the Load Testing Process and Methodology. Created meaningful reports for analysis and integrated the Performance Testing in the SDLC.
- Conducted Functional Walkthroughs, User Acceptance Testing (UAT), and supervised the development of User Manuals for customers.
- Used SQL to extract and collect data to generate reports using BI tools such as Tableau. Involved in understanding the reporting requirements and providing Tableau reporting solutions.
- Various versions of the documents are generated during the project were maintained and managed using Rational ClearCase and performed defect tracking using Rational Clear Quest.
- Created manual Test Cases in HP ALM for various user stories based on Release and Sprint Plan.

Tools and Technologies: MS Visio, MS Access, MS Excel, UML, JIRA, Clear Case, Rational Clear Quest, GAP Analysis, Business Objects.

Banner Health, Phoenix, AZ
Business Analyst

MAR 2012 - APR 2014

This project involves the Medicare Pharmacy(RX), Vision, Hearing, Dental and COB claims process documentation, analysis and implementation inbound and outbound transactions from various Healthcare providers and CMS.

Responsibilities:

- Performed Gap Analysis for HIPPA 4010 837P and 835 transactions and HIPPA 5010 837P and 835 transactions. Involved in impact analysis of HIPPA 5010 835 and 837P transactions sets on different systems (Local TPX 3270 vs NASCO TPX 3270);
- Maintain effective user relationships to provide system improvement and to enhance understanding of the user's business concerns, clarifying procedures to assure full user satisfaction, identifying training needs of users, developing and providing the necessary communications and materials to fulfill training needs;



- Developed business models, operating models, business cases and capabilities to support strategic vision. Identify strategies for growth and value creation. Ability to work independently, manage multiple task assignments and mentor junior staff;
- Developed process analysis, providing recommendations for new system design implement plans to enhance existing system's functionality and estimating for enhancements;
- Engage in proactive & effective issue/risk management. Issues/risks are clearly documented & escalated appropriately. Issues/risks are tracked & managed until closure or corrective action has taken place. Risk mitigation and potential process improvement plans are created & effectively utilized;
- Assist as the liaison to facilitate prompt claims issue resolution with end users on complex claims. Prepare standards for claims related service practices to ensure outstanding service delivery and expertise in the field;
- Accountable for understanding established architectural decisions, technical standards, governance processes, and defined analysis methodologies;
- Responsible for requirement analysis, planning, configuration, testing and implementing NASCO Benefit File system solutions that meet stated requirements and corporate policy;
- Worked on Medicare, Medical, Pharmacy (RX), Vision, Hearing, Dental and COB claims process documentation, analysis and implementation in 834/835/837/270/271 (X12/HIPPA 5010/4010 standards), inbound/outbound transactions from various Healthcare providers and CMS;

Harish Kiran

Professional Summary

- 5 + years of extensive experience as **Business Analyst/ System Analyst** with solid understanding of Business Requirements Gathering, Data Analysis, Data Modeling and Business Process Modeling.
- Expert in application/system development life-cycles; concurrent development strategies, process streamlining, iteration modeling, rapid application development (RAD), and waterfall, Agile and RUP methodologies
- Experienced in SQL Server Reporting Service (SSRS), Executing Queries and Running Store Procedures.
- Extensive Claim experience for Provider, Payer, Clearinghouses, Pharmacy Expert level knowledge of healthcare industry applications and processing, EDI transaction sets and formats.
- Experienced in customer/client interaction, deep understanding of business systems functionality and technicality.
- Implemented and maintained all EDI payer files for private, Medicaid and Medicare insurance plans
- Maintained burn down charts, sprint backlog and product backlog sheets used all SCRUM rituals such as stand-up meeting, Sprint planning, Sprint review and sprint retrospect
- Good knowledge of Facets like Claims, Membership, Billing and experience in end-to-end testing of these modulus.
- Experienced in creating Test Plans. Thorough hands on experience with designing test cases covering all test conditions and eliminating redundancy and duplications

Skill Matrix

Skill	Experience	Skill Level
Business System Analyst	5 + Years	Expert
Healthcare Industry	5+ Years	Proficient
Claims Enrollment & Billing	4+ years	Proficient
Medicare & Medicaid	2 + years	Proficient
Requirements Documentation (BRD)	6+Years	Expert
System Design Documentation (SRS)	5 +Years	Expert
Jira	3+ Years	Proficient
SQL,ETL	4+ Years	Proficient
QA (Test case development)	3+ Years	Proficient
Agile Scrum	5 +Years	Expert
Waterfall	6+ Years	Expert

Affinity Health Plan, NYC, NY Business Sytem Analyst

Apr 2018 to Till Date

Affinity provides healthcare coverage through its Child Health Plus, Family Health Plus and Medicaid programs. Affinity Health Plan Implemented Facets Extended Enterprise (TM) administrative system, a new core system, with updated technology to allow for more efficient claims processing, membership enrolment and provider data maintenance. Facets was highly efficient, automated, customizable, and flexible, to help affinity tackle new business opportunities and compete successfully in a dynamic healthcare industry.

Responsibilities:

- Played key role in System Development Life Cycle Process consisting of: Design and Gap Analysis, Business Requirements, Systems Requirements, Test Criteria, and Implementation to have the outputs of project dealt with the automation of correspondence directed to Insurance policy owners.
- Involved in requirement gathering and database design and implementation of star-schema, dimensional data warehouse using Erwin.
- Extensively used Informatica client tools. The objective is to extract data stored in Oracle database, flat files to load finally into a single data warehouse repository, which is in Oracle.
- Led the development of a training program to train users on a custom web application and a Cognos ad-hoc reporting

environment.

- Used knowledge of Health Care Information Systems EMR model to develop proposed workflow in MS Visio.
- Owned the entire reporting process. Interacted with the ETL team, developer(s), management, and account holders to get the requirements, document them, design templates, and write specifications.
- Designed High level design, for New process, integrating with legacy and Facets
- Responsible for integrating with Facets .Designing test scripts for testing of Claims in Development, Integration and production environment.
- Conduct complex documentation and user needs analysis. Interface with team and staff to develop HL7 integration.
- Excellent in Developing and evaluating business process Models.
- Extensively involved in data modeling
- Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database
- Gathered requirements and modeled the data warehouse and the underlying transactional database
- Perform Gap Analysis of the processes to identify and validate requirements.
- Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
- Implemented data access, storage and validation routines on the database server using Procedural Language/Structured Query Language (PL/SQL).
- Involved in the testing phase right from the Unit testing to the User Acceptance testing.
- Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
- Successfully conducted JAD sessions, which helped synchronize the different stakeholders on their objectives and helped the developers to have a clear-cut picture of the project.
- Use Cases and other Process Flow Models were designed using Visio and Rational Rose.
- Involved in jobs and analyzing scope of application, defining relationship within & between groups of data, Star Schema etc
- Followed the UML based methods using Rational Software Modeler/MS Visio to create: Use Cases, Activity Diagrams / State Chart Diagrams, Sequence Diagrams, and Collaboration Diagrams.
- Tuned the batch programs and online transactions to alleviate performance problems..

**Texas Medicaid Health Plan, State of TX
Business System Analyst**

Jan 2016 to Mar 2018

The goal of TMHP is to establish as the standard of excellence in management of medicaid and healthcare services. TMHP partner with HHSC and state of Texas to deliver cost effective, customer focused medicaid and healthcare services through a commitment to continuous improvement, pragmatic technical solution and operational excellence.

Responsibilities:

- Prepared test Data sets and performed data testing using the PL/SQL scripts. Also used MS excel for data mining, data cleansing, data mapping, data dictionary and data analysis.
- Responsibilities include gathering business requirements, developing strategy for data cleansing and data migration, writing functional and technical specifications, creating source to target mapping, designing data profiling and data validation jobs in DataStage, and creating ETL jobs in DataStage
- Converted various SQL statements into stored procedures thereby reducing the Number of database accesses.
- Involved in creating documents and diagrams for Membership Enrollment according to the HIPAA 834 Compliance Standards for Membership Enrollment.
- Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams
- Used Query Analyzer, Execution Plan to optimize SQL Queries
- Reporting Business Intelligence for Medicare and Medicaid analytics performance reports.
- Documented defects in team track and followed up for defect resolution
- Created Business Requirement Document (BRD), Functional Requirement Specification (FRS) document, User Requirement Specification (URS) and Change Request (CR) document for system application development.
- Gathered requirements, organized team meetings requirements from business users such as insurance policy managers, generated business process models, & use-case models, and created business requirements document (BRD) & functional requirements document (FRD).
- Use Cases and other Process Flow Models were designed using Visio and Rational Rose.
- Prepared the functional test cases and performed the functional testing of the application using mock and live data at the back end.
- Assisted the EDI team in the development and documentation of the test strategies for the EDI transactions.
- Worked extensively with Use Cases, Process flows and Mapping specifications.
- Interacted with various cross-functional teams on building business use cases, and understanding expenses and revenue stream.

- Involved in mentoring specific projects in application of the new SDLC based on the Agile Unified Process, especially from the project management, requirements and architecture perspectives.
- Designed Use Cases and detailed Process Flow Models were designed using Visio and Rational Rose
- Communicated changes to requirements promptly and precisely to all personnel involved..

McKesson, Scottsdale, AZ
Business System Analyst

Sep 2014 to Dec 2015

Project 1: Indivior - INSUPPORT Healthcare Provider Portal and Patient Portal - SUBLOCADE

Project 2: ILUMYASUPPORT Healthcare Provider Portal

Change Requests: Multiple CRs on Web portals – Luncentis portal and MTPharma Portal

Current Project 3: INSUPPORT Healthcare Provider Portal and Patient Portal – PERSERIS

Responsibilities:

- Developed artifacts to drive discussion to ensure that all business needs are captured in requirements.
- Worked along with high-powered technical resources such as software architects, systems engineers and project technical leads to converge on a direction.
- Experienced in data integration, metadata management, ETL, data modeling tool sets
- Involved in extensive DATA validation using SQL queries and back-end testing
- Developed several detail and summary reports including line and pie charts, trend analysis reports and sub-reports according to business requirements using SQL Server Reporting Services (SSRS).
- Created ETL test data for all ETL mapping rules to test the functionality of the Informatica Mapping
- Substantial report development experience utilizing SQL Server Reporting Services (SSRS), Cognos Impromptu, and Microsoft Excel
- Conducted data mapping, data modeling, and data profiling using SQL, de-normalization models and created transformation logics
- Involved in capturing the requirements from users.
- Strong understanding of project life cycle and SDLC methodologies including RUP, RAD, Waterfall and Agile.
- Identified business process models for International Business in Asset Management, fixed income, and mutual funds
- Extensive experience working in back end tester by writing SQL Queries and PL/SQL scripts on large data warehouse systems involving Terabytes worth of data.
- Analyzed business process workflows and assisted in the development of ETL procedures for moving data from source to target systems.
- Documented requirements into actionable work and deliverables, coordinating with developers and configuration engineers to deliver against business expectations.
- Created of flow diagrams, process flows, screen mock ups and other types of system or process representations
- Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Creating, analyzing, and validating detailed functional specifications.
- Responsible for creating documents that define the User Interface of the portal.
- Worked on the System Design Documents that define the use case scenarios and business process flow of the web portal.
- Contributed during all phases of the development cycle (analysis, design, implementation, testing and deployment)
- Coordinated project delivery by participating in design reviews and walk-throughs to communicate systems design and validate proposed solutions
- Reviewed the data model and reporting requirements for Cognos Reports with the Data warehouse/ETL and Reporting team.
- Using Shared Containers and creating reusable components for local and shared use in the ETL process.
- Worked with data migration (ETL development), document data manipulation processes and scripts
- Facilitated the analysis and design phase, documented customizations, reviewed test scripts for all processes and customizations, coordinated system tests and tracking issues, coordinated the cut over process to production and performed post-production validation.
- Worked on full lifecycle product development, from requirements gathering and business case development to approvals, roll out and maintenance using AGILE methodology.
- Detailed User cases and documented product requirements and work flows.
- Followed AGILE methodology for the entire SDLC of all the projects

SKILLS:

Modeling Methodologies

Agile, Rational Unified Process (RUP) and Waterfall

Process/ Modelling Tools	Rational Rose, Requisite Web, Requisite Pro, SSIS ,DOORS, MS Visio, Lombardi
Databases	MS Access, SQL Server
Quality Management	HIPAA, CMMI, CMM
Languages	SQL, HTML, C, C++
Operating System	UNIX, LINUX
Office Tools	MS Word, MS Excel, MS PowerPoint, MS Access, MS Project, MS Outlook, SharePoint
Project Management	MS Project
Testing/Tracking Tools	WinRunner7.01, Test Director 7.01, HPQC, ALM, SOAPUI, QTP

Education

Bachelor's from St. Joseph's degree and PG College, Hyderabad, India - 2014

SUMMARY

Elicitation Techniques:	+7 years
UAT coordination:	+5 years
Salesforce CRM/Sales Cloud:	+3 years
Agile Scrum SDLC/ XP / Kanban/ Waterfall:	+4 years
HP ALM / Quality center:	+4 years
RALLY / SharePoint / Rally/Team Foundation Server:	+4 years
Data analysis, Data Mapping, ETL and ETL testing:	+5 years
SQLServer, Oracle 11g, IBM DB2, data modeling:	+4 years
ReadyAPI, SOAP UI, Selenium/UFT/TestComplete:	+4 year
Requirements Management:	+5 years
Rational tools (RQM, ClearQuest, ClearCase):	+2 years
Client-facing roles:	+6 years

CLIENTS WORKED

Federal Employees Program Operations Center (FEPOC) Washington DC	Nov 16 – Present
Medco Health Services, Franklin Lakes, NJ	Oct 14 – Nov 16
L.L. Bean, Freeport, ME	Jun 13 – Oct 14
Keurig Brewers and Coffee, Winooski VT	Jan 12 – Jun 13

EDUCATION

MS Computer Science, TUFTS University Boston MA	Dec 2011 – GPA: 3.4
B.E Electronics Engineering, NED University Karachi Pakistan	Dec 2008 – GPA: 3.1

TOOLS

AS400, Visual Studio 2010, Team Foundation Server(TFS), SharePoint, RALLY, Confluence, Oracle 10g/11g, SQL SERVER 2008/2012, TOAD, MySQL, MS Access, MS Project, VersionOne, Rally, DreamWeaver, Balsamiq, Informatica PowerCenter, SQL Server Management Studio 2012, MS Visio, SDLC (waterfall, Agile Kanban, Agile Scrum, RAD, RUP), Salesforce, Work.com, Visualforce (pages, components, controllers), Data loader, Sales cloud, Community Cloud, Workflows and Approvals, Custom objects, custom settings, Custom tabs, Apex Data loader, Reports and Dashboards, Change set.

WORK HISTORY

Sr Agile Business Analyst (Contractor), Federal Employees Program Operations Center (FEPOC)

Washington DC

Nov 16 – Present

The FEPOC is the solution and service provider of choice to the Federal Employee Program® and handles all the claims processing, Medicare pricing and Eligibility Rules implementation for the Office of Personnel Management (OPM).

Project 1: Worked to reverse engineer Master File Edits for claims processing improvements, and worked to propose future enhancements to the FEPDirect Express Claims Processing System and FEPDirect Retrieval Accumulators Screen

Project 2: Worked on NextGen seamless integration project to create new Member360 portal which provides a consolidated repository for use by the CSRs. The portal boasts a new and improved Dashboard using Salesforce CRM, Member Notifications, Health & Wellness milestones, Contract Events, Enrollment, Claims, ID cards and Individual and Family Accumulators. Data must be aggregated from multiple backend data sources such as MyBlue, Claims, Enrollment into the Salesforce-based Member360 portal. This portal will allow CSRs to facilitate service to members and providers, track and manage member inquiries, and take action on behalf of the members when requested.

- Act as a proxy product owner in an Agile environment. Represented the Director's Office requested enhancements.
- Facilitated prioritization of user stories with product owners and performed product grooming sessions with whole NextGen stakeholders on a weekly basis.
- Coordinated and managed team's physical Kanban board and held daily and weekly stand up meetings
- Helped improve the format and content of user stories
- Facilitated sizing and estimation of user stories, as well as identified risks, constraints and best mitigation best practices
- Utilized RALLY to maximize traceability of all epics and user stories

- Extensive experience in assisting Product Owner to write User stories and acceptance criteria. Using estimation techniques such as story pointing and T-Shirt Sizing to create project burn-ups.
- Presented new features to 50 Plans all across the United States in monthly Townhall meetings, and provided feedback to questions raised by downstream customers
- Worked with representatives of the Office of Personnel Management (OPM) and the Director's Office to baseline enhancements for future releases.
- Worked in Salesforce.com Application Setup activities and customized the apps to match the functional needs of FEPOC enrollment CRM enhancement.
- Worked on designing and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
- Used SalesForce Automation (SFA) for Enrollment Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
- Created and tested Salesforce CRM Workflows, Approval Processes, Validation Rules and Sharing & Security rules from client perspective and to find gaps in the requirements.
- Provided ongoing Salesforce.com maintenance and administration support services including periodic data cleansing, custom objects, workflows.
- Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
- Ownership of the complete end-end completion of user story including creating acceptance criteria, participate in Sprint Demos of user stories and approving of the user stories.
- Gap Analysis of client requirements, generated workflow process, flow charts and relevant artifacts using UML diagrams
- Excellent knowledge of Medicare (Part A, B, C and D) and Medicaid Health Insurance Policies and reimbursement forms
- Worked with HIPAA Team for RIMS Companion Guide of X12 ANSI 270/271 and 276/277 Companion guides for Professional and Dental claims. Cross-functional team member in the implementation of the ANSI X12 involving EDI 837 HIPAA compliance and EDI 835 Remittance Advice.
- Responsible for testing for NetworX Pricer Provider Agreements, rate sheets, qualifier groups, routing rules.
- Performed application configuration for Facets NetworX Pricer utilizing existing pricing arrangement available in various pricing systems. Worked with FACETS, e-Billing and EDI HIPAA Claims (837/835) processing.
- Worked with Cobol pseudo – code in mainframe (green screen) to perform code analysis.
- Worked on re-engineering Retroactive Enrollment Process, upgrading reports and interface layout enhancements.
- Conducted review and walkthrough sessions with the internal teams and the clients for sign – off.
- Performed testing on pricing changes and benefit configuration changes. Created and Update ContractIDs for testing business scenarios in Plan test environment, worked on Redirect Documentation and HELP application updates
- Customized RALLY implementation for better workflow and reporting
- Documented Scrum ceremonies and drafted epics, user stories and associated acceptance criteria for automating the request for more information process

System Analyst (Contractor), Medco Health Services

Franklin Lakes, NJ

Oct 14 – Nov 16

Worked on \$29.1-Billion-dollar merger between Medco Health Services (MHS) and Express Scripts Inc (ESI). Worked on building features and benefits in MHS that were being offered by ESI to their Pharmacy Benefits clients. Sole responsible for delivering the following features:

- Prescriber/Provider block based on 13 attributes set by Pharmacies (custom block lists)
- Detection of and processing of eligibility of benefits from a subscriber of multiple carriers with SINGLE card
- Gathered and documented business requirements, developed scope documents and maintained them in HP QC/ALM.
- Validated requirements by executing test cases for **pharmacy claims, NCPDP D.0** flat file formats, loops and segments of EDI file.
- Worked to streamline work flow processes, eliminate redundant data entry, and support patient communication activities. Worked extensively with SQL Server for data mapping and data validations using complex **SQL queries**.
- Tested new edits introduced by the new benefits build out such as drug-to-drug interactions, duplicate therapy, and dose checking through the use of third-party database files and reported bugs on **HP QC/ALM (Quality Center)**

- Understanding of mapping of ICD9 Codes to ICD 10 Clinical Modifications and Procedural Codes.
- Tested orders available for adjudication priced against pricing available from multiple third-party EDI Sources.
- Tested real-time interfaces with third-party payment processors to accept credit card and check payments from patients. Also tested manual and systematic write - offs and adjustments to outstanding balances triggered by payment data drivers
- Designed Data Flow Diagrams (DFDs), Entity Relationship Diagrams (ERDs) and web-page mock ups using modeling tools.
- Prepared Business Process Models that presented modeling of all the activities carried on by the business from the conceptual to procedural level.
- Worked on UAT test scenarios, test plans, and setup and facilitated walk-throughs with end-users
- Documented issues generated during UAT in Sharepoint and proposed work-arounds and future enhancements.
- Familiarity with various ETL, data warehousing tools such as Informatica.

Agile System Analyst (Contractor), LL Bean,

Maine

Jun 13 – Oct 14

- Worked to implement Custom Product Configurator for LLBean's web and Mobile App
- Worked to acquire new Affiliate Network Partner, analyzed their technical documentation and product features
- Participated in RFP process for new vendor for Custom Configurator (Fluid retail) and New Affiliate Network Partner (Rakataun LinkShare), performed data mapping, gap analysis, process re-engineering and performance optimization.
- Worked on implementation of Foresee Replay, an online surveying tool that records user browser session.
- Participated in daily scrum, sprint planning, backlog grooming sessions & sprint retrospectives.
- Worked to Ensure User Story documents and Interface Control Documents are updated with each release.
- Worked closely with sales team and business analysts to perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
- Worked on SFDC Security Model - Roles, Profiles, Permission Sets, OWD, Sharing, & User management (IAM).
- Created Visual Force pages that could be rendered as PDF's, built dashboard components and define email templates.
- Automated sharing rules whenever there is a new change in Sales teams instead of using an Apex trigger.
- Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
- Developed Wireframes using Visio, Balsamiq, draaq.io; prepared COMP diagrams using DreamWeaver, used RALLY for project tracking and Confluence for requirements gathering.
- Submit the stories for every Sprint and deliver the tasks based on the given sprint timelines in Rally.

Junior QA Analyst (Contractor), Keurig Brewers and Coffee,

Winooski VT

Jan 12 – Jun 13

- Worked on creation of web and mobile site for Green Mountain Coffee Roasters (GMCR) and Keurig™ Brewers.
- Worked as mobile tester and Device tester for the GMCR mobile app and the Keurig Responsive design website
- Helped maintain test scripts and SharePoint document resources
- Extensively did Exploratory testing to find bugs in the UI, in the business flow of the website
- Analyzed the variation between expected and actual results in case of failed test cases and reported bugs.
- Performed manual testing at all stages of development: test, QA, UAT, PROD
- Executed test cases manually and verified actual results against expected results
- Used VS 2008 Ultimate and VS 2010 testing suite to automate the testing of the website on different web browsers.
- Researched the powers of Selenium as a free-ware testing tool for mobile apps testing on PC based browsers.
- Performed Bug reporting, bug triage, dealt with production issues in RALLY.



Data Analyst

Client Information	Number of Hires	Year of Hires
Nikki Grant Vega Consulting Solutions, Inc. 3 Romaine Road Mountain Lakes, NJ 07046 Tel: 973-335-7800 Ext. 219 ngrant@vegaconsulting.com	3+	2020 - 2023

CAREER SUMMARY:

IT professional with **6 years' experience** as a **Data Analyst** in Healthcare industry with the strong ability to gather and document Business Requirements, proficient in SDLC life cycle, understand the workflow concept, ability to gather and document the 'As-Is' and 'To-Be' processes. Proficient in RDBMS, Data warehousing, Data mining, Data Security, Data Analytics, Data governance, Data visualization, Data mapping, Data profiling and Data modelling.

Summary:

- Expertise in Agile (Scrum), Waterfall and various Software Development Life Cycle (SDLC) processes and methodologies.
- Expert at interacting with stakeholders, Subject Matter Experts (SMEs) and end-users to understand, analyze, communicate and validate requirements using Joint Application Design (JAD), Joint Application Review (JAR) sessions.
- Experience developing insights across various areas of customer-related data: financial, product and marketing.
- Extensive experience as a Business/Data Analyst with expertise in data mining, data mapping, data profiling, data modelling, data quality and data warehousing.
- Experience in DAMA-DMBOK and best practices.
- Experience in Data modeling for Data Warehouse/Data Mart development, Data Analysis for Online Transaction Processing (OLTP) and Data Warehousing (OLAP)/Business Intelligence (BI) applications.
- Expertise with Microsoft SQL Stack including SQL Server Reporting Services (SSRS) & (SSIS)
- Experience in providing on-going analytical support system working of the data management, technology and modeling to address client issues regarding advertising, media, and new products.
- Created, documented and maintained logical and physical database models in compliance with enterprise standards and maintained corporate metadata definitions for enterprise data stores within a metadata repository.
- Established and maintained comprehensive data model documentation including detailed descriptions of business entities, attributes, and data relationships.
- Interacted with client regarding project status and feedback on UAT and discussed the information with the development team.
- Strong Knowledge of Business Intelligence, Data Warehousing, Data Mart tables and Business Architecture.
- Performed in depth gap analysis to analyze/compare the As-Is and To-Be compatibility of existing system infrastructure with the new business requirements.
- Organized weekly project status meetings and task review meetings, documented and disseminated meeting minutes effectively.

TECHNICAL SKILLS

Operating Systems	Windows, LINUX
Database	SQL Server, Oracle 10g, MySQL, Teradata
Financial	SAP, Oracle Financial
Reporting Tools	SSRS, PowerBI, SAS
Cloud	Azure, AWS
Integration tools	SSIS, Informatica
Programming	Java, Python
Microsoft	Office 365

PROFESSIONAL EXPERIENCE

American Red Cross, Fairfax Virginia

Jun 2019 – Present

Data Visualization Analyst

Used Microsoft PowerBI in series of projects to Develop data literacy across the Organization through storytelling and data Visualization. We work in a team environment supporting the analysis and dissemination of meaningful and valuable information to American Red Cross leadership in support of the situational awareness and disaster Prevention. We turn data into information and information into stories through the use of PowerBI/SQL Server/Excel. We use data analysis, statistics and Visualization tools to help decision-makers at all levels of the organization to make better decisions.

Responsibilities:

- Created and Developed PowerBI Visualization using KPI Bands, Comparative charts, Time Series, Distribution charts, Geospatial Charts and Pie/Radical Charts.
- Created Visualization using integrated Analytics in PowerBI Desktop by using Worksheet Summary card, and also used Advanced Statistical Tools such as customizing Box plots and creating confidence Intervals.
- Consistently attended meetings with the Client subject matter experts to acquire functional business requirements to build the dashboards to satisfy the business needs.
- Used ETL (SSIS) to develop jobs for extracting, cleaning, transforming and loading data from various sources to various destinations.
- Responsible for creating reporting data model as per the requirements. Experienced in constructing UX (User Experience) frameworks for desktop and mobile platforms.
- Designed, Developed and Maintained PowerBI Functional Reports based on user Requirements.
- Create dashboards based on text analytics to explore topics present in our large amounts of qualitative data.
- Worked on providing Meaningful Context to Visualization by using Tools such as Labels, Annotations and Tooltips.
- Designed and Developed appropriate Layout for Dashboard based on Data Communication Tools.
- Used Teradata SQL and SQL Server for extracting the data source for Business Intelligence (BI) creating dashboards and visualization.
- Involved in testing the SQL Scripts for report development, PowerBI reports, Dashboards, Scorecards and handled the performance issues effectively.
- Worked on Cluster Analysis and Level of Detail Calculations.
- Managed reporting of the day-to-day activities based on the scope, budget, and schedule constraints.

Environment: Teradata SQL, Power BI, ArcGIS, SQL Server, DWH, MS Office 365, Windows.

CareSource, Dayton, Ohio

Jul 2017 – Dec 2018

Data Analyst

I worked as a Data Analyst on Provider information delivery team, Health care application Dashboard and involved in troubleshooting and resolving errors in 834 and 820 transactions for health insurance exchanges and performing root cause analysis.

Responsibilities:

- Designed and developed project document templates based on SDLC- Agile/Scrum methodology.
- Attended Scrum meetings, which included Sprint Planning, Daily Scrums or Stand-ups, Sprint Check-In, Sprint Review & Retrospective.
- Gathered Requirement from the Client to fulfill the Application need for FACETS Implementation.
- Performed Data Analysis and Data validation by writing SQL queries.

Addis Amsalu

- Role involves working directly with senior managers on a regular basis, collaborating with colleagues across business lines and regions. Assisting business leaders to shape the desktop product strategy
- Created Data Stage jobs to extract, transform and load data into data warehouses from various sources like relational databases, application systems, temp tables, flat files etc.
- Developed SQL queries combining multiple fact tables with multiple dimension tables.
- Worked closely with business power users to create reports/dashboards using tableau desktop.
- Worked on Data-Integration, Data Mapping, Data Profiling and Data Warehouse access using SQL, ETL process.
- Utilize SQL server to run basic queries and obtain necessary data for Medicaid and Medicare Encounters.
- Advanced the data analysis and reporting skills using SQL server Data Tool (SSRS) and Tableau Desktop.
- Identify capability gaps between current and desired state (system capacity & emerging technologies)
- Participated in technical discussions with the Team Lead that led to the improved design of the existing Info view folder structure and scheduling automation to distribute reports to end users.
- Performed data queries for backend using complex SQL queries, to validate the consistency of the data.
- Created Complex SQL Queries using Views, Indexes, Triggers, Roles, Stored procedures and User Defined Functions. Worked with different methods of logging in SSIS.
- Monitoring key product metrics, understanding root causes of changes in metrics
- Expertise in Change Management, Issue/Risk Management and Quality Management. Resolved issues reported by customers on various aspects of products (Enhancements, Defects, Change Requests).
- Analyzed SSIS packages with which data resources such as Excel, Flat file, and SQL data were imported daily.
- Developed several detail and summary reports including line and pie charts, trend analysis reports and sub-reports according to business requirements using SQL Server Reporting Services (SSRS).
- Facilitated meetings with the technical team and client team to analyze the current process and gather requirements

Environment: Agile/Scrum, FACET, HIPAA, EDI X12, Python, HP ALM, SSIS, SSRS, Medicaid/Medicare, ETL, Power BI, SQL, DWH, UAT, MS Office, Windows.

Verisk Health., Richmond, VA

Dec 2014 – Jun 2017

Data Analyst

The project aimed at fixing the Medicaid / Medicare membership to synchronize with State and Vendor. It also included adding some error prompts to adjudication system and automating reports.

Responsibilities:

- Gathered requirements by coordinating with external vendor, and internal team.
- Research and analyzed current multiple external customer facing self-service products, web applications.
- Included data lineage, governance, tracking and resolution of issues and defects using SDLC, production of project status reports.
- Created Data Mapping Document and Metadata for the Enterprise Data Warehouse (EDW).
- Develop Tableau dashboards using multiple data sources, creating calculations, parameters, and interactive filters.
- Implementing Backup and Recovery Strategies based on Business requirements.
- Worked on Data mapping, logical data modeling used SQL queries to filter data within the Oracle database
- Worked within an agile scrum team to include a Scrum Master, Product Owner, business analyst, test analysts, application developers and client counterparts to design and deliver new products or capabilities in an iterative, continuous fashion
- Designs and develops the logical and physical data models to support the Data Marts and the Data Warehouse.
- Tested Group set up data updates by comparing requirements, portal updates and concurrent database and Mainframe updates.
- Assisted the QA personnel in the creation of Test Cases using Quality Center.

Addis Amsalu

- Defined and analyzed test cases, test scripts, bugs, interacted with QA/ development teams in fixing errors and conducted User Acceptance Test (UAT).
- Coordinated and prioritized outstanding defects and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines
- Worked with Medicare and Medicaid Encounter Pro to obtain Encounter from the main server to be submitted to Medicare and Medicaid.
- Review vendor files for any errors, missing segments, and for missing data on X12 file. Ensure file has complete data before encounter can be submitted to Medicare and Medicaid.
- Daily and weekly status reporting to senior management.

Environment: Agile/Scrum, Quality Center, UAT, HIPAA, EDI X12, Medicaid/Medicare, Tableau, OLTP, ETL, SQL, SSRS, Metadata, Enterprise Data warehouse (EDW), Erwin, MS Office, Windows.

Assurant health, Miami, FL

Jul 2013 – Nov 2014

Data Analyst /Data Modeler

I was a part of data ware house project. This project was done to make centralized data ware house for the health care data to separate from operational data to support decision making, reporting and analysis. Operational data was stored on various systems made in Oracle, MS Sql server, flat files. The data was consolidated using Dimensional modeling into warehouse made in Teradata. We did data mining, data analysis, data profiling and data mapping

Responsibilities

- Updated and captured latest Metadata and reconciled existing Data Dictionaries for Organization, Integrity Checks and Relationship Accuracy.
- Managed Data Content by researching existing Data Flow Diagrams, Data Stores, Data Models, Data Qualification and Standardization rules, and Systems Documentation Maintained Stored Procedure Documentation Standards across the team of developers.
- Wrote SQL queries using derived tables and joins to extract data from the database.
- Performed data extraction from different source systems (flat file, RDBMS, Excel).
- Worked on Erwin and ER Studio in both OLAP and OLTP applications.
- Created pivot tables in Excel by getting data from Teradata and Oracle
- Created temporary and permanent tables in Oracle. Maintained data consistency and referential integrity.
- Performed data extraction from different source systems (flat file, RDBMS, Excel).
- Used the Informatica to develop processes for extracting, cleansing, transforms, integrating and loading subscriber data into data warehouse database. (ETL)
- Created and executed detail function test script and test cases based on the business requirements.
- Worked with ETL testing for Data Completeness, Data Transformation & Data Quality.
- Prepared Logical Data Models that contains set of Entity Relationship Diagrams and Data Flow Diagrams and supporting documents and descriptions of the Relationships between the data elements to analyze and document the Business Data Requirements.
- Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance Testing.

EDUCATION:

BSC in Computer Science 2013 SRI SAI College

B.A in Accounting & Finance 2006 Mekelle University

Darrin Tate

Summary:

A Data Analytics and Finance Professional with years of relevant experience. Acknowledged for a proven aptitude in written and verbal communication, effective root cause analysis, and consistently providing support delivering business results with a commitment to efficiency and excellence. A multilingual team leader with a training/process improvement background.

Areas of Expertise:

Quality Assurance / Departmental Reporting / Process Improvement / Contract Management / Finance & Accounting / Revenue Cycle / Documentation Specialist / Customer Relations

Technical Skills:

- ❖ Microsoft SQL Server Database
- ❖ Microsoft Office Suite (Word, Excel, Access, & Powerpoint)
- ❖ Logi Analytics
- ❖ Epic Electronic Health Record (EHR) System
- ❖ MD Clarity
- ❖ Intergy - Greenway Health
- ❖ Cerner Millennium PowerChart – Electronic Health Record
- ❖ HBOC STAR Financial System
- ❖ GE Healthcare Interpretive Data Exchange (IDX) System

Experience:

FEMWELL GROUP HEALTH

10/2017 – present

Data Analyst

- ❖ Conduct analytical studies of large and complex financial data sets using Structured Query Language.
- ❖ Perform trend analysis and maintain financial models to compare the profitability of network contracts across service lines and support contract negotiations.
- ❖ Develop reimbursement rate tables for multiple carrier agreements across more than 200 internal provider offices and adhere to contractual stipulations, local and state guidelines.
- ❖ Serve as a Subject Matter Expert for MDClarity application intended to simplify payment analysis and reporting projects.
 - Research and evaluate current business practices and offer recommendations to improve processes while maintaining compliance.
- ❖ Create reports and dashboards to be presented to upper management and company stakeholders.
- ❖ Complete ad-hoc analysis requests and convey results in a clear and easily understandable manner for both technical and non-technical audiences.
- ❖ Document and regularly update departmental procedures in user guide.
- ❖ Track technical support tickets using Microsoft Excel, provide login instructions and credentials, grant and restore user access for company's mobile health application.

UNIVERSITY OF MARYLAND MEDICAL SYSTEM

01/2008 – 05/2017

Financial Data Analyst

- ❖ Extracted and compiled data from several disparate sources to pinpoint high-cost items that affect established rates and contract performance.
- ❖ Developed and maintained tracking system/database in Microsoft Excel to identify patterns and increase the efficiency of high-level charge analysis and pricing projects.

- ❖ Verified accuracy and compliance of data for annual corporate audit of more than \$8M in billed revenue.
- ❖ Analyzed monthly and quarterly financial reconciliation reports of \$15M in services for quality assurance and provided accounts' status in the revenue cycle to senior management.
- ❖ Queried claims and other patient-level detail to better understand data and improve decision support.
- ❖ Effectively interpreted and addressed complex inquiries as a liaison between clinicians, administrative staff, billing entities, third party administrators and payers.
- ❖ Identified workflow gaps to sharpen the patient identification process, data collection and timely reimbursement of over \$30M in services annually.
- ❖ Collaborated with Information Technology staff to test upgrades in GE IDX and HBOC STAR, diagnose user errors and improve the mapping of system entries.
 - Increase in productivity, reduction in redundancy and failed edits by 45%.
- ❖ Empowered staff by leading individual and group training sessions on how to maximize use of internal and external web-based payer, provider and other vendor applications.

Worldwide Assistance Services

04/2006 – 10/2007

Transport Claims Invoice Specialist (09/2006 – 10/2007)

Medical Claims Examiner (04/2006 –09/2006)

- ❖ Researched, analyzed and resolved outstanding items within three months of assuming position, resulting in a decrease in Accounts Payable by 20%.
- ❖ Consistently achieved monthly Quality Assurance results of 98-100%.
- ❖ Timely reconciled corporate expenses related to domestic and international medical transports for journal entry recording.
- ❖ Audited, processed, and electronically submitted invoices for payment on behalf of allied companies and international agents.
- ❖ Implemented contractual agreements from various agencies and followed established procedures.
- ❖ Submitted approved bills and cancellation requests electronically to Preferred Provider Organizations for discount processing.
- ❖ Proactively responded to client and provider inquiries regarding claims and eligibility.

Education:

- ❖ OBERLIN COLLEGE – Oberlin, OH, Bachelor of Arts.
- ❖ COMMUNITY COLLEGE OF BALTIMORE COUNTY – Baltimore, MD, Health Information Technology.
- ❖ BALTIMORE CITY COMMUNITY COLLEGE – Baltimore, MD, Accounting.

TEGA GHENOVO

Summary

IT professional with 5 years' experience in Healthcare, Banking and Finance domain. A motivated, teamwork-oriented Data analyst with significant experience in collecting, analyzing and interpreting various types of data. Proven ability to learn, utilize in-house tools as well as extract and manipulate data from RDBMS in order to make cutting-edge and economical decisions to maintain strategic vision of the organization and link it with daily task. A wonderful team player who can relate and work efficiently with diverse groups.

Skill Summary

- Self-motivated individual with strong communication skills, great attention to details and the ability to work under pressure.
- Detailed oriented, thorough and vigilant to collect all necessary data without missing critical components
- Great understanding and knowledge of Medicare/Medicaid regulations and basic research principles/methodologies.
- Enthusiastic and friendly team player who can motivate colleagues and contribute to shared objectives in efforts to accomplish departments goals
- Competent communicator and confident presenter to report analytics findings to members of senior management
- Possess a strong ability to adapt and learn new technologies and new business lines rapidly.
- Great understanding of SDLC methodologies such as Waterfall and Agile for implementing Business projects.
- Knowledge on reporting tools like Tableau, SAS, Power BI
- Possess strong computer and office administration skills with a vast knowledge of Windows and Microsoft Office Suite (Word, Excel, PowerPoint, Access, and Visio).

Technical Skills

Agile, RDBMS, Tableau, Power BI, SQL Queries, MS SQL Server, SQL Server Database, Oracle DB, JIRA, SharePoint, Erwin Tool, Flat File.

Professional Experience

Data Analyst/Tableau Developer

Kaiser Permanente Healthcare,
New Carrollton, MD

May 2018 to Present

- Possess strong ability in developing SQL queries to extract, manipulate, and to calculate information to fulfil data and reporting requirements including identifying the tables and columns from which data is extracted.
- Created Tableau scorecards, different dashboards using stack bars, bar graphs, scattered plots, geographical maps, heat maps, bullet charts, Gantt charts demonstrating key information for decision making.
- Documented a whole process of working with Tableau Desktop, and evaluating Business Requirements.
- Wrote complex SQL queries and optimized queries for performance tuning
- Ensured all project requirements and objectives are properly documented and pursued
- Performed presentation for stakeholders, clients, department management and recommends solutions or actions based on that our findings.
- Analysed reporting requirements and develop various Dashboards
- Wrote complex queries to fetch data from different table by using JOINS
- Experience in creating Filters, quick filters, table calculations, calculated measures and parameters.
- Extensively performed Data Profiling for accurate and better reporting and analysis.
- Performed Data cleansing and blending of multiple data sources to allow for different views on application data in a single dashboard
- Wrote complex multiple queries for Ad-hoc Reports and Quarterly reports
- Performed ad-hoc reporting analysis as well as manipulate complex data on MS SQL server.

Data Analyst/ETL Developer

Aetna Healthcare,
McLean, VA

June 2016 to April 2018

- Performed Data extraction, Data transformation and loading of data from different source systems like flat files, Excel, SQL Server.
- Wrote complex SQL queries using advanced SQL concepts like Aggregate functions.
- Experienced in Data mapping, Data transformation between sources to target data models.
- Utilize SSIS for ETL data migration of EDI 837 and 835 files from various Sources to MSSQL database
- Prepares reports derived from our analytical results, highlighting implications of findings with powerful data visualizations of graphs, charts, and metrics on dashboards or reports using tools like Tableau or Power BI.
- Extensively used SSIS transformations such as Lookup, Derived column, Data conversion, Aggregate, Conditional split, SQL task, Script task and Send Mail task etc.
- Developing visual reports, dashboards and KPI scorecards using Power BI desktop.
- Created detailed and standardized design specifications for extraction, transformation and load processes
- Utilise SAS, and other software, to provide ad hoc reporting, tables and listings and graphs for clinical trials data, regulatory submissions and publications.
- Connecting to data sources, importing data and transforming data for Business Intelligence with excellent in analytical thinking for translating data into informative visuals and reports in Power BI.
- Utilised Advance analysis Actions like Calculations, Parameters, Background images, Maps, Trend Lines, Statistics, and Log Axes, Groups, hierarchies, sets to create detail level summary reports and dashboards using KPI's.
- Interacted on a day to day basis with several different groups in order to achieve a common deliverable.
- Produced Logical Data Models/Physical Data Models.

Data Analyst

Wood Forest National Bank,
Woodlands, TX

June 2015 to May 2016

- Wrote queries to fetch data from different table by using JOINS, Sub-queries, Correlated subqueries
- Performed daily data manipulation using SQL and prepared reports on weekly, monthly, and quarterly basis.
- Involved with DBA group to create Best-Fit Physical Data Model from the Logical Data Model using forward engineering with Erwin tool.
- Analyze and present of data beyond the numbers and help inform, influence, support, and execute contract deliverables
- Develop trend reports to identify potential program or systematic vulnerabilities
- Used Excel functions to generate spreadsheets and pivot tables
- Identified, analyze, and interpret trends or patterns in complex data sets
- Performed and validate ad-hoc data requests as needed by various internal departments
- Wrote complex SQL queries and scripts to extract and aggregate data to validate the accuracy of the data
- Aided team in data collection to be used for Tableau visuals
- Conducted presentations to other lines of business as a meta role to show value of Tableau/Power BI as a BI tool
- Perform research into the data and uncover meaningful insights on possible trends using various business intelligence tools such as SQL Server, Power BI, Tableau, Excel.
- Perform data manipulation operations like import/export data from various external file formats using SSIS
- Create weekly, monthly and quarterly summary reports/presentations

Education

Bachelor's degree in Computer Science

University of Ado-Ekiti, Nigeria



Network Engineer

Client Information	Number of Hires	Year of Hires
EA3 Solutions Emlak Sam Recruiting Lead esam@ea3solutions.com	3+	2021

Bernard Vincent Morrison

Professional Summary:

Dedicated and highly skilled Network Operations Center (NOC) Engineer with over 20 years of experience in designing, implementing, and maintaining robust network infrastructures. Proficient in monitoring, analyzing, and troubleshooting complex network issues to ensure optimal performance and reliability. Adept at utilizing cutting-edge tools and technologies to proactively identify and address potential issues, minimizing downtime and enhancing overall network efficiency. Possess strong collaboration and communication skills, fostering effective teamwork with cross-functional teams to achieve organizational objectives. Committed to staying abreast of emerging trends in networking and technology to provide innovative solutions and contribute to continuous improvement. Proven track record of delivering exceptional results in fast-paced, high-pressure environments. Seeking to leverage expertise in NOC operations to contribute to the success of dynamic and forward-thinking organizations.

Education:

Embry-Riddle Aeronautical University 1982 to 1985
Aeronautical Science

Falls Church H.S. 1982
High School Degree

Professional Skills:

- Network Monitoring and Management
- Troubleshooting and Issue Resolution
- Network Infrastructure Design and Implementation
- Security Protocols and Practices: TCP/IP
- Collaboration and Teamwork
- Proactive Monitoring and Alerting
- Documentation and Reporting
- Change Management
- Continuous Learning and Adaptability
- Customer Service and Communication
- Incident Response and Disaster Recovery
- Quality Assurance and Performance Optimization
- Basic Linux/UNIX Commands
- Exceptional and award-winning customer satisfaction
- Excellent in Incident Management
- Competent in network configuration management, and all maintenance issues
- Experienced with LEC / IXC / ISP / Vendor Operation & Interaction
- Experienced in TDM, SS7, and IP network troubleshooting
- Experienced in Data Center Operations
- Proficient with Netcool, Spectrum, Remedy, Splunk, Solar Winds, Service Now
- Proficient in Microsoft Word, Excel, PowerPoint, One Note
- Experienced in analyzing and interpreting various network protocol data.

Certifications:

- Juniper | JNCIA R&S | Sep 2020
- Cisco | CCNA Cisco Certified Network Associate, R&S | Nov 2015
- Cisco | CCNP: Expect Encor 350-401 by 6/30/24
- Tekelek | Eagle STP Troubleshooting (TNS Non-Certificate) | Oct 2010
- Nortel | DMS-300 Translations | June 1996
- Nortel | DMS-250 Translations | June 1995
- Tellabs | TITAN 5500 (DACs) C&W Operations | 1994
- Cable and Wireless proprietary certifications:
SST Operations, SPC Operations; Transmission Theory; H.S. Digital MUX

Network Operations Center Technician DSI TECH

**Sept 2022 to Feb 2024
Ashburn, VA**

- Monitor and act upon network alarms.
- Utilize Solar Winds Orion network monitor and alarm system.
- Utilize the Service Now ticketing platform.
- Handle incoming calls and emails from customer and vendor partners.
- Work, own, and resolve all customer issues to SLA expectations.
- Conducted in-depth troubleshooting and root cause analysis, resolving complex network issues promptly.
- Implemented and maintained network monitoring tools to proactively identify potential problems.
- Led initiatives to optimize network configurations for improved efficiency and cost-effectiveness.

Quadrant NOC Technician Quadrant – GTL

**Jul 2021 to Dec 2021
Virginia**

- Monitor and act upon network alarms.
- Utilize Solar Winds Orion network monitor and alarm system.
- Utilize Service Now, Remedy, and other ticketing systems.
- Handled incoming calls and emails from customer and vendor partners.
- Worked, owned, and resolved all customer issues to SLA expectations.
- Managed day-to-day network operations, including configuration, monitoring, and maintenance tasks.
- Performed switching technology administration including VLANs, Inter-VLAN routing, Trunking, and port aggregation in the LAN environment.
- Performing troubleshooting on slow network connectivity issues, and routing issues involves OSPF.
- Performed smart hand support by identifying the root cause of the hardware issues with switches, and routers.
- Design, implementation, and operational support of routing/switching protocols in complex environments.
- Implemented Redundancy using HSRP Protocol on Core and distribution switches.
- Collaborated with leading vendors in the telecom industry to implement cutting-edge 4G and 5G technologies.
- Maintained detailed documentation of network configurations, changes, and troubleshooting procedures for 4G and 5G networks.

- Configuring and troubleshooting Layer 3 routing protocols such as EIGRP, OSPF, and BGP, TCP/IP.
- Integrated TCP/IP with various routing protocols, such as OSPF and BGP, ensuring seamless communication across complex network topologies.
- Extensive experience in diagnosing and resolving issues related to TCP/IP, routing, switching, LAN/WAN, and Ethernet technologies.
- Coordinated with Network Administrator regarding BGP/OSPF/EIGRP routing policies and designs, and worked on implementation strategies.
- Implemented network security measures, including firewalls, VPNs, and intrusion detection systems.
- Collaborated with vendors to evaluate and implement new technologies, ensuring the organization remained on the cutting edge.

IP Technician II – Network Operations
Sprint

Aug 2015 to Sept 2020
Reston, VA

- Monitor and act upon myriad network alarms, including, but not limited to:
 - Cisco CE and PE routers.
 - Juniper PE routers.
 - Multiple proprietary devices, platforms, and services.
- Prioritize and work both proactive and customer-generated trouble tickets.
- Respond to customer inquiries and issues from e-mail, phone, and Sprint web portal.
- Proficient in 4G LTE and 5G NR (New Radio) protocols, including a deep understanding of LTE Advanced Pro and 5G specifications.
- Understanding and hands-on experience with Splunk in the context of Security Information and Event Management (SIEM). This includes utilizing Splunk for real-time analysis of security alerts generated by applications and network hardware.
- Work, troubleshoot, and escalate all issues with vendors to ensure timely resolutions to meet customer expectations.
- Work closely with peer groups and higher-level technical groups on both customer and network issues.
- Train, mentor, and motivate junior technicians.
- Responsible for Configuration and modification of ACL rules (extended ACL) in firewall and router.
- Experienced with LAN protocols like STP, RSTP, MST, VTP, VLAN and Port Channel Protocols like LACP, and PAGP.
- Proficient in TCP/IP protocol suite.
- Strong understanding of the OSI model and its application to networking.
- Experience with IPv4 and IPv6 addressing, subnetting, and routing.
- In-depth knowledge of TCP, UDP, ICMP, and other transport layer protocols.
- Worked extensively in Configuring, Monitoring, and Troubleshooting Cisco's ASA 5500 with ACL, NAT, Object Groups, Failover, and Multi-Contexts.

*Disclosure: Began as a contractor through LanceSoft, INC. Made Sprint Associate April 2017

SS7 NOC Supervisor
Transaction Network Services

Aug 2010 to Aug 2014
Reston, VA

- Monitor and manage the workload on the TSD Desk to ensure that the work is appropriately distributed

- Ensure that staffing and skill levels are maintained throughout operational hours
- Supervision of technicians including performance management activities
- Act as an escalation point and assist technicians in providing first-line support as needed
- Produce statistical reports as directed by management
- Troubleshooting circuits (DS0, T1, DS3, OC-X, etc.) SS7, wire line, and wireless services.
- Extensive experience in diagnosing and resolving issues related to TCP/IP, routing, switching, LAN/WAN, and Ethernet technologies.
- Troubleshooting and analyzing GSM, CDMA, IS41, LNP, CNAM, LIDB, and CLASS protocols.
- Provide direct support to internal and external customers to mitigate service impact resulting from network events. Provide protocol analysis support for SS7, wireline, and wireless services.
- Responsible for monitoring network surveillance systems, and responding to alarms and error conditions. Performing routine and corrective maintenance on network elements to include: SS7 links and SS7 routing and screening for ISUP, TCAP, and GTT.
- Working knowledge of SS7 Protocols and SS7 network elements. Proficient in SS7 message analysis using PIC and INET protocol analyzers.
- Experience with Cisco switch and router interface configuration.

NOC Manager
ARBINET

Jun 2000 to Sept 2008
Herndon, VA

- Managed the operations of 10 to 17 team members in Customer Service, Network Operations, and Corporate Communications.
- Created infrastructure for NOC staff.
- Liaised with carriers, entailing the establishment of procedures between the two centers on how circuit outages will be handled.
- Measured and provided monthly reports on circuit and network availability.
- Established goals and objectives for the group.
- Ensured that all new equipment and services were operationally supported.
- Scheduled and notified customers of all maintenance activities.
- Ensured that senior management was aware of any network activities that could be business-impacting.
- Identified IT requirements and enhancements for automating and making NOC more efficient.
- Configured both Nortel and Cisco PBX to include user administration
- Identified staff and system requirements needed to accomplish key functional goals
- 24 x 7 on-call support

Director – Switch Engineering
NET2000

Dec 1999 to Jun 2000
Herndon, VA

- Served as Senior Switch Tech Performance & Implementation Engineer (2G3G4G - NSS/OSS/BSS), with responsibilities that comprised project management assistance, network expansions, operating and maintaining AXE MSCs, BSCs and VLS/HLRs, RNC, Alcatel ATM, DACS, and MGWs, Nortel NMS, Tellabs 5500, Cisco routers and over 700 Nodes B.

- Assigned to expand and improve the quality of the San Diego Cellular System.
- Liaised extensively with integration crews.
- Demonstrated understanding of how TCP/IP protocols align with the OSI model.
- Experience with network virtualization technologies such as VLANs and VXLANs.
- Led and directed teams of technicians and engineers.
- Performed extensive cell site and switch troubleshooting while turning down networks several times from GSM 2G to 4G and integrating to 3G and 4G networks, along with additional GPRS, UMTS node, and HSPA+ turn-ups.
- Orchestrated site-by-site turn-up of new GSM, UMTS, and HSPA+ nodes while monitoring and ensuring existing GSM and UMTS live traffic was not compromised.
- Supported Field Engineers to bring up new 2G, 3G, and 4G sites.
- Directed 4 departments:
 - DMS Switch Translations,
 - SS7 Infrastructure, and 911 service implementation.
 - Field Operations
- Directed NPA/NXX administration and Fraud Control.
- Charged with 24x7 on-call support.

Sr. Manager – Configuration Management
CABLE & WIRELESS, IN

Jun 1998 to Nov 1999
Tysons Corner, VA

- Managed 3 departments:
 - DMS Database Translations,
 - Domestic and International switch routing
 - Data Configuration.
- Responsible for training and mentoring junior managers.
- Provided 24/7 on-call support.

Switch Engineer
TELEGLOBE, INC – McLean, VA

Sept 1996 to Jun 1998

- Managed all aspects of switch translations and routing in the DMS300-based switch network.
- Applied knowledge of numerous international circuit protocols in switch translations.
- Worked closely with vendors in SS7 trunk set up, CIC / Route set creation, etc.
- Provided 24x7 on call support

Kester Onyema

Professional Summary:

Results-driven Senior Network Engineer with over 16 years of extensive experience in designing, implementing, and managing complex network infrastructures. Proven track record in network architecture, monitoring, system installation, and proficient administration of Local Area and Wide Area Networks (LAN/WAN). Adept at troubleshooting and optimizing network performance, with a comprehensive understanding of TCP/IP, Cisco Networks, Juniper Campus Switching, and a range of routing protocols including IGRP, EIGRP, EGP, OSPF, MPLS, BGP, and IS-IS.

Specialized expertise in the deployment and maintenance of Software-Defined Wide Area Networking (SD-WAN) and Application Centric Infrastructure (ACI) configurations. Well-versed in cutting-edge technologies, including CLOUD, SECURITY, Telecommunication, Satellite, and Artificial Intelligence-based solutions, showcasing a commitment to staying ahead of industry trends.

Proactive team player with a demonstrated ability to lead and collaborate effectively, both within groups and while working independently with minimal supervision. Exceptional communication skills and a solution-oriented mindset contribute to successful project outcomes. Proficient in TCP/IP networking, with a focus on optimizing routing and switching protocols to ensure seamless and secure data transmission. Committed to optimizing network performance, ensuring security, and delivering innovative solutions that align with organizational goals. Ready to leverage my extensive experience to drive excellence and efficiency in network engineering.

Education:

Bachelor of Science in Computer Science

Enugu State University of Science & Technology

Professional skills:

Networking Technologies:

- Cisco IOS Routing and Switching
- Unified Communication
- Cisco Prime Infrastructure
- TCP/IP
- VLANs, VTP, 802.1.Q
- STP, RSTP
- EIGRP, OSPF
- MPLS, Layer 3/Multi-layer Switching
- EGP, BGP, RIP
- GPON, EPON
- 802.11, 802.1X
- IP SLA
- HIPAA Compliance

Virtualization and Cloud Computing:

- UNIX
- Virtualization

- AWS (Amazon Web Services)
- VMware ESXi
- vSphere
- Cloud Computing

Cyber Security:

- Firewalls (Checkpoint, Firepower)
- SCCP, SIP
- Security Protocols and Practices

Monitoring and Management:

- Engineering and Configuration
- Monitoring
- Troubleshooting
- Project Management
- Problem Management
- Incident Management
- Report Management

Certifications:

- Cisco Certified Network Professional (CCNP)
- Cisco Certified Network Professional Security (CCNP-S)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Security Professional (CCSP)
- Microsoft Certified Professional (MCP)
- Novell Netware Engineer (CNE)
- AWS Certified Solutions Architect (Associate)
- CompTIA Certified CE (UNIX +)

Professional Experience:

Senior Network Engineer
McDean

Apr 2023-Present
Tyson's Corner, VA

- Responsible for designing, implementing, monitoring, and managing network solutions to ensure maximum uptime.
- Designing system configurations to meet specific requirements.
- Documenting and managing the pre-installation and testing phases of a new network.
- Performing upgrades to hardware and software as required.
- Managed Cisco 6509 and 4507 series switches for LAN requirements, overseeing VLAN management, port security, and troubleshooting LAN issues.
- Configured and installed Cisco 2500, 3640, 7200, and 7940 routers, ensuring optimal performance of network infrastructure.
- Led the configuration and installation of layer 3 HP switches, including models 6200, 5900, 5800, 5500, and 5120.
- Collaborated with LAN/WAN Engineers to develop and implement a robust security policy, ensuring the integrity of the network.
- Deployed layer 2 security in server farms by configuring switches for 802.1x port-based authentication, enhancing overall network security.

- Collaborated in the design and implementation of 5G strategies, bringing hands-on experience in adapting network infrastructure to support the increased demands and capabilities of 5G technologies.
- Successfully implemented and configured network solutions integrating 4G technologies to enhance data communication speed and efficiency.
- Proficient in TCP/IP protocol suite, including IPv4 and IPv6, implementing and troubleshooting to ensure seamless communication across the network.
- Executed and documented switching technology administration, managing VLANs, inter-VLAN routing, trunking, port aggregation, and link negotiation.
- Prepared comprehensive documentation for various VLANs and voice sub-networks, utilizing Visio for effective visualization.
- Contributed to the development of an ISE MDM application, integrating with partner MDM applications through HTTPS REST web services and updating the database with non-compliant endpoints.
- Conducted network monitoring and analysis using tools such as Wireshark and Solar Winds, ensuring optimal network performance and security.
- Implementing and creating network designs using data center networking fundamentals experience.

Skills: Cisco 6509 and 4507 Series Switches, LAN/WAN, F5/Big-IP Load Balancer, POP, POP3, IMAP, and SMTP, Nexus 2k, 5k, 7k, TCP/IP (IPv4, IPv6), VPN, Content Filtering, VLANs, Cisco 2500, 3640, 7200, and 7940 Routers.

**Network Engineer / Compliance
Community Wellness Foundation LLC**

**Dec 2022 – Mar 2023
Laurel, MD**

- Led the design and implementation of data center migration, deploying and decommissioning VLANs on core devices such as ASR 9k, Nexus 7k, 6k, and downstream devices.
- Utilize the monitoring tool Nagios to maintain devices and resolve issues effectively, ensuring optimal network performance.
- Perform advanced routing and switching tasks, including OSPF, BGP, DHCP Profile, HSRP, IPV6, and bundle ethernet implementation on ASR 9k redundant pair.
- Contributed to the deployment and management of 4G networks, optimizing connectivity for improved user experiences and data transfer rates.
- Actively participated in the planning and execution of 5G technology integration, staying abreast of industry advancements to ensure the network's readiness for the next generation of telecommunications.
- Provided technical expertise in the migration and evolution of networks from 4G to 5G, ensuring seamless transitions and optimal utilization of cutting-edge telecommunications capabilities.
- Apply expertise in TCP/IP protocol suite, ensuring seamless communication across the network and resolving network-related issues.
- Collaborate closely with customers, addressing and resolving issues to ensure high levels of customer satisfaction.
- Participate in data-center migration initiatives, transitioning regular Cisco catalyst switches to new Nexus devices with various line cards and interfaces.
- Work extensively on the Cisco ASA 5500 (5510/5540) series, converting PIX rules over to the Cisco ASA solution, ensuring secure and efficient network operation.
- Configure and maintain wireless networks throughout the organization, including WLCs (5508) and LWAPs - 2502i, 2602i, 3502i, and 1532e.
- Led the migration of the existing Pix firewall to the ASA firewall, overseeing Pix OS upgrade from 6.3 to 7.0, ensuring enhanced security features.

- Apply expertise in TCP/IP and routing and switching concepts to address technical support and network challenges.

**Network Engineer / Architect
FSA Consulting LLC**

**Jul 2016 – Dec 2021
Sterling, VA**

- Maintain hardware and software to optimize network performance and reliability, ensuring availability to system users by proactively analyzing technical issues.
- Configure Layer 3 switching and inter-VLAN routing to facilitate efficient data transfer and communication across the network infrastructure.
- Implement effective security measures to safeguard data, software, and hardware, mitigating potential threats and vulnerabilities.
- Provide Tier 2 network ticketing support, resolving all issues promptly and efficiently for a user base of over 500, utilizing Ticket Resolution System (TRS) to track and manage incidents.
- Execute maintenance window changes for multiple locations, ensuring minimal disruption to operations, and troubleshooting routing and switching issues as they arise, maintaining seamless network connectivity.
- Develop scalable and supportable TCP/IP security solutions, alongside expert TCP/IP network designs that facilitate business functionality, ensuring robust protection and seamless communication.
- Demonstrate hands-on experience and specialization in Cisco Environment across Data Centers, systems, networks, and user administration, proficiently managing LAN/WAN and Security infrastructure.
- Provide comprehensive administration, engineering, and support for various technologies, including LAN/WAN, routing, switching, security, application load balancing, and wireless networking.
- Prepare network designs, lead implementations, and perform modifications to complex network solutions, ensuring alignment with organizational objectives and industry best practices.
- Monitor the operations of LAN, WAN, Load Balancing, VPN, Security, and Wi-Fi systems, proactively identifying and resolving any issues to maintain optimal network performance and reliability.
- Manage relationships between telecommunications carriers and managed service providers, ensuring effective communication and collaboration to support the organization's network infrastructure needs.
- Implement and maintain Layer 2 and Layer 3 switching technologies, including VLANs, VTP, STP, and RSTP, to facilitate seamless communication within the network infrastructure.
- Troubleshoot routing and switching issues, utilizing diagnostic tools and protocols such as ping, traceroute, and SNMP to identify and resolve network connectivity problems.
- Configure and administer Linux-based systems, including installation, maintenance, and troubleshooting of various distributions such as Ubuntu, CentOS, and Red Hat Enterprise Linux.

**Network Engineer
Skyhawks Logistics**

**Oct 2006 – Jul 2016
Silver Spring, MD**

- Implemented routing changes, including BGP, OSPF, RIP, PIM, and EIGRP, to optimize network and system performance, ensuring adherence to established SLAs.

- Provided seamless end-to-end communication support for Video Conferencing Systems (e.g., Cisco VCS/TMS), facilitating efficient collaboration and communication within the organization.
- Designed, configured, and resolved MPLS, Multi-protocol BGP, Multi-VRF, and Firewall solutions, encompassing routers, switches, Load Balancers, and VPNs, to enhance network functionality and security.
- Effectively resolved routing issues within multiple contexts of the Cisco ASA firewall, ensuring secure and efficient data transmission across the network.
- Detected and resolved network vulnerabilities by conducting infrastructure security testing and tracking potential threats, implementing necessary measures to safeguard the network against cyber threats and breaches.
- Configured and optimized TCP/IP settings to ensure efficient and reliable communication across the network infrastructure.
- Troubleshoot TCP/IP connectivity issues using diagnostic tools such as ping, traceroute, and netstat to identify and resolve network problems promptly.
- Implemented and maintained Layer 2 and Layer 3 switching technologies, including VLANs, trunking, STP, and EtherChannel, to optimize network performance and ensure seamless communication between devices.
- Troubleshooted routing and switching issues using diagnostic tools like ping, traceroute, and show commands, identifying and resolving connectivity problems promptly.
- Deployed and managed 4G and 5G network infrastructures, ensuring optimal performance and reliability to meet the increasing demands of mobile communications.
- Implemented 4G and 5G technologies to enhance data transfer speeds, reduce latency, and improve overall network capacity and efficiency.
- Conducted network planning and optimization for 4G and 5G deployments, including site selection, spectrum allocation, and coverage analysis, to ensure comprehensive network coverage and seamless connectivity.
- Configured and administered Linux and Unix-based systems, including installation, maintenance, and troubleshooting of various distributions such as Ubuntu, CentOS, Red Hat, and Unix variants like FreeBSD and Solaris.
- Implemented security measures, including firewall configuration (iptables), intrusion detection systems (IDS), and system hardening, to protect Linux and Unix servers from cyber threats and vulnerabilities.

NTAC II Engineer
US Sprint Corporation

Feb 2000 Jul 2006
Reston, VA

- Designed and configured MPLS, Multi-protocol BGP, and Multi-VRF environments to ensure efficient and scalable network connectivity for diverse applications and services.
- Took ownership of configuration, implementation, securing, and troubleshooting tasks related to MPLS, BGP, and VRF configurations, ensuring robust and reliable network performance.
- Provided hands-on support at Sprint National Technical Center, catering to over 15,000 network users, and 24,000 network devices, and facilitating 30+ video conferences, addressing routing protocol and switching issues promptly and effectively.
- Deployed and configured routers, including CIS walls and wireless access points, to facilitate seamless connectivity and communication across the network infrastructure.

- Spearheaded the design and upgrade of the Cisco Nexus core infrastructure, incorporating Nexus 7K/5K switches and 2K/HP-B22 FEXs, to enhance network capacity, performance, and reliability.
- Ensured compliance with SSAE 16 auditing standards and HIPAA privacy regulations, actively contributing to the implementation and adherence to stringent security and privacy measures within the network environment.

Niraj Bajpai

Professional Summary:

Results-driven technical professional with over 28 years of hands-on experience in software engineering, quality assurance, and networking. Adept at navigating the full Software Development Life cycle (SDLC) from concept to implementation, with a proven track record of success in technical design, architecture, coding, test planning and execution, troubleshooting, and documentation. Recognized as a strategic leader, guiding and developing technical teams to achieve ambitious project goals, streamline complex processes, and enhance solution efficiency. Expertise extends to strategic planning, project management, automation testing, and security testing. Known for collaborative communication and relationship-building, fostering positive work environments and promoting synergy across business lines. Continuously focused on driving positive change and implementing comprehensive business approaches.

Education:

- **Coursework toward Certificate Program in Information Assurance,**
John Hopkins University, Baltimore, MD
- **Master of Science in Software Engineering & Electrical Engineering 2009**
University of Maryland College Park, College Park, MD
(Along with a full-time job)
- **Coursework towards Master of Science in Telecom and Software Engr 1999**
Illinois Institute, Chicago, IL Bachelor of Science in Electronics & Communication,
- **Indian Institute of Technology** **1991-1995**
Banaras Hindu University, India

Certifications:

- AWS-SAA,
- AWS-CP,
- Agile Requirements Designer,
- Performance Testing Pro,
- API {Designer, Product Manager, Security Architect}
- Service virtualization for Developers, CISA (Udemy).

Professional Skills:

Technical Skills:

- Cisco Networking (10K, 12K, NCS6K, NCS4K, CAT6K, AS5400, EPNM, IOS-XR, IOS-XE, Nexus Switches, ACI)
- Routing and Switching (BGP, ISIS, LDP, NetFlow, IPFix, ACL, QoS, CoS, SDR)
- Advanced Cisco Routing and Switching Administration
- LAN Knowledge, Network Edge Engineering
- SDN Controller & REST API (Yang Data Models) Testing
- Solution Integration and Testing for Large Core Routers

- Networking Troubleshooting
- Scripting Programming Languages and Automation (Python, Perl, Expect, Robot Framework)
- Cloud Networks
- Software Engineering
- Network Security
- Network Management
- ELK Stack
- Docker/Container
- Yang tools, Restconf/Netconf
- Data Protocols
- VoIP
- Wireless Networks Protocols (PTT, 3G, GSM, GPRS)

Project Management and Planning:

- Project Management
- Strategic Planning
- Vendor Management

Testing and Quality Assurance:

- Quality Assurance / Testing
- Automation Testing
- Security Testing
- Service Assurance and SSO Integration
- UAT Testing
- Vulnerability Scanning
- Fuzz Testing

Professional and Soft Skills:

- Team Leadership
- Collaboration and Cross-functional Collaboration
- Communication
- Problem Solving
- Analytical Skills
- Research Skills

Professional Experience:

Distinguished Member of Technical Staff (DMTS - Grade 6V) 2013 to Present
Verizon Global Network and Technology

Key Achievements:

- Spearheaded the testing of Software Defined Network (SDN) Controllers, playing a pivotal role in automating REST API calls to Cisco and Juniper routers, optimizing network efficiency and performance.
- Led the User Acceptance Testing (UAT) efforts for Operational Support Systems (OSS) with 20+ devices, demonstrating a meticulous approach to network validation and troubleshooting.

- Subject Matter Expert (SME) for 5G core and edge networks, overseeing network provisioning for the SDN Controller and supporting multiple applications enablement.
- Led service assurance testing for SMARTS server and Calix Cache deployments, ensuring the reliability and performance of critical network components.
- Took charge of the Verizon Security initiative, conducting deep scans and fuzz testing to fortify the security posture of FiOS and Switched Ethernet Services.
- Drove the introduction and integration of innovative technologies, including SDN and IPFIX, contributing to the enhancement of network capabilities.
- Successfully evaluated the performance and efficiency of new test tools, ensuring the adoption of cutting-edge solutions for streamlined operations.
- Led the adoption of new technologies such as OpenStack, Docker/Container (AWS ECS/EKS), Verizon cloud platform, and Single Sign-On (SSO) integration for Multi-service Edge routers.
- Integrated REST API automation into the CI/CD pipeline using Jenkins, establishing a robust automated testing environment.

Responsibilities:

- Spearheaded SDN Controller testing, collaborating with cross-functional teams to advance Verizon's initiative for a unified network across systems and products.
- Streamline testing processes and procedures to enhance efficiency and reduce testing timelines.
- Lead testing automation using REST API protocols and EMC Smarts for network management.
- Ensure the security of data protocols on a Cisco/Juniper platform through vulnerability scans and remediation efforts.
- Collaborate with core vendors, including Lumina, Juniper, and external Verizon product teams, to manage product development, troubleshooting, and testing.
- Perform Service Assurance and Single Sign-On (SSO) Integration across the network.

Sr. Network Engineer/ Senior Consultant

2007 to 2013

Verizon Global Network and Technology

Responsibilities:

- Executed pivotal network testing and system enhancements, surpassing business expectations for a critical Verizon project.
- Led comprehensive integration testing, security testing, and vulnerability scans, proactively identifying and remedying protocol issues to elevate network quality protocols.
- Implemented a dedicated IP trunk/highway, optimizing performance to efficiently manage all IP traffic on the network.
- Introduced innovative and customized testing strategies, simplifying the planning and development of test automation efforts.
- Applied a diverse range of protocols, including BGP, ISIS, OSPF, MPLS-RSVP, and MPLS-LDP, to conduct effective network testing.

- Utilized automation expertise to identify and implement IP Core and edge network test automation requirements for planning, execution, and implementation across IOS and IOS-XR routers.
- Conducted -IS protocol testing on multiple platforms for an AS-convergence network.
- Optimized and tested both -N2X APIs and Spirent Spectra APIs for enhanced network performance.

Key Achievements:

- Successfully identified and addressed critical network vulnerabilities, fortifying the overall security of the company's network.
- Streamlined network performance, increasing efficiency through optimization efforts.
- Developed and implemented homegrown test tools for scale/functional testing, catering to worldwide Cisco usage.

Senior Network Consultant
Kaztronix LLC and Teleworx LLC

2005 to 2007

Key Contributions:

- Provided expert consultancy services, specializing in network architecture, design, and optimization during the tenure at Kaztronix LLC and Teleworx LLC.
- Collaborated with diverse client teams to understand their unique networking requirements, ensuring the delivery of tailored solutions.
- Conducted thorough network assessments, identifying areas for improvement and implementing strategic enhancements.
- Contributed to the successful execution of network projects, meeting and exceeding client expectations in terms of performance and reliability.
- Delivered comprehensive reports and documentation, ensuring transparency and clarity in the communication of technical strategies and solutions.

Noteworthy Achievements:

- Successfully designed and implemented optimized network solutions for various clients, improving overall network performance and resilience.
- Played a key role in troubleshooting and resolving complex network issues, enhancing the operational efficiency of client networks.
- Fostered positive client relationships through effective communication and collaboration, resulting in high levels of client satisfaction.
- Maintained up-to-date knowledge of emerging technologies and industry best practices to provide cutting-edge solutions.

Software Engineer III
Cisco Systems Inc.

2000 to 2005

Key Responsibilities:

- Led Integration test efforts for the Softswitch, ensuring seamless integration and optimal performance within the network architecture.
- Spearheaded the development of test tools in Python, contributing to the efficiency and effectiveness of the testing process.

- Took charge of automation test efforts using Perl scripts, reducing manual testing efforts and enhancing overall testing productivity.
- Collaborated closely with cross-functional teams to ensure the successful integration of the softswitch components into the larger network ecosystem.
- Conducted comprehensive test planning, execution, and analysis to identify and address potential issues in the softswitch system.

Noteworthy Achievements:

- Successfully led the integration testing phase, ensuring the softswitch met rigorous quality standards before deployment.
- Developed Python-based test tools that significantly improved the testing framework's capabilities and efficiency.
- Implemented automation using Perl scripts, reducing manual testing efforts and enhancing overall testing efficiency.
- Played a pivotal role in the overall quality assurance of the softswitch system through meticulous testing practices.

Senior Software Engineer

1996-1999

Motorola India Electronics Ltd.

Key Responsibilities:

- Provided expertise in software development, focusing on designing and implementing efficient solutions.
- Contributed to the development and enhancement of software applications, ensuring they met high-quality standards.
- Collaborated with cross-functional teams to analyze project requirements, design software solutions, and ensure successful implementation.
- Conducted thorough testing and debugging of software applications to identify and rectify issues.
- Participated in code reviews and provided constructive feedback to enhance code quality.

Notable Achievements:

- Successfully contributed to the development of software applications, meeting or exceeding project requirements.
- Collaborated effectively within a team environment to deliver high-quality software solutions.
- Participated in code reviews, fostering a culture of continuous improvement in code quality.
- Demonstrated strong problem-solving skills and attention to detail in the development and debugging phases.



Project Manager

Client Information	Number of Hires	Year of Hires
EA3 Solutions Emlak Sam Recruiting Lead esam@ea3solutions.com	3+	2020 - 2022

Muhammad Uzair Haider

PROFESSIONAL SUMMARY:

Over 8 years of robust experience as a Project and Program Manager, demonstrating expertise in Finance, Banking, Telco, and Healthcare sector. Strong background in Business Process Flows, Business Analysis, Reporting, Supply Chain, and Impact Analysis. With over 5 years of experience in Project Management Office (PMO) functions, particularly in optimizing frameworks, as a program manager, I lead cross-functional teams of up to 40 members for end-to-end implementations, managing portfolios with 3 million+ users and monthly revenues exceeding 2 million dollars, all while ensuring alignment with organizational objectives through best practices and governance structures.

- Certified PMP and CSM with a proven track record in diverse industries. Specialized in implementing PMP process groups and knowledge areas, I excel in hands-on application of Scrum for large-scale projects, ensuring on-time, on-budget, and high-quality outcomes in multimillion-dollar, multi-year endeavours.
- Passionate about data and research, I bring a dynamic edge to management, coupling proficiency in data modeling on Python, Power BI, and R with hands-on experience in machine learning, artificial intelligence, neural networks, and econometrics. My decision science techniques enhance strategic insights, while a robust toolkit in visualization elevates data comprehension.
- Eager to learn new technologies, I am a self-starter and effective team player with strong communication and interpersonal skills.

HUMAN SERVICES AND CHILD WELFARE:

- Implemented multi-million-dollar US government beneficiary program focusing on retired, unemployed, child and juvenile welfare support.
- Launched foster care programs to provide financial assistance for temporary living arrangements for children who cannot live with their biological families, using Direct Express prepaid cards.
- In collaboration with CIBC and UNICEF, implemented 50+ programs in 120 countries to implement and launch disaster recovery program aiding children and women with digital health insurance for low income families in a DR situation to help ensure that children have access to necessary healthcare services.

EDUCATION:

Major: Computer Science | Fulbright by Department of States (GPA: 3.81) - Emporia State University, Kansas, United States - 2014

Bachelor of Computer Science (CGPA: 3.680) - University of Engineering & Technology, Lahore, PK - 2016

CERTIFICATIONS AND LICENSES:

Project Management Professional (PMP) – [REDACTED] – 2022
Certified Scrum Master (CSM) - ID: [REDACTED] – 2021
CCIE- Data Center # [REDACTED] – 2016 - 2021
HCNA (H12-211) Candidate ID – [REDACTED] - 2017
Training: CSM Scrum Alliance, CCNA-R&S, CCNP-R&S, HCNA, CCIE-Data Center

ACHIEVEMENTS:

- Payoneer Postil Bank Prepaid card services deployment in Middle East Region - 2023
- Implemented FIFA World Cup Qatar payment solution network to offer virtual cards for visitors - 2022
- Implemented disaster recovery program for UNICEF via CIBC in 120 countries - 2021
- Digitized US government beneficiary program by managing Direct Express project - 2020
- Up sold funds loading service on prepaid card program - adding revenue of 150K USD/mo. for client - 2019
- Representation in on-site Artificial Intelligence meeting in Sao Paulo, Brazil - 2018
- One of the youngest in the world to complete CCIE certification - 2016

- Fulbright exchange program scholarship (50K USD) by Department of States, USA - 2014

TECHNICAL SKILLS:

Project Management | Program Leadership | Implementation Specialist | Agile | Scrum Framework
PMO (Project Mgmt. Office | Change Management | Risk Management | Stakeholder Engagement

Project and Program Management:

Scrum, Agile, Planning – WBS, SDLC, Communications, Resource Management, Data Manipulation and Reporting, Risk Management, Business Intelligence, Scheduling, RFP, RFI, RFQ, Gantt charts, Cost Control, Leadership, Forecasting, Inventory Management, Business Case Writing, Process Mapping, OKR, KPI and SLA Management, Budgeting and Financial Planning, Data Analytics, Communication and Presentation Skills, Stakeholder Management

Fintech:

Financial Acumen, PCI DSS, Financial Regulations, Mobile Banking Solutions, Fraud Detection & Preventions, AML, Disputes & Chargebacks, API Integration, Mobile Digital Wallet, 3DSecure, Prepaid Debit Credit Core Banking Portfolio Mgmt., Payment Processing, Card Technologies, Regulatory Compliance, Blockchain & Cryptocurrency Knowledge, Bill Payment Processing, Plaid, Settlement & Reconciliation, Portfolio Reporting & Analytics, Cross Border Payments, ACH

Tech Stack:

OS: Microsoft Windows, Linux (Fedora, Red Hat, Ubuntu), iOS, Android, macOS

Project Management Tools: Microsoft Office Suite, XPlanner, MS project, JIRA, Asana, Confluence, Trello, Slack

Agile Methodologies: Scrum, Kanban, Lean, Extreme Programming, Adaptive Project Framework

Data Analytics Proficiency: Machine Learning, Deep Learning, Predictive Modeling, Data Mining, Data Driven Decision Science, Data Modeling and inferential statistics, Linear Programming

Quality Assurance: Selenium, Appium, Soap UI Testing tool

Networks: Dreamweaver, IP Communicator, Cisco Packet tracer, GNS3, eNSP, Hyper terminal, UCS, WinSCP, VNC, Monitoring System Software, Avaya, Genesys,

Languages/Frameworks: Python, R, Excel, Power BI, DAX, SQL, MySQL, WordPress, Scratch, Scheme, C, C++, .Net, Java, HTML, XML, CSS, PHP, JavaScript, JQuery, Microsoft Azure, AWS

PROFESSIONAL EXPERIENCE:

Sr. Program Manager
i2c Inc.

11/2018 - Present
Redwood City, CA

Clients / Projects:

Direct Express, Dept. of Treasury & Fiscal Services (Comerica, FRB)
UNICEF Disaster Recovery Program Implementation
FIFA WC Qatar 2022 – Virtual Payment Solution
Air Canada Travel Program – CIBC
Payoneer Digital Payment Implementation

- Global provider of highly configurable digital banking & payments solutions. Supports millions of users worldwide
- Managed comprehensive program lifecycles utilizing the Scrum / SDLC frameworks, from pre-sales to post-go-live, overseeing scoping, budgeting, development, configuration, UAT, cutover phases, ensuring seamless client onboarding in end-to-end project implementations.
- Led the successful planning and execution of multi-million-dollar, multi-year program initiatives, aligning with organizational objectives, and implemented assessment protocols to ensure continuous improvement and adherence to high standards.
- Oversaw mission-critical processes for live client, processing up to \$200M daily direct deposit transactions, driving monthly revenue exceeding \$1.5M, for a 24/7 global portfolio.
- Ensured smooth operations by coordinating with networks including VISA, MASTERCARD, & UNIONPAY
- Daily coordination of program ops with FRB, Dep. of Treasury & Fiscal Services for payment processing.
- Conducted in-depth analysis of business processes and transactional data to extract refined insights, delivering valuable information to key decision-makers and stakeholders.

- Up sold services to expand existing clients through strong relationships and seamless operational support.
- Actively monitored client business to identify gaps and issues and took appropriate measures.
- Collaborated with cross-functional project stakeholders to plan and execute new initiatives.
- Implemented comprehensive reporting system for clients, delivering daily, weekly, quarterly, and annual executive and operational reports, streamlining decision-making and optimizing processes.
- Developed strong understanding of clients' business needs to setup and implement a program.
- Provided regular consultancy to clients on portfolio using all available channels, while coordinating with internal teams to swiftly address operational issues, prevent fraud, and resolve disputes.
- Guided the development of information technology strategies, policies, & procedures by assessing organizational achievements, pinpointing challenges, analyzing emerging trends, and proactively anticipating future needs.

Project Manager
Afiniti (Mckinsey & Company)

08/2016 – 11/2018
Washington, D.C

Clients / Projects:

JPM Chase
T-Mobile
United Health Group (UHG)
Rogers Canada
Telefonica Brazil

- Optimal pairing of caller and agents through Artificial Intelligence
- Led global AI solution deployment, yielding +\$2M in revenue while driving expansion efforts across globe.
- Cultivated relationships to facilitate effective communication, gathering valuable client-specific insights from users in the USA & EMEA. Shared insights with Sales & Client Services for enhanced operations.
- Oversaw full-cycle deployment, ensuring a smooth, successful implementation process from start to finish.
- Implemented agile methodologies in implementation life cycle to enhance project delivery, facilitating seamless communication and alignment with project goals.
- Supported the client through internal processes to execute timely deployments.
- Prepared SOW(s) based upon customer requirements working with the Global Deployment Team.
- Maintained accurate and detailed documentation and system information for projects assigned.
- Achieved financial goals by skillfully predicting resource needs, crafting annual budgets, orchestrating spending plans, conducting thorough variance assessments, & implementing necessary corrections.
- Fostered seamless solutions by serving as a pivotal bridge between our organization and valued clients, ensuring swift resolution of challenges.

Infrastructure and Quality Assurance Engineer
Techlogix,

06/2015 – 07/2016
Boston, MA

Projects:

AlmusNet
Vicenna
TLX
FORTIS
Gulf International Bank

- IT, consulting, and business solutions company helping enterprises use innovation & emerging technologies.
- Designed and implemented a scalable and reliable infrastructure to support a high-traffic web application, resulting in a 20% increase in system performance.
- Managed the deployment and maintenance of virtualized environments using technologies such as VMware and Docker, ensuring optimal resource utilization and reducing downtime.
- Worked on server consolidation project, leading to a 15% reduction in hardware costs and improved overall efficiency. Implemented monitoring solutions, reducing incident response time and enhancing system reliability.
- Collaborated with cross-functional teams to plan and execute infrastructure upgrades, ensuring seamless transitions and minimal impact on ongoing operations. Developed and executed comprehensive test plans for software releases, identifying and resolving critical issues before product launch.
- Implemented testing frameworks for a local high court judicial system. Conducted root cause analysis for production defects, leading to the implementation of preventive measures and a 25% decrease in post-release issues. Established and maintained quality standards, ensuring compliance with industry best practices and regulatory requirements.

WILLIAM GOLEMBO

PROFESSIONAL SUMMARY:

Seasoned IT professional with 25 years of experience, seeking an Agile Projects Manager role. Expertise in leading DevOps Teams, conducting IT security compliance audits, and managing project controls in Life Sciences and Financial technology sectors. Skilled in Agile/SAFe methodologies, risk assessments, and ensuring compliance with industry standards. I am also a strong Information Technology Administrator, skilled in HIT Operations Management, Facility / HR Management, Team Building, and Health Information Records Exchange.

- Experience in Child Welfare and Human Services.
- Developing and executing complex project plans encompassing, requirements gathering, and representing program office needs and objectives in IT projects
- As a Certified SCRUM Master (CSM), I can also direct and support technical development teams in the design, execution and implementation of the SDLC/IT related deployments.
- You will find that my MBA in Healthcare Leadership has prepared me to envisage a focused and efficient future for HIT, and the need for its continuous quality improvement. In my previous positions, I was responsible for implementing, analyzing and supervising logistics to maintain numerous onsite HIT-deployment assignments.
- This included creating, designing and developing the HIT's processes to ensure the delivery of high quality of standards at all times.
- My extensive professional experience and continuous formal education enable me to understand and ensure that required compliance of the industry's standards is being fulfilled.
- My written and verbal communication is always professional, essential when interacting with the contractors and the organizational stakeholders.
- As a professional project manager, I take pride in being a results-oriented leader, with excellent organizational skills and the ability to hit the ground running in new environments.
- I love to travel and I am an enthusiastic, positive, up-beat individual, as well as conveying that "can-do" attitude in all of my engagements.
- I have enclosed my resume with more details on my project management background.
- I look forward to having the opportunity to learn more from you about a possible Senior IT Manager's role within your Organization.

TECHNICAL SKILLS:

Agile IT Project Management, Project Management SDLC, Project Timeline and Budget Management, Financial Reporting & Operations Analysis, Scrum Methodology Transformation, ITGC, NIST, SOC1&2, ISO, PCI DSS, HITRUST, CIS, HIPAA, COBIT6, Internal Reporting in JIRA, ServiceNOW, CPI, SWOT, USER STORY, SQA, Business Analysis utilizing Visio, Confluence, Stakeholder Coordination, Performance Monitoring, Cyber Security Posture, Cloud IT infrastructure, Data Warehousing Security, EMR Software Development, ERP Accounting System Audit, Salesforce, SAP systems integration, Tableau, Power BI, Risk Assessment, Disaster Recovery, Troubleshooting

EDUCATION:

- Master of Business Administration - MBA, Healthcare Leadership and Systems Management – 2019 - Empire State University - SUNY
- Bachelor of Science in Business Administration, Accounting and Business Management – 2011 - Florida Atlantic University
- Associate of Science, Business Information Systems Management – 2008 - Broward College

CERTIFICATIONS:

IT Systems Auditor (CISA)	Project Management Professional (PMP)
Cyber Security Specialist (Google)	Professional Agile and Scrum Leadership (CE)
SCRUM Master (SCRUM ALLIANCE)	Microsoft IT Professional
SCRUM Product Owner (SCRUM ALLIANCE)	Microsoft Project and ERP Systems Management

Lean Six Sigma in Healthcare (CE)	Management of a Remote Teams (GitLab)
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KEY ENGAGEMENTS:

One of the country's largest Third-Party Payer companies:

- Managed the development of cross-functional assessments of information resources and worked with other SME and teams in information management areas to incorporate archival programs, multiple work streams processing
- Maintained current electronic records management capabilities, library functions to integrate the records and information dissemination

One of the World's largest Pharmaceutical companies:

- Led and summarized Vendor Management and Equipment procurement processes in SAP for PMO.
- Developed RFP Budget and performed risk assessments to ensure Proposal's SOC1 and SOC2 Compliance.
- Supervised tracking and remedy SOX & IT Audit's exceptions utilizing ServiceNow®

Global Cloud Managed Service Provider (MSP) focused on multi-channel partnership and B2B service delivery:

- Established overall Project Plans using JIRA to complete numerous projects on-time and within budget
- Led systems feasibility studies by providing cost analysis; provided CIO oversight and guidance on managerial operations

NY State's largest Healthcare Provider for People with Autism:

- Managed setup of voice response systems, including requesting messages, modifying transaction confirmation templates and transaction confirmation testing
- Facilitated development and delivery of client end user training
- Managed troubleshooting, supporting, and augmenting existing client solutions
- Engaging with / supporting other key Tax & Accounting teams and partner organizations
- Reporting, monitoring request hours and costs vs SLA's. Making management aware of overages
- Assisted with (pre-)sales activities – such as software demonstrations, assessing new prospects
- Provided continuous Marketing Campaigns' support

Organizational Change Management Consulting:

- Provided project management support for multiple work streams within HR, including technology, people, policy and process
- Created, documented, communicated and deliver OCM roadmap, communication plan, coaching plan, training plan and resistance management plan

PROFESSIONAL EXPERIENCE:

**IT Projects Manager / ADVISOR / SCRUM Master
Cognizant Technology Solutions**

**2020 - 2023
Jacksonville, FL**

- Developed comprehensive project plans outlining scope, objectives, timelines, and resource requirements related to Product build-out.
- Worked closely with DevOps POD Teams and Third-Party Vendors, ensuring vendors are on schedule, while qualifying new vendors when required.
- Effectively prioritized and executed tasks in a fast-paced, high-velocity, environment; ability to stay focused on responsibilities, meet deadlines, and manage competing priorities under pressure.
- Collaborated with cross-functional teams to define project goals and success criteria.
- Monitored and controlled project costs, identifying and addressing budget variances.
- Developed or refined the finalization of system requirements.
- Formulated a Strategic blueprint that leverages innovative solutions with adherence to federal and statutory mandates.

- Stakeholder engagement with partners and external stakeholders, ensuring their meaningful involvement in the system's evolution.
- Participated in a team to collect detailed functional and non-functional requirements from various stakeholders.
- Analyzed Product requirements to understand its impact on business processes and systems' design.
- Strategically engaged with partners and external stakeholders, ensuring their meaningful involvement in the system's evolution.
- Assisted in initiatives to gather and integrate participants' insights, thereby enriching the system's design and functionality.
- Provided consistent updates to community stakeholders in a variety of mediums.
- Advocated for these perspectives, ensuring they are integral to the project's vision and execution.

**Consultant, Risk & Financial Advisory
Deloitte Consulting**

**2019 - 2020
New York, NY**

- Developed and implemented Security Audit Checklist test plans, performing risk assessments that informed the establishment and execution of SOX404 and GRC controls.
- Delivered training on Agile methodologies to SOC Audit teams and facilitated peer mentoring to enhance team proficiency and audit process efficiency.
- Requirements management with development, refinement, and finalization of system requirements.

**Project Controls Manager
AbbVie Pharmaceuticals**

**2019 - 2019
Chicago, IL**

- Managed a comprehensive Research Lab SOC1 Audit, assessing and documenting internal controls, policies, and procedures to support integrity in Annual Financial reporting.
- Implemented programmatic principles, rules, and processes.
- Manage project conflicts, challenges, and dynamic business requirements to keep the project running efficiently.
- Executed thorough Risk Assessments for new proposals, verifying adherence to SOC1 and SOC2 Compliance standards.

**IT Department Coordinator
QSAC (Quality Services for the Autism Community)**

**2014 - 2017
New York, NY**

- Enhanced workflow efficiency through thorough evaluation and process improvement initiatives, maintaining strict adherence to HIPAA regulatory standards.
- Played a collaborative role in the preparation of IT budgets and executed comprehensive audits across IT and financial operations.
- Served as a liaison and communication conduit between the Child Education Programs leads, the IT department, PMO, and the System Integration Vendors.
- Coordinated the efforts of cross-functional teams, ensuring clear communication and collaboration.
- Conducted risk assessments to inform project decision-making.
- Developed and implemented risk mitigation strategies to minimize project disruptions.
- Developed and enhanced internal Health Service Management practice.
- Extensive experience with Medicare / Medicaid Data Governance processes.

**Chief Technology Officer (CTO)
RMA Holdings Limited**

**2009 - 2014
Boca Raton, FL**

- Spearheaded the technological direction of PRMA Holdings Limited by overseeing the R&D, IT, and product development teams, implementing cutting-edge solutions that enhanced operational efficiency and drove innovation across the company's service offerings.

- Lead Cerner Development team in data structure management, EHR data warehousing, proprietary EMR software development, report generation, database administration.
- Analyzed product SDLC enhancements and requirements that were aligned with regulatory guidance.
- Managed ERP accounting systems integrations, HIPAA compliance, and all IT and telecommunications functionality.
- Managed continuous SDLC processes.

**Business Systems Analyst
SBA Communication**

**2006 - 2009
Boca Raton, FL**

- Conducted comprehensive analysis and auditing of business systems to enhance operational efficiency and ensure compliance with regulatory standards at SBA Communications.
- Systematized SCRUM-based communications between Accounting and IT departments, to include identification, prioritization and project deliverables documentation. Performed IT Projects scope and change management.
- Communicated Audit findings to both Corp IT team and senior management, defining the technical and business impact of identified issues, and provided remediation guidance to the staff.

**NOC Service Delivery Coordinator
City of Chicago IT Department**

**1998 - 2005
Chicago, IL**

- Coordinated network operations center (NOC) services for the City of Chicago IT Department, ensuring timely resolution of incidents, effective communication with stakeholders, and adherence to service level agreements for optimal city-wide IT infrastructure performance.



Professional Summary:

Over 10 years of extensive experience in **Project Management and Business Analysis** with proven ability to articulate business values and facilitate creation of technical solutions.

- ✦ PMP-certified project manager with extensive experience in IT application deployment, performance management, and web marketing. Experience in Information Technology, Insurance, Banking, Marketing, Non-Profit, and Legal industrie
- ✦ Experience in **Agile, Scrum, RUP, Waterfall, SDLC and PMLC methodology.**
- ✦ Extensive Consulting Experience in creative solutions on **IT Strategies and Business Process Reengineering (BPR)**
- ✦ Extensive experience in **Financial, Banking, Insurance and IT domains that enable me to perform cross domain integration and process transformations**
- ✦ Expertise in **Lean** and **ITIL Frameworks.**
- ✦ Proficient in **User Interface Design and Development**, Business User acceptance Testing.
- ✦ Experience in conducting **GAP analysis, User Acceptance Testing (UAT), SWOT analysis, Cost benefit analysis, Portfolio Analysis and ROI analysis.**
- ✦ Extensive Experience using **MS Project, MS Visio, Excel macros, Vlookup, pivot tables and MS Access.**
- ✦ Experience in **Project Portfolio** Management using **Primavera, Clarity PPM, and HP PPM.**
- ✦ Strong project management skills **including Planning, Scheduling, Monitoring and Budgeting** with experience in **requirement gathering, gap analysis, risk analysis, effort estimation** etc.
- ✦ Excellent **Training skills, Facilitation, Presentation, maintaining Performance Metrics, devising training documentation communicating to users.**
- ✦ Demonstrated highest zeal to learn new technologies rapidly with no formal training.
- ✦ Expert in **Risk Assessment, Preparing Project Schedules and Project Plans.**
- ✦ Expert in **Change Management, Incident Management, Release Management, Stakeholder management and reporting.**
- ✦ Experience in all Knowledge Areas of **PMBOK** and Process Groups of Project/Program Management Project Initiation, Planning, Scheduling, Budgeting, execution, Monitoring Control and Closure.
- ✦ Possess diversified technical, functional and management experience in **Development, Maintenance, Integration, Regulatory Compliance, Infrastructure, Quality Assurance, Risk, Service Delivery, Business Analysis, Run the Bank, Change the Bank and Consulting projects and programs.**
- ✦ Experience in Enterprise regulatory programs like **SOX, BSA AML** Anti money laundering, **AML-KYC, BASEL II and III, Data Masking or Test data Sanitization** etc.
- ✦ Experience in **Master Data Management and Enterprise Data Management**
- ✦ Expertise in Infrastructure **Project Management** related to Data center set up and server movements, relocation and collocation of data centers, Data movements across servers, Disaster Recovery Server set up, Server upgrades, technology and tool upgrades, migrations, branch server and infrastructure setup/implementations, network connectivity projects.
- ✦ Experience in Capital Markets and Investment Banking products i.e. **Order Entry, Fixed Income, Derivatives, OTC, Money Markets and FOREX.**
- ✦ Diversified experience in areas like Program/Project Management, PMO, Delivery Management, Business and Data Analysis, QA management, Delivery Risk Management of various complex projects using system development life cycle SDLC model and Agile/Scrum.
- ✦ Experience in **Project Initiation and planning, Strategic planning**, base lining the requirements, Scope analysis and management, Estimation, forecasting, resource management, Stakeholder management , Requirements traceability matrix maintenance, Earned value management , Time and Cost management, Cost benefits analysis, Budgeting and control, team development , conflict resolution, delivery management, risk management, operations logistics, Vendor management, Management reporting, Presentations, Procurement Management.
- ✦ Excellent Personal **Communication, Presentation, Leadership and Organizational skills.**

TECHNICAL SKILLS:

Business Areas	Enterprise Management, Onsite-Offshore delivery, Finance, Social Media
Methodologies	PMP-PMBOK, SDLC, Waterfall, Iterative, Process Modeling, Cost-Benefit Analysis
Project Management tools	Strong knowledge of Salesforce, Windows, Mac, Microsoft Word, Outlook, PowerPoint and Excel, Ms office, Ms Project, JIRA, Smart sheet, Operations Management, Organization skills, Self motivated.

Technical Skills	SQL, SAS, MS Office Suite (Excel, PowerPoint, Access, Outlook, SharePoint, etc.)
Platforms	UNIX, Windows.

Education:

Bachelors in Computer Science from JNTU – 2014

Certifications :

PMP-Project Manager Professional
 CSM – Certified Project Manager

PROFESSIONAL EXPERIENCE:

Client: Walgreens
Program/Senior Project Manager

May 2021 – Till Date
Chicago, IL

Responsibilities:

- ✦ Played the role as a **Project Manager** in agile environment by eliciting Business Requirements from Business users using number of **JAD sessions** and converting them to Functional Requirements.
- ✦ Involved in the complete SDLC in **agile** methodology and handled key responsibilities in **Project Management**.
- ✦ Worked on Data Warehouse builds for Santander bank relevant to Schedules reporting, Benchmarking and reporting to top US Banks, Australian Banks Credit Card payment study program.
- ✦ Worked as Program Manager for Card Analytics operational projects for **TD Bank, Citi, Bank of America, OCC, FED, GE, RBS, Visa and 5/3, Huntington banks**.
- ✦ Worked as Program Manager for Australian Banks Credit Card payment study program **WASTPAC, NAB, St George, HSBC, Citi, CBA, AMEX and ANZ**.
- ✦ Responsible for managing Data Ops team - **Data Loading, Cleansing Validation, Bench marking and Client delivery reporting**.
- ✦ Managing multiple projects - **Planning, Scheduling, Budgeting, Execution, Monitoring and Controlling**
- ✦ Prepare Metric dashboards with executive management.
- ✦ Worked on Creating Project Plans using **MS Project, Risk Plans, and Delivery milestones for projects**.
- ✦ Responsible for Setting up new PMO division and aligning projects.
- ✦ Responsible for **Project forecasts selection, Budgeting, Resource Effort Estimation**.
- ✦ Arranging Steering committee meeting for project approvals from all stakeholders and sponsors.
- ✦ Involved in **Data center server migration planning and Infrastructure buy/make decisions**.
- ✦ Involved in **data center location planning, hardware requirements and procurement , cabling, networking and storage requirements**
- ✦ Coordinated with **IT systems, networking and DBA teams for Data center server migration**
- ✦ Legacy server shutdown and decommission planning post **Data Center Migration**.
- ✦ Database reorganization and server clean-up for effective storage planning.
- ✦ Coordinate with Data Ops team for Data loading, data cleansing and normalization, data Validation, Benchmarking, and reporting and client delivery.
- ✦ Involved in card analytics and risk analytics, profit net reporting for banks.
- ✦ Involved in Data Center hosting and building Data ware house /mart
- ✦ Align with Release management ITSM and Business change management process
- ✦ Created **WBS, RACI charts , Earn/burn analysis, Milestone charts and Review deliverables**
- ✦ Improve Service levels , performance, productivity and efficiency by automation
- ✦ Preparation of presentation decks related to business and project management
- ✦ Prepared Status Reports, Dashboards, Metrics , RAG Red, Amber, Green status charts.

Environment: Agile (Scrum), MS Office, PMP, MS Access, MS Visio, MS Project, Quality Center, Oracle, SQL, Windows.

Client: PCI PHARMA Services
Project Manager

Jan 2020 – April 2021
Rockford, IL

Responsibilities:

- ✦ Analyzed and gathered business requirements, identified system interfaces and created the **requirements specification document**.
- ✦ Designed and analyzed Business Process Modeling, Use Case model and test procedures based on agile methodology.
- ✦ Worked on **Process Management** to enable the activities of planning, monitoring the performances of a process.

- ✦ Performed Requirement Analysis to develop Use Cases, Activity Diagrams and Sequence Diagrams.
- ✦ Documented conceptual design of application in **System Specification Document**.
- ✦ Controlled project scope identified and resolved key issues and risks.
- ✦ Facilitated collection of functional requirements from system users and preparation of **business** requirement documents that provided appropriate scope of work for technical team to develop prototype.
- ✦ Organized **JAD sessions** to flush out requirements, performed Use Case and **work flow analysis**, outlined business rules, and developed domain object models.
- ✦ Worked on **Gap Analysis** by doing an in-depth study of the current process, planned implementation actions and change control process and also interacting with business heads to finalize the BRD document for the application by doing the requirement analysis.
- ✦ Involved in **ERP/CRM, Infrastructure upgrades**.
- ✦ Extensively interacted with both user group and development team in coming up with structured **charts, Class and sequence diagrams**.
- ✦ Managed and tracked change control process of requirements and design changes using **Rational Requisite Pro**. Documented the changes, issues and their impact on the system design and delivery.
- ✦ Performed **requirement analysis** by gathering both functional and non-functional requirements based on interactions with the process owners, stake holders and document analysis and represented them in **Requirements Traceability Matrix (RTM)**.
- ✦ Worked on **GAP analysis** to understand the shortcomings of the existing system and evaluated the benefits of the new system.
- ✦ Worked on **JAD sessions** periodically with various **stakeholders** at various phases of the SDLC to discuss open issues and resolve them.
- ✦ Worked with the end users/**stake holders** to define the acceptance criteria.
- ✦ Implementation of **RUP** effort in different iterations and phases of the SDLC.
- ✦ Developed High Level Business Flows using **MS Visio**.
- ✦ Conducted User Acceptance Testing (**UAT**) and verified performance, reliability and fault.
- ✦ Worked on **SQL** to query Oracle Database and resolve data issues, also compiled business intelligence reports based on results.
- ✦ Worked on **SQL, PLSQL** statements to extract data from the tables to validate data flow.
- ✦ Involved in creating technical documentation for source to target **data mapping** procedures to facilitate better understanding of the process and incorporate changes as and when necessary.
- ✦ Created **User Interface Specification Documents**, which comprised of system mock-ups and page field elements.
- ✦ Communicated with the development and QA team for requirement clarification and support.

Environment: MS Visio, MS Access, Excel, Word and PowerPoint, Gap Analysis, RUP, Rational requisite pro, Rational Rose, Agile, UML, SQL and windows.

Client: AutomateEm Pvt Ltd, India

Jan 2018 – Aug 2019

Project: PCI PHARMA

Role: Project Manager/Business Analyst

Responsibilities:

- ✦ Gathered user and business requirements through interviews, surveys, and prototyping.
- ✦ Involved in full System Development Life Cycle of the project.
- ✦ Identified and cleared functional issues and supported IT development staff throughout the design, development, testing and implementation phases of the software development life cycle.
- ✦ Analyzed and prioritized user and business requirements as system requirements that must be included while developing the software.
- ✦ Prepared Logical Data Models that contained set of diagrams, Business Requirement Documents, and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors.
- ✦ Created Use Case **Diagrams, Activity Diagrams, and Sequence Diagrams** in **MS Visio** and worked on wireframes during the Elaboration Phase.
- ✦ Involved in **ERP/CRM and Regulatory projects**.
- ✦ Responsible for **Planning, Estimation**, Scoping, Work delegation to team members
- ✦ Requirements gathering, Functional analysis, Solution Design, Software Development, Acceptance Testing, Production launch
- ✦ Bug Fixing in Harvest Configuration Management Software.
- ✦ Managed team of 8 and delegated scope of work to appointed consultants. Organized events, including press conferences, exhibitions and tours.
- ✦ Involved in **Data warehouse projects**.
- ✦ Involved all application groups to minimize risk.
- ✦ Guide and direct team on moving strategy.
- ✦ Balance multiple teams' effort on various technologies streams and integrations.
- ✦ Participate Business acceptance sign-offs and vendors communication.

- ✦ Stored and modified requirements in **Rational Requisite Pro**.
- ✦ Authored progress and completion reports, which were then submitted to project management team on a weekly basis.
- ✦ Suggested measures and recommendations to improve the current application performance.
- ✦ Assisted in manual front-end testing to check all functionalities of different modules.
- ✦ Trained user teams on new processes and operational procedures

Environment: MS Word, MS Excel, MS PowerPoint, MS Visio, Rational Requisite Pro, Java, Oracle, and SQL Server.

Client: Genpact
Role: Program Manager

Jul 2015 – Nov 2017
India

Responsibilities:

- ✦ Worked as a **Program Manager** for Application Management Services Transition program.
- ✦ Involved in **Application Maintenance Development Projects Initiation, Planning, Execution, Monitoring.**
- ✦ Involved in **Data warehouse projects, ERP/CRM, Infrastructure Upgrade and Regulatory projects.**
- ✦ Responsible for **Budgeting and scheduling** of various projects, Resource forecasts and management.
- ✦ Worked on End to end Program Management with **SDLC** project methodology and waterfall model.
- ✦ Worked on **Program set up, Program Plan and Project Plan reviews, defining Milestone and Deliverables.**
- ✦ Worked with Stakeholder management, Client interaction and reporting to deputy CIO, Directors.
- ✦ Alignment with Strategic business Goals and objectives and Decision making.
- ✦ Enterprise value adds by process improvement recommendations for appropriate tools, services products.
- ✦ Worked on **Hiring Project Managers and defining Project Methodology Processes, Standards and Procedures.**
- ✦ Involved in **Business presentations, Proposal writing, RFP response reviews, Documentation review.**
- ✦ Worked on **SLA** management along with Service level improvement recommendations.
- ✦ Worked on **Risk management, Timesheet Milestone tracking, and Delivery management.**
- ✦ Team management and development, Issue and conflict resolution.
- ✦ Provided timely status updates and reports to all key stakeholders.

Environment: Agile (Scrum), MS Office, PMP, MS Access, MS Visio, MS Project, Quality Center, Oracle, SQL, Windows.

Client: ProKarma Softech
Role: Junior Project Manager

Oct 2013 – Jun 2015
India

Responsibilities:

- ✦ Worked as a Project Manager for multiple initiatives in **ICDW Integrated Consumer Data Warehouse Implementation in Consumer Community Banking.**
- ✦ Program Delivery Manager for projects like Enterprise Data Management and Masking Regulatory , Co-Location Datacentre Build CoLo 1 using SDLC Model Infrastructure , Data Movement between Production and Disaster Recovery CoLo 2 , Enterprise Data Warehouse Migration EDW to ICDW , Application Data Mart Development, Maintenance ADM BAU support using **AGILE/SCRUM model RTB/CTB.**
- ✦ Worked on **DFAST** Stress tests, **CCAR** changes and **infrastructure upgrades.**
- ✦ Worked on **CCAR** recommended changes in data marts for regulatory reports.
- ✦ Worked on **Operational Risk, counter party Credit Risk, Market Risks.**
- ✦ Worked on Leading a Metrics program for aLoB and discuss Metric dashboards with executive management.
- ✦ Managing multiple projects - **Planning, Scheduling, Budgeting, Execution, Monitoring and Controlling.**
- ✦ Provide strategic direction, guidance, and analysis to Management regarding the program initiatives.
- ✦ Creating Project Plans using **MS Project, Risk Plans, Roadmaps, Delivery milestones for projects.**
- ✦ Worked with **PMO**, Audit reporting, Project forecasts selection, Resource Effort Estimation.
- ✦ Stakeholder management, Client interaction and reporting to Directors/CTO's.
- ✦ Align with Release management ITSM and Business change management process.
- ✦ Create WBS, RACI charts, Earn/burn analysis, Milestone charts and Review deliverables.
- ✦ Improve Service levels, performance, productivity and efficiency at a LOB level.
- ✦ Track project staffing requirements, time sheet tracking, resolution of conflicts and issues.
- ✦ Preparation of presentation decks related to business and project management.
- ✦ Prepare Weekly Accomplishment Reports, Dashboards, Metrics, RAG Red, Amber, Green status.

Environment: Agile (Scrum), MS Office, PMP, MS Access, MS Visio, MS Project, Quality Center, Oracle, SQL, Windows.

References provided upon request.



Quality Assurance Analyst

Client Information	Number of Hires	Year of Hires
Proje Inc. Kara Emery HR Manager 832-477-5660	3+	2020 - 2022

Muhammad Usmani

PROFESSIONAL SUMMARY:

- Extensive experience in software quality assurance with diverse projects, clients and industry.
- Experienced in preparing Test Plans, writing and executing Test Cases and Test Scripts and performing Defect Reporting and Defect tracking throughout the entire defect lifecycle.
- Expertise in both Manual Testing and Automated Testing using Mercury Interactive Test Suite such as Quality Center, HP ALM, JIRA and SOAP UI.
- Medical Claims experience in process documentation, analysis and implementation in 837 and 834 (X12 Standards) processes of Medical Claims Industry from the Provider/Payer side.
- Strong Knowledge of all stages of Software Development Life Cycle (SDLC).
- Extensive experience in testing Client/Server and Web-based Applications.
- Expertise in Bug reporting tools such as Quality Center and Application Lifecycle Management.
- Strong Knowledge of all aspects of the Agile Methodology.
- Expertise working in Healthcare industry with Insurance, Claim Processing, Enrollment and Medicare modules as well as Interface Testing.
- Thorough experience in Back-End Testing using SQL on UNIX and Windows platform to validate the consistency of data.
- Worked on EDI X 12 837(Health care claim), 835(Payment/remittance advice) and 834(Benefit enrollment).
- Used Transaction Reply Report (TRR) as part of the process for Medicare Advantage (MA).
- Experienced in interacting with Business Analyst, Developers and Technical Support Teams and helped them on baseline requirements specifications and testing status.
- Performed Positive Testing, Negative Testing, Smoke Testing, Functional Testing, Black Box Testing, Unit Testing, Integrated Testing, System Testing, Security Testing and Regression Testing.
- Strong HIPAA EDI 4010 and 5010 with ICD-9 and ICD-10, analysis & compliance experience from, payers, providers and exchanges perspective, with primary focus on Coordination of benefits.
- Leveraged POINT IN by DXC to ensure that the data from processed claims are appearing accurately for the agents (end-users).
- Excellent communication, documentation and organization skills with the ability to adapt to new environment
- Good team player and ability to work independently along with strong problem solving, learning and communication skills.

TECHNICAL SKILLS:

Testing Tools:	HP Quality Center, JIRA, HP ALM
Bug Reporting Tools:	Mercury Quality Center, JIRA, Rational Clear Quest
Operating Systems:	Windows XP/2000/Vista, UNIX
Web Technologies:	JAVA, JSF
Databases:	MS SQL Server, Oracle, TOAD
Business Applications:	MS Access, Excel, Word, Outlook, PowerPoint, Visio
Project Management Tools:	MS Office, MS Project
Methodologies:	Agile, Waterfall
Design Tools:	UML, MS Visio, Rational Requisite Pro
Others:	MS Office

PROFESSIONAL EXPERIENCE:

**Fidelis Care
Albany, NY
Quality Analyst**

Mar 2018 – Jan 2019

- Assisted QA Lead in creating Test plans and wrote Test cases based on the requirements and design documents.
- Analyzed the responses of Facets Adapter. Validated Request and Response messages and the data in backend.
- Performed Back end Testing-using SQL queries, generating reports to ensure data integrity and validate the inserted and updated data.
- Involved in testing all the HIPAA EDI Transactions- Eligibility, Claim Status and Service Review Transactions using facets.
- Created training documents for Facets applications: Claims Processing, Prospective UM, App Support, Medical Plan like Medicare and Medicaid.
- Worked with tracks that included Plan Management, Plan development, enrollment and Billing, and Regression testing.
- Worked on billing process that defines billing frequency, day to bill, proration method, premium invoice reconciliation, and grace period.
- Created and tested different reports like Cross Tab, Parameterized Reports, Tabular, Freeform Reports and Ad-Hoc Reports using Business Objects Reporting tool for Claims, Members, and Providers and Billing modules.
- Created several Test Cases and Test Conditions for testing various Claims, Membership, Billing and Provider reports.
- Facilitated Joint Application Development (JAD) Sessions for communicating and managing expectations involved in FACETS Implementation, involved end to end analysis of FACETS Billing, Claim Processing and Subscriber/Member module.
- Extracted data and Set claim processing data for different Facets Module.
- Performed defect reporting and bug tracking using HP ALM and followed up with development team to verify bug fixes, and update bug status.
- Created and executed SQL statements manually to perform Backend Testing that ensured data consistency on the Front-end.
- Participated in review meetings to resolve bug related issues with developers.
- Participated in the Release Readiness and validated in Production.

**AAA/ CSAA P&C Insurance, Oklahoma City, OK & Phoenix, AZ March 2016 - Feb 2018
Quality Analyst**

- Worked closely and directly with developers, product owner, project manager, and analyzed user stories to define the testing strategy necessary for the project module.
- Analyzed risks involved and the mitigation methods to be implemented in such scenarios.
- Developed Test Plans, Test Scenarios and Test cases bases on BRD'S.
- Executed test cases and conducted root cause analysis of identified defects, providing developers/business analysts with sufficient detail to understand, reproduce, and resolve the defects.
- Coordinated testing efforts by setting up a defect matrix, with clear definitions as to what constitutes critical, high, medium or low severity defects.
- Performed Web testing in IE, Chrome, Firefox, and Apple Safari.
- Conducted cross-reference checks for data accuracy between databases and POINT IN platform.
- Logged found bugs, reported defects, determined repair priorities and tracked the defects until resolution using JIRA.
- Involved in continuous Business Requirement scrubbing.
- Review of business requirements and design specifications to ensure traceability and testability. Involved in requirement gathering and analysis.
- Established and maintained feedback processes for requirement analysis and test case review sessions.
- Took initiative to build and implement a standard software testing process that fit our project needs and resulted in creating efficiency.

- Delivered thorough QA testing reports and summaries that determined product quality and release readiness to project stakeholders.
- Performed data driven and data validation tests in MS SQL database by writing SQL queries.
- Coordinated User Acceptance Test (UAT) processes and documented and addressed all the issues during the process.
- Used agile methodology to create weekly deliverables.

Blue Cross Blue Shield of Texas, Richardson, TX

Jan 2014 – Feb 2016

Healthcare Analyst

- Responsible for testing for generation of Letters for BCBS Project Diamond.
- Tested the Letters generation by using different scenarios in BCBSTX in-house Aerial Tool.
- Wrote test cases in HP ALM for BCBS Letters such as Unable to reach letter, Discharge Letter, Referral Letter, Medical Case Management.
- Performed testing of Medicare claims and Enrollment during the project.
- Involved in FACETS Implementation, involved in testing of FACETS Claims Processing and Subscriber/Member module.
- Worked on the Change Requests (CR) for Medicare Part A and Part B Testing.
- Tested HIPAA EDI Transactions and mainly focused on 837 claims.
- Responsible for data manipulation and data validation using SQL queries in a MS SQL Server.
- Tested EDI 837 Claims transactions and performed analysis for the errors.
- Executed test cases for 837 claims and 834 enrollments.
- Involved in writing the Test Cases and Test Scenarios based on the Functional Requirement and Technical Specification in HP ALM.
- Worked on handling issues for Medicare testing.
- Generated Letters in Tool Aerial in English and Spanish languages for BCBS Members of TX, OK, IL, NM and MT.
- Executed the Test cases on multiple environments (SIT and UAT) to ensure that requirements were met.
- Used ALM for reporting bug, tracking bug and generating reports.
- Tested Letters for different Member scenarios such as In-Network, Out-of-Network, Inpatient and Outpatient.

QSSI, Columbia, MD

Dec 2012 – Nov 2013

QA Tester

- Involved in developing detail Test Plans and Test Case for different benefit packages according to business requirements documentation.
- Developed and implemented EDI applications to process health Care transactions as per the HIPAA implementation.
- Tested the member 834 enrollment.
- Wrote Test Cases for Manual Testing and created Traceability Matrix.
- Performed Backend Testing using SQL queries to check the data integrity.
- Analyzed and logged defects in HP Quality Center and interacted with the developers to resolve technical issues.
- Performed different types of testing like System, UAT, Regression, Smoke testing, Integration, System, Positive Negative Testing.
- Created EDI files for test cases and verified those files, debugged the errors and corrected them according to the respective HIPAA implementations.
- Provided Efforts Estimate and coordinated the schedule using Agile testing method UAT phase.
- Reported Insurance Affordability (IA) for IRS bases on test result in SOAP.
- Used JIRA as a defect tracking tool and follow up until fixed.

Rider Insurance, Springfield, NJ

Feb 2012 – Nov 2012

Jr. Quality Analyst

- Analyzed Software Design Specification (SDS) and Functional Requirements Specifications (FRS).
- Worked closely with other team members to prepare Test Cases as per requirements.

- Executed test cases under the supervision of supervisor and other team members.
- Performed Regression Testing using QTP across multiple builds of the application.
- Performed various Manual Tests: Smoke Testing, Functional Testing, Performance Testing and Regression Testing.
- Analyzed the Performance requirements to create Test scripts for performance Testing.
- Developed Test Data required for Load Test scenarios.

EDUCATION:

- Bachelor of Science in Information Technology & Biology - George Mason University

PONNI ARIVAZHAGAN

Experience Summary

Over 14+ years of diversified experience in all phases of **Manual Testing, Automation Testing, Agile Scrum** and Lean methodologies and Custom Client - Server applications.

Experience Details

Manual Testing Expertise

- Handling project delivery throughout all the phases of execution. Taken ownership and responsibility in delivering project across all phases – Test Planning, Test design, Test execution, Test report and knowledge documenting. The scope of work includes,
 - Release Requirements Analysis, Effort sizing, Test Plan and Test Case design
 - Involve in Work sizing and task allocation. Size the work using Work Breakdown structure model to its micro granular level, use Estimator to calculate independent efforts for these granular level tasks and calculate the overall project effort
 - Review milestone deliverables like Test Plan, Test case and Test Results with the project stakeholders (Business team and internal development team). Conduct walkthrough meeting for the above deliverables
 - Planning and management of multiple projects
 - Collaborate with project stake holders
 - Project health monitoring and control. Project Status reporting (DSR and WSR)
 - Triaging of defects and coordinating defect fix testing by working with onsite and offshore teams
 - Gather project and process metrics and share it with project stakeholders. Collect the Software Quality Metrics which involves collecting the process metrics typically Productivity, Defects Per Unit, Operational Effectiveness Rate and project specific metrics typically Schedule variance, Effort variance, Test coverage, and Test confidence
 - Involved in RCA (Root Cause Analysis) and DP (Defect Prevention) activities as required by the project.
 - Root Cause Analysis – conducted RCA meetings and performed RCA using Fishbone Analysis method and suggested improvements in test processes based on the analysis
 - Review and mentor team members for the application / domain specific knowledge and technical knowledge

- Have worked and strong knowledge in **Agile Scrum methodology** and **Lean methodology**
 - Assisted Scrum Master in estimates in JIRA
 - Keep track of the deliverables as mentioned in the backlog items
 - Participate in daily Scrum stand up calls
 - Identified the Lean points and reduced the effort of test execution
 - Participate in daily lean meeting and updated the same in lean dashboard

Risk Based Testing

- Apply Risk Based Testing concepts by analyze the projects for its feasibility and Detailed study of the system or application and devise strategic plan for implementation. This involves Cost Benefit analysis, ROI analysis and Scalability analysis
- Perform pilot project implementation, a Proof of Concept for the identified project and analyze the success factor of tools implementation.
- Provided training to both onsite and offshore team about Risk Based Testing and Product Risk Analysis

Automation Expertise

Ponni Arivazhagan

- Experience in Automating Web Application Testing using Selenium WebDriver with TestNG, Maven framework and knowledge in Cucumber.
- Experience in testing with SOAP UI..
- Writing Test cases using Element locators, WebDriver methods, Java programming features and TestNG Annotations. Well versed with Handling Elements in Selenium WebDriver.
- Experience in executing UAT testing using Fitnesse with Selenium IDE

Domain Expertise

- Experience in handling **Medical, Medicare, Medicaid** claim Processing
- Experience with **Federal Employee Program (FEP)** which worked with the **CMS** for many years to acquire and reconcile Medicare enrollment data for FEP Members.
- Experience in **HIPAA 5010 EDI** transaction codes such as 270/271(inquire/response health care benefits), 276/277(Claim status), 834(Benefit enrolment), 835(Payment, 837(Health care claim).
- Experience in **Banking Domain** and Commercial Lending system and CRM on multiple platforms.

Academic Qualification

Master of Information Technology

Technical Skills

- Testing Methods: Manual Testing using Black Box Techniques [System & Integration Testing, User Acceptance Testing, Functional & Non- Functional Testing including Load/Performance testing], Client/Server Application testing, Regression testing, Load/Performance testing Data Base Testing
- Testing Tools: ALM 11.52, JIRA 7.2, Selenium WebDriver, **Fitnesse with Selenium IDE, QTP, Quality Center, qTest Manager**, Rational Functional Tester, Win Runner8.0, Load Runner8.0, SOAP UI
- Operating Systems: Windows 9x, Windows 2000/NT/XP, MS DOS
- Languages: UNIX Shell Scripts, VBScript, Info Basic
- DBMS: Oracle 10g, SQL Server 2000 and MS Access
- Scripting Languages: Java Script, VB Script, ASP, JSP
- Tools: Toad for Oracle10g, VSS8.0
- Standards: HIPAA (EDI 820,834, 835, 837, 270/271, 276/277)
- Certification: **ISTQB Certified Associate**

Professional Experience

HCSC – BCBS, Texas

Senior Test Lead

March 2015 - currently

The Blue Cross and Blue Shield Service Benefit Plan has been part of the Federal Employees Health Benefits Program (FEHBP) since its inception in 1960. The scope of the project is to ensure the functionality of the **Federal Employee Program (FEP)** program is as per the business compliance and ensure the Medical, Medicare and Medicaid claims are adjudicated as per standards. **Medicare program** is administered by **CMS** has four components such as Part A (Hospital Insurance), Part B (Medical Insurance), Part C (Medicare Advantage Plans) and Part D (Medicare Prescription Drug Coverage). Also FEP handles OBRA Medicare B Pricing, COB (Coordination of Benefits), BOB (Blue on Blue) and SMAP (Medicaid) claims.

Roles and Responsibilities:

Ponni Arivazhagan

- Involves with business team in analyzing and validating requirements. Creating, implementing, maintaining, documenting and enhancing test plans, test scripts, and test methodologies that ensure exhaustive testing of application for each systematic release.
- Define the policies and processes to be used during UAT phase of system change and ensure appropriate engagement and oversight of testing quality.
- Managed a team of offshore and onshore testers to perform the functional testing of the applications.
- Handled **by-weekly sprint capacity planning** using **JIRA** to manage the stories and assignments.
- Performed various data gathering and reporting tasks and ran daily project status meetings.
- Responsible for analyzing production issues monthly cost impacts and claim volume.
- Extensively used the **IBM CICS/blue** (Customer Information Control System) legacy mainframe based tool and the claims front end tool **PRAP** (Pre-adjudication Project) to create/process claims for adjudication and for claim file drops.
- Performed functional testing, User acceptance testing, regression testing, backend testing, parallel testing and smoke testing.
- Created various **dental, professional and institutional** claims in different cycle (Test) regions based on the test cases and released them to see the status in **Federal Employee Program (FEP)** Direct application for approvals, denials or deferrals.
- Performed detailed testing to check for Benefits determination, Claims Payment, Pricing, Member Accumulator update, claim lock, claim adjustments, claim increments.
- Worked with **EDI837** files and checked the segment/loops for data inconsistencies.
- Prepare test data, load and maintain the data on the RDBMS (DB2) databases, setup test specific data to test the data driven functionality, work with database administrators and developers on data and database related issues. Wrote and executed XML scripts and SQL scripts to test backend infrastructure, DB2 and MSSql Database.
- Created various automated scripts for the regression testing and regulatory changes.
- Developed various **macros** to downsize testing effort in validating system effectively and reduce leakage of production defects.
- Involved in Post Production testing in regular intervals.

Technologies: JDK 8, JSP, Java Script, Servlets, Mainframe z/Os, DB2, SQL

Tools: HP ALM 11.52, JIRA 7.2, qTest Manager, Selenium WebDriver, Share point, Teredata, Avality, Mckession

Horizon BCBS, New Jersey Senior Test Lead

Sep 2013 – March 2015

Horizon NJ Health is New Jersey's largest healthcare management company serving publicly insured individuals in the Medicaid and NJ FamilyCare programs. Horizon NJ Health provides benefits for New Jersey residents enrolled in the Medicaid program. They also provide FamilyCare program that is designed to allow low-income, working families to have access to coverage.

Roles and Responsibilities:

- Analyze project business and functional requirements and supporting documents prior to creating test plan/test cases
- Strong knowledge of Software Development Life Cycle (SDLC) as well as Testing Methodologies and the Role of **EDI Specialist**.
- Expertise in **EDI transactions** used in healthcare industry and good knowledge of **HIPAA X12**.
- Thorough understanding on ICD9/10 codes
- Attended meetings on cross walking between **ICD9 and ICD10**.
- Gathered, analyzed and documented business requirements for ICD10.
- Experience testing Back End and Front End databases like Teradata System.
- Expertise in developing QA test plans and test cases with cross-functional teams ensuring adequate testing of software both before and after completion; conducting and documenting UAT.
- Expertise in working with direct submitters, clearing houses and providers in regards to all the issues with EDI setup, claim submissions, eligibility transactions and ERA's.

- Expertise in writing SQL scripts used in manual testing both front-end and back-end
- Good Experience in Test Management Tool QC/ALM.
- Extensive experience in creating test cases, test data, and traceability matrix.
- Detect, open and track application defects and resolve assigned defects according to QA testing procedures
- Support SIT and UAT activities.
- Create test data required for SIT and UAT Testing
- Prepared test cases (User Acceptance, Functional, Integrated, Nonfunctional) in Quality Center to cover all the test scenarios for the new functionality items

Technologies: JDK 1.4, Struts1.1, JSP, HTML, Java Script, Servlets, EJB2.0, Oracle10g

Tools: ALM/Quality Center, Teredata, Sharepoint

Providence Health and Services - Chicago

May 2012 – Sep 2013

Test Lead

Encounters Remediation Project is a collaborative system that works for Medicaid and Medicare Services. This system provides the claim status, claim history, and summary for the Business which is facing compliance errors with the state. It also supports the Documentation of Claims adjudication, where the claims are being processed that is received from healthcare providers. This system initiates all the necessary procedures, standards and validates the data as per regulations for Pharmacy Claims Medicare Part-D NCPDP is included with the claim adjudication process system as per state regulations.

Roles and Responsibilities:

- Worked with Business Analyst and QA Lead in reviewing and analyzing the business requirements Documents and functional requirements.
- Followed the Agile Methodology Process throughout the project and all artifacts are generated for each discipline.
- Prepared checklists and executed dry-run testing in JIRA X-Ray for assigned stories.
- Designed and created **XML** based schemas to map **EDI** transactions and tested the same in Pipeline environment.
- Responsible for testing front & back end databases in SQL that use RAPS files to CMS.
- Tested business requirements for Medicare Part D file required for CMS (Risk Management, RAPS and suspect management).
- Performed analysis on the Affordable Care Act (ACA) law & corresponding Centers for Medicare and Medicaid Services (**CMS**) and Health Insurance Exchange (HIX) business requirements.
- Performed testing activities on software products for the Centers for Medicare and Medicaid Services (CMS) in efforts to create and upgrade internet applications.
- Involved in creating test cases to test data mapping post EDIFICS upgrade process.
- Worked with Medicare, Medicaid and commercial insurances in **HIPAA** ANSI X12 formats including EDI transactions such as 270/271, 834,835,837 formats for interfaces and images to third party vendor application.
- Performed validation of **837** (P, I, D) & **835** format files according to the EDIFICS engine.
- Maintained knowledge of Medicare rules and regulation.
- Performed requirement gathering and testing of consumer web portal for the enrollment of Medicare.
- Responsible for checking member eligibility, provider enrollment, member enrollment for Medicaid and Medicare claims.
- Tested HIPAA Transactions and Code Sets Standards such as 837/835, 270/271, 276/277 and 997 transactions.
- Performed data driven test for multiple scenarios with different sets of data using internal and external data sources.
- Worked on Web-services applications, using SOAP UI tool, to create a Web Service Test from SOAP request and validate the response against the database.
- Documented the test results and reported the status of assigned test tasks and issues to project QA Lead.

- Coordinated with concerned developer/developer teams for design reviews per the business requirements for both UAT testing.

Technologies: JDK 1.4, Struts1.1, JSP, HTML, Java Script, Servlets, EJB2.0, Oracle10g
Tools: Quality Center, SOAP UI, SharePoint, Teradata

Rabobank, Netherlands
Senior Test Lead

June 2010 – April 2012

BBS is a Commercial Lending System) used by Rabobank. It started with BBS 3.0, where Cognizant performed Re-engineering of CBS to BBS 3.0' with the objective of replacing the current Rabobank 'Client Bediening System' (CBS) or the Client Loan Servicing System by the 'Bedrijfs Financieringen Systeem' (BFS, now Called BBS 3.0).

BBS 3.0 started as an integrated loan request processing system that is intended to provide Rabobank with benefits of portability, concurrency and availability resulting in greater user friendliness and enhanced productivity. BBS 3.0 is followed by BBS 3.1 and further enhancement releases such as BBS 4.0, BBS 4.2, BBS 4.3, BBS 4.4, BBS 4.5 and BBS 4.6, which provide improvement over existing functionalities or new functionalities.

Roles and Responsibilities:

- Lead team of 10 Members; Handle Offshore teams
- Involved as part of agile scrum team and Lean team
- Involved in User Acceptance testing using Fitnesse with Selenium IDE tool and Regressing testing using QTP
- Involved in testing web service with SOAP UI and REST API.
- Requirement / Test case analysis and prepared Detail Test Plan, Master Test Plan preparation, Test Estimation and Test Case preparation for both manual and automation testing
- Involved in Test Environment setup and Test Data Preparation for Stubs.
- Involved in Execution, Identifying defects while Execution
- Weekly Status reporting and Facilitation of conference calls
- Responsible for other Test Management Activities.
- Proactively bring the issues to the manager notice and to suggest solutions that is acceptable and doable by the team
- Prepare and deliver Release Notes, Project Recommendation Report.
- RCA, DP and Metrics process owner for entire team
- Mentor and Trained team members on the project and risk based testing methodology.

Technologies: JDK 1.4, Struts1.1, JSP, HTML, Java Script, Servlets, EJB2.0, Oracle10g
Tools: Quality Center, QTP, VSS, Fitnesse with Selenium IDE, SOAP UI with REST API

Travelers, Chicago
Testing Lead

Dec 2009 – May 2010

Travelers are one of the largest providers of property and casualty insurance products in the United States. In business for over 150 years, Travelers has been an industry leader from the start. The Saint Paul and Travelers Property Casualty merge to form St. Paul Travelers, creating a new company with 285 years combined experience in managing risk with integrity, innovation and discipline in 2004. The claim handling module help to manage claims with high cost potential. It offers business needs with an emphasis on controlling claim payments and expenses.

Roles and Responsibilities:

- Lead team of 4 Members; Handle Offshore teams
- Requirement / Test case analysis and prepared Detail Test Plan, Master Test Plan preparation, Test Estimation and Test Case preparation
- Involved in Test Environment setup and Test Data Preparation for Stubs.
- Involved in Execution, Identifying defects while Execution

- Weekly Status reporting and Facilitation of conference calls
- Proactively bring the issues to the manager notice and to suggest solutions that is acceptable and doable by the team
- Prepare and deliver Release Notes, Project Recommendation Report.
- RCA, DP and Metrics process owner for entire team

Technologies: ASP .Net, Oracle

Tools: Quality Center, Tera Data, Advanced Query Tool (AQT)

Universal Bank of California, California
Development Bank of Singapore, Singapore
Emirates Bank, UAE
Product Technical Lead

Feb 2006 – Dec 2009

Finacle (Universal banking solution) a product of INFOSYS is built using state-of-the-art technology providing the new generation IT architecture for the e-age. The front-end is web-enabled and works on the bank's Intranet. Finacle caters to all the functional requirements of tellers, managers, through the bank's Intranet. This new generation of web architecture gives various benefits compared to traditional client-server technology.

Finacle-CRM solution enables the bank for handling customer/contact/prospect creation value based products and services, effective customer acquisition programs and tracking their success statistics to come out with the best strategy. Retaining the existing customers with improved service is essential for their profitable growth. Introduction of more channels (internet banking, call centre's etc) for customer interaction leads to more satisfied customers.

Roles and Responsibilities:

- Product Technical Lead for system testing
- Lead team of 10 Members; Handle Offshore teams
- Requirement / Test case analysis and prepared Detail Test Plan, Master Test Plan preparation, Test Estimation and Test Case preparation
- Involved in Test Environment setup and Test Data Preparation for Stubs.
- Involved in Execution, Identifying defects while Execution
- Prepared Weekly/Daily Status report
- Produced Requirements Traceability Matrix to support the application development.
- Involved as Configuration Controller (CC)
- Performed both Manual Testing and Automated testing for usability and compatibility of the custom Web application
- Assigned task to team members, provided assistance to team members to clarify functional and technical difficulties.
- Performed end to end testing for Regression, Integration and database testing.
- Accessed data from Oracle database using SQL scripts.
- Performed defect tracking for the bugs in the application that included documentation, tracking and re-validating defects that helped developers to track the problem and resolve the technical issues.
- Mentor and Trained team members on the project and risk based testing methodology.

Technologies: Jdk1.4.2_04, JSP, XML, Oracle 9i, SQL server 2000, IIS, Pramati41, Windows 2000, UNIX (HP, AIX, JRun4, SUN Solaris)

Tools: Rational Functional Tester 8.00.1, Firestone, IPM+, Radar, VSS 8.0, Toad for Oracle 9.5, Tcube 8.0

Citi Bank, Chennai
Testing Analyst

July 2005 – Feb 2006

Ponni Arivazhagan

These systems assist in tracking and easily find the all data from customer form. Admin are control for file allocation and new employee creation. Supervisors are allocated the customers form to the employee. The employee saw a customer's fill up form then data has been saved on the database, Customers details are also maintained the database. The main features of this system easily entering the all data it's taken from the customer form. This system also helps to completed and pending work is easily identified. This data entry system has been daily upload in the database.

Roles and Responsibilities:

- Offshore Tester for system testing
- Requirement / Test case analysis, writing test cases according to the Functional Specifications and understanding Test Plan
- Involved in Test Environment setup and Test Data Preparation for Stubs.
- Involved in Execution, Identifying defects while Execution
- Produced Requirements Traceability Matrix to support the application development.
- Performed end to end testing for Functional and System testing.
- Accessed data from Oracle database using SQL scripts.
- Performed defect tracking for the bugs in the application that included documentation, tracking and re-validating defects that helped developers to track the problem and resolve the technical issues.

Technologies: Visual Basic6.0, SQL Server 2000

Tools: SharePoint, VSS

**E - Serve, Chennai
Testing Analyst**

April 2005 - Jun 2005

Management by metrics is maintaining the all department data's. Department likes CCU, E-BIZ, LOAN, XPU, RMU. It will be Daily Health Report and Monthly Health Report is updating in daily, monthly. Past month highlights are maintained in database. Easily you can check the last month status; Future plans are added in this field. It all database is convert excel macro to html format.

Roles and Responsibilities:

- Offshore Tester for system testing
- Requirement / Test case analysis, writing test cases according to the Functional Specifications and understanding Test Plan
- Involved in Test Environment setup and Test Data Preparation for Stubs.
- Involved in Execution, Identifying defects while Execution
- Produced Requirements Traceability Matrix to support the application development.
- Performed end to end testing for Functional and System testing.
- Accessed data from Oracle database using SQL scripts.
- Defect reporting, tracking and monitoring

Technologies: Java1.4, HTML, MS-Access

Tools: SharePoint, VSS

**Finance ltd, Chennai
Software Tester**

Feb 2004 - March 2005

Ritechoice Technologies is a company that specializes in developing BackOffice solutions for Stockbrokers and Business Partners in the capital market. National Securities Depository Limited (NSDL) is an organization that enables and ensures stock trading in electronic format. The product automates the transactions of the Depository Participant Dematerialization, Account Transfer, and Inter Settlement Transfer etc., integrating with accounts. The product complies with all standards that would enable the communication process transaction between DP and NSDL.

Roles and Responsibilities:

- Offshore Tester for system testing

Ponni Arivazhagan

- Requirement / Test case analysis, writing test cases according to the Functional Specifications and understanding Test Plan
- Involved in Test Environment setup and Test Data Preparation for Stubs.
- Involved in Execution, Identifying defects while Execution
- Produced Requirements Traceability Matrix to support the application development.
- Performed end to end testing for Functional and System testing.
- Defect reporting, tracking and monitoring

Technologies: Visual Basic, Windows NT, SQL Server

Tools: SharePoint

**Joinwin Infotech Ltd, Chennai
Software Tester**

Aug 2003 – Feb 2004

The project is aimed at providing an online financial accounting system fully integrated with Travel system and Medical System. The Medical system maintains details of employee wise medical claims and interconnects with financial system. This system is used to keep track of all the medical expenses claimed and produces a detailed report on the usage of the Medical claims. It also stores the information on depends. As this software directly talks to the Financial Accounting system, it is considered to be one of the powerful Medical claim software.

Roles and Responsibilities:

- Offshore Tester for system testing
- Requirement / Test case analysis, writing test cases according to the Functional Specifications and understanding Test Plan
- Involved in Test Environment setup and Test Data Preparation for Stubs.
- Performed end to end testing for Functional and System testing.
- Accessed data from Oracle database using SQL scripts.
- Defect reporting, tracking and monitoring.

Technologies: JSP, EJB, JDBC, Servlets, Oracle

Tools: SharePoint

Vinod Saba

Over **10 years** of professional experience in IT industry as **QA Analyst** and working closely with development engineers, subject matter experts, and management in a technical environment. Strong understanding of the **Software Development Life Cycle (SDLC) and QA Life Cycles**. Experience in **Black box, Functional, Integration, System, Regression testing, Unit, User Acceptance**. Experience in **HIPAA 5010 EDI** transaction codes such as 270/271(inquire/response health care benefits), 276/277(Claim status), **834(Benefit enrolment), 835(Payment), 837(Health care claim)**. Worked on Requesting enrollment of subscribers in FACETS by filling membership request form for different Plans and products. Worked on direct submissions to electronically submit enrollment (834) data. Experience with Facets support systems to enable inbound/outbound **HIPAA EDI transaction in support of HIPAA 834, 837 transactions**

Employer Details:

Current employer	American Infosys (March 2011 – Till Date)
Previous Employers	1. Vasundhara IT Pvt Ltd. (October 2006 – November 2010)

Personal and Educational Details:

Date of Birth	11th August 1978
Nationality	Indian
Graduation	Bachelor of Engineering, North Maharashtra University, India, 2001

Technical details:

Total Experience	13 years.
Onsite Experience	8 years in US
Domain Exposure	Healthcare, Facets-Healthcare Product, Banking & Financial Services. US Healthcare: USA State Medicaid Program, Product and Benefit Setup, Members Enrollment and Eligibility, Members Enrollment with 834 transactions and EDI files Format, TPL Inbound, Providers Data Load, Provider Network Management, Provider Agreement, Providers Data Management – NPI Match & Update, Providers Types/Specialty, Medical/Hospital Claims Processing with 837 Files Processing, Claims Adjudication – Claims Pre-Processor Validations and Edits, Claims Pre-Pricing, Networx claims pricing, Billing and Capitation, etc. Healthcare Claims Front End – Mailroom operations, batch scanning, queuing, load scanned image claims in O’Clever tool for data entry/review and operations, apply business edits/rules, enhance tool to implement/upgrade business rules for CMS 1450/ 1500 UB and HCFA claims, Rejection letter generation operations, implementation, COB claims processing, NCEB pre-scrub edits, work with several operation teams to validate end-to-end claims flow on front end. Banking and Financial Services: Retail Bank Network Management & Retail Bank Fraud Analysis
Technologies Tools	Facets 4.x, 5.x, Teradata 15.00, Snowflake, AWS, MS SQL Server, Tableau10.1, Tableau 8.1, HP Quality center, Manual testing, MS Office (Excel, Word, Access, Power Point) MS Visio, SharePoint
Career Highlights	More than 8 years of Onsite experience, worked on various projects in USA to Testing and Quality Analysis of complex processes for Facets development project. I have worked closely with customer

	<p>to understand the functional, business requirements and put together a solution and implementation.</p> <p>Excellent experience of managing the work between Onsite and Offshore for the design, development, testing, deployment and bug fixing tasks. Help and support team to understand the requirement and fulfill the gaps. Experience of customer interaction at client side to understand the requirements, and prepare functional, technical testing documents.</p> <p>Expertise in developing QA test plans and test cases with cross-functional teams ensuring adequate testing of software both before and after completion; conducting and documenting UAT.</p> <p>Experience in Black box, Functional, Integration, System, Regression testing, Unit, User Acceptance</p> <p>Tested the Claims, Members, subscriber and Providers in Facets.</p> <p>Experience in HIPAA 5010 EDI transaction codes such as 270/271(inquire/response health care benefits), 276/277(Claim status), 834(Benefit enrolment), 835(Payment, 837(Health care claim).</p> <p>Performed Backend Testing by writing SQL statements to review the returned data to ensure that the correct data was retrieved.</p> <p>Developed and executed stored procedures using database applications of RDBMS in TERADATA/SQL Server and tested the reports by running it and querying in the database through SQL statements.</p> <p>Experience with and demonstrable success in testing both large and small projects and helping to deliver them on time.</p> <p>Experience in understanding HTML, XML, Java Script & HRMS modules and .NET</p> <p>Understand and follow standard QA testing processes</p> <p>Experience working on HIPPA ANSI EDI 4010/5010 conversion.</p> <p>Strong knowledge and understanding of business needs, with the ability to establish and maintain a high level of user trust and confidence in the team's concern for end users</p> <p>Ability to effectively manage multiple tasks and projects in a cross-functional environment</p> <p>Extensively worked on Tableau10.1 for creating Tableau Dashboard.</p> <p>Proficient in Black Box, Positive, Negative, Unit, Integration, System, End-to-End, UAT, Front-End and Back-End Testing.</p> <p>Excellent Excel skills in Functions, Charts, Pivot tables, Data Validation and importing and export data with other Databases and Applications.</p> <p>Good Analytical & Communication skills.</p> <p>Highly self-motivated and result oriented individual.</p>
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Recent Projects:

Client: Horizon BCBS, Ewing, NJ.

Project Name : HNJB Medicaid TTPS

Duration : Jun 2017 – Till Date

PROJECT DESCRIPTION:

As a Data Quality Analyst, I am responsible to develop data quality rules, manage and archive data and document the process according to BCBS standards and adhere to compliance regulations. I am involved in gathering requirements from various sources, understand the problems in claims data, biometric data, provider behavior data, expense, prescription costs data and create KPIs so that the business can implement various programs to cut down on member expenses and improve the member's health.

CLIENT DESCRIPTION:

Horizon NJ Health is New Jersey's largest healthcare management company serving publicly insured individuals in the Medicaid and NJ FamilyCare programs. Horizon NJ Health provides benefits for New Jersey residents enrolled in the Medicaid program. They also provide FamilyCare program that is designed to allow low-income, working families to have access to coverage.

ROLES AND RESPONSIBILITIES:

- Analyze project business and functional requirements and supporting documents prior to creating test plan/test cases
- Strong knowledge of Software Development Life Cycle (SDLC) as well as Testing Methodologies and the Role of **QA/ EDI Specialist**.
- Expertise in EDI transactions used in healthcare industry and good knowledge of **HIPAA X12**.
- Thorough understanding on **ICD9/10 codes**
- Attended meetings on cross walking between **ICD9 and ICD10**.
- Gathered, analyzed and documented business requirements for ICD10.
- Experience testing Back End and Front End databases like Teradata System.
- Expertise in developing QA test plans and test cases with cross-functional teams ensuring adequate testing of software both before and after completion; conducting and documenting UAT.
- Expertise in working with direct submitters, clearing houses and providers in regards to all the issues with EDI setup, claim submissions, eligibility transactions and ERA's.
- Expertise in writing **SQL scripts** used in manual testing both front-end and back-end
- Good Experience in **Test Management Tool QC/ALM**.
- Extensive experience in creating test cases, test data, and traceability matrix.
- Detect, open and track application defects and resolve assigned defects according to QA testing procedures
- Support SIT and UAT activities.
- Create test data required for **SIT and UAT Testing**
- Prepared test cases (User Acceptance, Functional, Integrated, Nonfunctional) in Quality Center to cover all the test scenarios for the new functionality items

Providence Health and Services - Spokane Washington

QA Analyst

Duration : Jan 2016 – Jun 2017

Encounters Remediation Project is a collaborative system that works for Medicaid and Medicare Services. This system provides the claim status, claim history, and summary for the Business which is facing compliance errors with the state. It also supports the Documentation of Claims adjudication, where the claims are being processed that is received from healthcare providers. This system initiates all the necessary procedures, standards and validates the data as per regulations for Pharmacy Claims Medicare Part-D NCPDP is included with the claim adjudication process system as per state regulations.

- Worked with Business Analyst and QA Lead in reviewing and analyzing the business requirements Documents and functional requirements.
- Followed the Agile Methodology Process throughout the project and all artifacts are generated for each discipline.
- Prepared checklists and executed dry-run testing in JIRA X-Ray for assigned stories.
- Designed and created XML based schemas to map EDI transactions and tested the same in Pipeline environment.
- Responsible for testing front & back end databases in SQL that use RAPS files to CMS.
- Tested business requirements for Medicare Part D file required for CMS (Risk Management, RAPS and suspect management).
- Performed analysis on the Affordable Care Act (ACA) law & corresponding Centers for Medicare and Medicaid Services (CMS) and Health Insurance Exchange (HIX) business requirements.
- Performed testing activities on software products for the Centers for Medicare and Medicaid Services (CMS) in

efforts to create and upgrade internet applications.

- Involved in creating test cases to test data mapping post EDIFECs upgrade process.
- Worked with Medicare, Medicaid and commercial insurances in HIPAA ANSI X12 formats including EDI transactions such as 270/271, 834,835,837 formats for interfaces and images to third party vendor application.
- Performed validation of 837 (P, I, D) & 835 format files according to the EDIFECs engine.
- Maintained knowledge of Medicare rules and regulation.
- Performed requirement gathering and testing of consumer web portal for the enrollment of Medicare.
- Responsible for checking member eligibility, provider enrollment, member enrollment for Medicaid and Medicare claims.
- Tested HIPAA Transactions and Code Sets Standards such as 837/835, 270/271, 276/277 and 997 transactions.
- Performed data driven test for multiple scenarios with different sets of data using internal and external data sources.
- Worked on Web-services applications, using SOAP UI tool, to create a Web Service Test from SOAP request and validate the response against the database.
- Verified daily all outbound 837 (encounters) files for assigned payers had 997 acknowledgments. Contacted payers or downloaded 997 files as needed to maintain production balancing.
- Promptly addressed EDPS, TBT FIR RAPS, and Encounter data exceptions.
- Documented the test results and reported the status of assigned test tasks and issues to project QA Lead.
- Coordinated with concerned developer/developer teams for design reviews per the business requirements for both UAT testing.

Client: United Healthcare Group, Columbia, Maryland, USA.

Project Name : Ohio HeathCare Plan & Providers

Duration : Jan 2013 – Dec 2015

UnitedHealthcare has all their members, providers and claims information configured with using healthcare software product known as Facets. The facet is a very popular and powerful software tool in healthcare industry. I have been working on this project to migrate this information from existing system Unison to target new platform CSP. UnitedHealthcare provides the healthcare services to the members from the various states and this particular migration project is for state of Ohio in USA. All member information, claim processing information and provider's information was available on Unison platform and needs to be migrated to CSP platform which had wide scope in order to serve better to all members and providers. I have been part of the CSP F2F Migration as functional expert and taken care of complete implementation. Being a facets product specialist my role in the project is to interact with the UnitedHealthcare business folks to gather the business and functional requirements of healthcare services and put together all those scenarios in the functional design document and business requirement document.

Technical Skills: Facets 4.71, Manul Testing, Teradata ,HP Quality Center.

Role: Team Lead.

Responsibilities:

The responsibilities as a Quality Analyst includes the following:

- I have taken over the responsibilities of detail walkthrough of the business documents like state companion guide, state implementation guide, healthcare enrollment, claims files with EDI formats and analyze the requirements.
- Analyze the functional and business requirements to put together in function design documents, technical design documents and test case design documents.
- I was responsible for design walkthrough with customer at Onsite with SME's and collect the review feedback and follow up items.
- I was responsible for collecting the data feeds from Facets data model to retrieve the members, providers, claims and billing information by implementing the several jobs as mentioned in requirement documents.
- I was responsible for onsite-offshore co-ordination to manage the work on this project. Assign the tasks to offshore team on daily basis and help/guide team to understand the requirements and resolve their clarification on daily basis.
- Creating and implementing Test plans, Test Strategy, Role(s), Client Situation(s), Business Scenario(s), Test Cases and scripts based on technical specifications and business requirements.
- Developed Test Cases from the requirements and scenarios for functional and regression testing.
- Coordinated with the QA team and developers to prioritize defects and rectify them. Participated in the Release meetings to triage the bugs.
- Extensive testing experience with Members enrollment, Member services, Premium billing, Provider management, Claims processing, Provider reimbursement and Claims adjudication.
- Performed Gap Analysis, updated report layout and documented the changes.
- Tested the Claims, Members, subscriber and Providers in Facets.
- Experience in HIPAA 5010 EDI transaction codes such as 270/271(inquire/response health care benefits),

276/277(Claim status), 834(Benefit enrolment), 835(Payment, 837(Health care claim).

- Performed Backend Testing by writing SQL statements to review the returned data to ensure that the correct data was retrieved.
- Worked on Requesting enrollment of subscribers in FACETS by filling membership request form for different Plans and products.
- Worked on direct submissions to electronically submit enrollment (834) data.

Client: Capital One, Richmond, VA.

Project Name : Network Management Data Analysis

Duration : March 2011- Dec 2012

Capital One is one of the top 10 largest bank in America. Capital One is a diversified bank that offers a broad array of financial products and services to consumers, small business and commercial clients. The Network Management Data Analysis team supports the various initiatives impacting physical branch and ATM network within Capital One Bank. Team operates at the intersection of decision science, data-driven analytics and on-the-ground local knowledge.

Skills: Teradata13.00, Windows XP, UNIX, .Net, SQL, MS-Office, Tableau8.1

Role: Sr.Data Analyst

Responsibilities:

The responsibilities as a Data Analyst includes the following:

- Communicate with customers to establish business/data requirements and systems requirements.
- Prepare designs and manage development and administration of transactional and analytical data constructs/structures.
- Pull ATM transaction data from Teradata13.00 with different transaction types and create a report for Business Team.
- Based on the no of ATM Monthly transaction, to identify low, medium and high traffic ATMs.
- Build a ATM Dashboard in Tableau8.1 using ATM transaction data to users for reporting and monitoring
- Automated Teradata/BTEQ scripts to update BAU processes for operational staff and consultants.
- Ensure data quality, data organization, metadata, and data profiling and provide technical support on Data ware house teams.
- Worked on Tableau 8.1 BI Answers to build Interactive Dashboards with drill-down capabilities for ad-hoc reporting.
- Developed SQL scripts for accessing data from the Teradata/SQL server tables.
- Assisted the DBA with scheduling jobs, running various scripts related to space management.
- Created weekly, biweekly and monthly reports to measure the performance for each line of business
- Performed system testing by coordinating with the business and development teams.
- Worked in data quality, data organization, metadata, and data profiling

Orbit Healthcare Inc – East Brunswick, NJ

QA Tester

Duration: Oct 2009 – Oct 2010

My team and I was working on a project of the claim management system, that helps the consumer to see review related information, billing data and the documentation required for the claim submission and setting up EDI schedule for interacted with Developers, B.A.s, team leads and PM to finalize the compliances which need to be in place.

- Analyzed and defined testable requirements and created test cases.
- Created Test Cases, Test Scripts, Test Plan and Test Procedures and implement compliance of quality standards.
- Experience in Agile Scrum Methodology, attended daily Scrums, Sprint Planning, and Sprint Review Meetings, update the test data as per the requirement.
- Worked on HP Quality Center to build and execute test cases.
- Worked on Quality Center to log defects and to generate bug reports.
- Prepared Test Cases based on business requirements and business rules for HIPAA EDI Transaction 834, 835, 837, 999.
- Validated EDI Claim Process according to HIPAA compliance.
- Worked on HIPAA Transactions and Code Sets Standards according to the test scenarios such as 270/271, 276/277,837/835 transactions.
- Created and maintained the Requirement of Traceability Matrix.
- Used Quality Center for preparing the Claim, Member, Provider test data and test cases for Product Acceptance testing.
- Having expertise in Back-end testing by using SQL Queries on Oracle, MS SQL Server environment running on Windows platform to cross verifying the data.
- Performed Functional testing, Regression Testing, Sanity Testing, Smoke Testing, Positive Testing, Negative

Testing, Integrated Testing, System Testing, and Security Testing.

- Worked on Web Services and SOAP UI tools.
- Reviewed and tested reported defects in the concerned applications in both UAT and Production testing environments. Verified and Reported of all issues/defects from small to big raise by UAT team.
- Involved in performing functional, application, integration, system, and regression Testing.
- Queried and Tested RDBMS such as Oracle and SQL Server.
- Used the JOIN statement for multiple tables to fetch the data from SQL queries.



Security Analyst

Client Information	Number of Hires	Year of Hires
SPN Solutions Amy Hughes, SHRM-CP HR Manager 703-260-8350 amy.hughes@spnsolutions.net	3+	2020 - 2022



Experienced IT Security Solutions Manager with CISSP Clearance (TS)

Experience: 15+ years, including management experience

Professional Summary

Extensive experience in IT Security Policy development (SBU and National Security), **Security Architecture**, Vulnerability Assessment, **Risk management** and **Regulatory Compliance**, particularly in conformity with NIST Special Pubs, FIPS, DOD (DIACAP, SRG, FedRAMP) and CNSS standards, OMB and FISMA mandates and federal laws leading to cost effective strategies and product selections designed to mitigate Information Assurance risks.

I possess a TS **Clearance (FBI Top Secret/SCI with polygraph)** and have more than **fifteen years of security experience** including **project management**, hiring, managing and training of staff, training users, researching and evaluating potential solutions in a **risk management framework**. I have maintained my **CISSP** since 2000 and acquired other security related certifications since then.

I have extensive **Security Architecture development experience** in federal civilian agencies, including **budgeting and cost estimates** for capital improvements, technical support interpreting NIST, FIPS and agency guidance for developers and system owners. I also have had **project management** responsibilities for several **major cyber security projects** for civilian agencies.

I have extensive experience with all aspects of **FedRAMP** and **DoD SRG** standards, **managing C&A efforts with automated tools and manual processes**, worked on the **FDCC compliance** team for a civilian agency. I was part of the team which stood up the first DHS PKI and coordinated with the team establishing the **HSPD-12** CA as a subordinate to the primary PKI facility for an agency and served as their security officer.

Core Competencies

- Enterprise Management and **Security Architecture design**, installation, support and training
- **Security Policy writing, Risk Analysis**, Vulnerability Assessments, Audits, Penetration testing
- **Project management**, consulting, and **training** (end user and technical staff) experience
- **Regulatory Compliance** work with FedRAMP, DoD SRG, FISMA, OMB, DHS, NASA, CIS, CNSS and NIST standards.
- **PKI experience** as Security Officer, CP and CPS, physical security and procedure writer
- Designing and **writing documentation, training materials, budgets**, presentations and RFPs

Professional Experience

August 2017 – Present NES Associates, a Wholly Owned subsidiary of CSRA, which is merged with GDIT: Information System Security Advisor.

- Extensive experience with all phases of FedRAMP (Initial Assessment, Continuous Monitoring, Annual assessments, Significant Change processes, etc.)
- Extensive experience with DoD SRG Assessments for various Impact levels
- Worked with Cloud Service Providers and Third Party Assessors to evaluate CSPs that leverage AWS and Microsoft technologies to meet many NIST SP800 series documents

December 2016-March 2017 SparksGroup Inc/AlphaSix Corp.

- Worked in support of Certifying Official (ISIM)
- Validated ATT and ATO packages and recommended period of ATO
- Reviewed and prepared risk assessments of requests for accepted risk
- Assisted PMOs for unclassified and classified systems in preparing ATT/ATO packages
- Participated in POA&M reviews with AO designee
- Member of working group on VoIP/UCS for agency component (DEA)
- Member of working group on removable media solutions
- Researched tools for supporting removable media monitoring (NSA)
- Collaborated in Policy decisions including Rules of Behavior document
- Participated in classified discussions on classification marking tool (CIA)
- Supported systems in continuous monitoring
- Supported OMB financial systems reporting

August 2015-December 2016 Kapoor IT Consulting, LLC //dba KITC, LLC

- Working as ISSO as subcontractor to JHC Technology (sub to Dell prime contract)
- Adjudicated to FBI TS/SCI with poly in February 2016
- Performed all work leading to Authority to Test and prepared documentation for Authority to Operate for a new virtualization initiative
- Provided STIGs and support to engineers using them
- Handled VPM notifications of vulnerabilities and followed up on engineer mitigations of applicable vulnerabilities

November 2014-July 2015 IP Plus Consulting, INC. Cyber security Engineer and SME

- Led conversion of authorization packages from DIACAP to NIST RMF.
- Participated in Risk assessment meeting for all products
- Converted documents (MOA, MOU, contracts) from DIACAP to RMF.
- Managed POA&Ms from IAVMs, Blue Team and Red team scans.

November 2011-July 2014 Booz Allen Hamilton Cyber Security Solutions Engineer /Architect (Associate/Lead Technologist) in Cyber Technologies Center of Excellence

- Provided DoD C&A development and evaluation using DIACAP and DoD 8570 via eMASS to three year ATO granted.
- Built and secured a web portal (using Apache and MySQL) hosted by the DISA DECC for a program sponsored by OSD at the Pentagon.
- Performed Contingency Plan tabletop exercises. Monitored/updated VMS, DITPR, PPSM, SNAP, ERS and other DoD and DISA systems in support of DoD programs.
- Supported SATCOM initiatives. Provided IA and engineering support to several DoD projects.
- Provided migration information and strategies for transmission and remote reception of SATCOM information.
- Acquired Certified Ethical Hacker (CEH) and ECSA certifications.

2008-2011 KCG (Sr. IT Security Officer, SME/FISMA Compliance and C&A, Technical Support Officer)

- Subject Matter Expert/FISMA Compliance and C&A, SITOSS Technical Support Officer at DHS and NRC
- Reviewed materials being used for contract supporting DHS ICE FISMA compliance efforts including developing QA Procedures for documents.
- Provided support for NRC Computer Security Office. Specific duties included developing evaluation criteria for CPIC packages regarding security (SME), preparing Security Assessment Reports (IV&V and certifying official team) and presentations to the DAAs based on materials provided to CSO in support of requests for ATO for Major

Applications and General Support Systems, including network services (LAN and WAN), the umbrella GSS which provides DBMS and security compliance for most of the agency applications and the Datacenter services GSS which provides security compliance for servers for various applications.

- Chosen as CSO liaison to CFO staff and the DOI National Business Center project management teams to insure security compliance for the new consolidated financial management system.
- Wrote continuous monitoring compliance reviews and security impact assessments for systems being upgraded or changing functionality.
- Responded to AD Hoc requests from CSO (including presentation on NIST 800-53 rev.3 specifics, Security in SDLC/PMM efforts, evaluation of numerous documents and language for contracts for security services), as well as keeping abreast of OMB memos, NIST documents and other federal guidance (DOD IA, CNSS) regarding security and appraising members of CSO of updates.

**2001 -- 2008 SAIC (Manager, SR. IT Security Engineer/Sr. Computer Security Technologist)
NASA Sr. IT Security Engineer/ISSO)**

- Received NASA Exceptional Achievement award 12/2007
- Member of scanning team, FDCC team, Lumension Patchlink technical team, IPS evaluation team
- Voting member of NASA Center Firewall Review Board.
- Supported Zoned Architecture initiative at NASA (security and implementation
- Managed Certification and Accreditation for NASA General Support Systems

**DHS ICE STARS-SMI Contract (Manager: Host Security Engineering; Executive Assistant
Director of Engineering and Operations)**

- Wrote and/or edited Operational and Technical Controls sections of DHS and ICE IT specific Security manuals (4300 series) for SBU and Classified information.
- Primary responsibility for evaluation of vendors and new technologies, manager of evaluation lab using Active Directory.
- Hired and managed a team of 40 engineers in support of PKI and SOC development projects, with team leads (e.g. Host Security, Network Security) reporting to me.
- Served as a resource for technical and business concerns for customer policy issues for C&A teams, system owners and development teams.
- Provided SDLC documentation and guidance for a major DHS ICE Business Intelligence system.
- Responsible for Host Intrusion Detection and hardening, coordinating with NIDS team, identifying SIEM product for HIDS, NIDS, logging information correlation, analysis and archiving for SOC
- Member of Security Architecture Team and Cyber Authentication Initiative
- Evaluated products for application, network, host and database vulnerability assessments, HIDS and NIDS, including build of notebook running multiple operating systems for use of selected vulnerability testing tools
- Wrote/reviewed CP, CPS and PKI Procedures for DHS PKI and served as Security Officer
- Presenter at DHS Security Conferences: Wireless Security, Identity management, etc.
- Engineered Single Sign on, Secure Meeting facility, End Point Security (NAS) Evaluation and integration with Active Directory.
- Provided proposal for consolidated auditing capability for ICE
- Led review of DHS OS hardening guidelines for ICE security requirements.
- Provided security support to DHS Wireless Management Office.
- Managed and wrote project plans: Audit and Availability Project, Counter Terrorism Vulnerability, Scanning, Data Management and Consolidation Project and Host Hardening.

- Served as a member of ICE/CBP Security Standards group. Particular areas of focus included auditing technologies and common desktop hardening configurations
- Member of Change Control Board: server and desktop security standards.
- Ex-officio Member of INS (and DHS ICE) Architecture Board.
- Provided host-hardening guidelines, product evaluation and Rules of Behavior for Laptop Encryption and tested new devices for laptop encryption compliance.
- Managed, reviewed and wrote numerous technical bulletins.
- Provided auditing guidelines for SEVIS project and security guidance to application development teams.
- Supported DHS Transition Management office on technical issues.

2001 -- 2001 Johns Hopkins Enterprise Services Security Group (Technical Lead):

- Performed security audits for medical facility departments
- Worked with Sun Ldap implementation;
- Negotiated pricing for ISS Database Scanner,
- Trained staff on use of ISS scanning and IDS tools, open source vulnerability assessment and IDS tools
- Designed security architecture and supervised purchasing of CISCO firewalls, IDS taps, etc. and software for Exeter R5 project.
- Collaborated in network design (VLANs, etc.).
- Specified and managed implementation of HIPAA compliant Student Psychiatric Services
- Participated in implementation of institution wide VPN: prepared documentation; trained Help Desk;
- Performed initial testing of wireless equipment for security concerns.

1997 -- 2001 Compaq Federal LLC (formerly Digital Equipment Corporation): Richmond, IN, Philadelphia, PA, Washington DC metropolitan area: Technical Security Consultant: North America Security Practice, formerly Security and Directory Solutions Practice (FGT/PS), Security and Enterprise Management group.

- I Received a Treasurer's Award (cash incentive and internal recognition) for passing CISSP exam while achieving customer satisfaction (DOD account), resolving problems, additional revenue.
- Selected to represent Compaq at ISS Connect 2001 by delivering presentation on legal, forensic, executive and public relations aspects of responding to a security incursion.
- Certified in ISS (now IBM) security products and developed relationships with product managers.
- I was frequently selected to handle "customer satisfaction" issues, generating new revenue opportunities.
- I configured a lab with Windows 2000 servers and workstations to provide internal security training on ISS tools, freeware/Linux security tools, using MS ISA as firewall to company intranet.

Federal Civilian Space: Policy writing and review, risk analysis, security implementation guides, Firewall and IDS configurations and implementations, MS Operating system and networking support.

DoD space: Penetration testing (with management level and technical level reports delivered to customer), Risk analysis, Policy reviews and Vulnerability assessments. Performed physical security assessments.

Commercial Accounts: Implemented firewalls, VPNs and Host security for Biotechnology Firm (as well as serving as part of UNIX SysAdmin team); implemented extranet for mortgage guaranty firm (extensive DNS, firewall and network configuration); Rewrote and implemented data mart for pharmaceutical firm with shell scripting, Oracle DBMS, C, and interfaces to Unicenter and HP OpenView for management, operations reporting.

Educational accounts: Wrote security policy and implemented security perimeter for University. Upgraded firewall from SEAL to Raptor-EC with RSA SecurID authentication

Education

- **Woodrow Wilson School of Public affairs, Princeton University class of '75**
Admitted to Princeton with sophomore standing.
- **Computer Science, Queens College, CUNY**
Graduate studies in Computer Science

Additional Information

- **Honors / Awards**
CISSP, CEH, ECSA, GIAC GGSC, ISS (ISS, DBS, etc.), Computer Associates CUE Received NASA Exceptional Achievement award 12/2007. Presenter at DHS Security Conferences on a variety of technologies. Selected to represent Compaq at ISS Connect 2001. Compaq Treasurers Award (cash incentive and internal recognition).
- **Other Training**
Technical Training: Certified Ethical Hacker (CEH) Boot camp, ISS certifications in HIDS, NIDS and scanning tools, Juniper Firewall, Switch, Junos and SSL VPN training. Cisco CCNA training and training on MPLS, BGP and other technologies. SANS and other formal training in Disaster Recovery (BCS/DRP), Forensics, Data Loss Prevention. Entrust Authority Security Manager Comprehensive Class, eMASS, CSAM, RiskVision, DoD SRG, FedRAMP experience and extensive self-training.
- **OS/Software Experience**
Linux (RHEL, Fedora, Ubuntu, Slackware, Debian), UNIX (SysV, BSD, Digital UNIX/Tru64 UNIX, HP-UX, AIX, Solaris), Microsoft Windows (all versions), PC/MS-DOS, Mac OS, Novell, VMware, Entrust PKI and FBCA, numerous mainframes and minicomputers (e.g., MULTICS, Guardian, IBM); CA Unicenter and Unicenter TNG, HP OpenView, BMC Patrol, Remedy
- **Communications and networking**
Firewalls (e.g., Juniper, Symantec (Velociraptor, Axent and Norton Personal), McAfee/Secure Computing (Gauntlet), Checkpoint, CISCO, MS ISA, Zone Alarm Extreme), VPNs (incl. Cisco, IPSec, PPTP, Raptor), IDS and Penetration Tools (e.g., ISS tools, Foundstone, Dragon, Network ICE/BlackIce, HP/SPI WebInspect, Metasploit, Nessus (NeWT), nCircle, ThreatGuard, Nmap, Palo Alto, various open source tools), Spyware detectors (e.g., PestPatrol, SpyBot, Ad-Aware, Webroot SpySweeper), Cryptography, PKI (Entrust, Microsoft and Baltimore), TCP/IP, NetBIOS, NetBeui, X.25, proprietary protocols, modems; routers, switches, RadWare, Cylink, protocol analyzers, sniffers, data scopes, OpNet, QIP; PPP(oE), BSC, HDLC, SDLC; numerous comm. packages; Standards: NIST, FIPS, RFCs, ANSI, ISO, ITU-T/CCITT, IEEE.
- **Languages**
Shell Scripting (Korn, Bourne, BASH etc.), HTML, Perl, SQL, Progress, Assemblers, Basic, C, COBOL, FORTRAN, Pascal, TAL

Cyber Security Engineer

ACTIVE TS/SCI CLEARANCE

MASTERS OF SCIENCE IN CYBER SECURITY

9 YEARS OF EXPERIENCE IN INFORMATION TECHNOLOGY

DoD 8570 COMPLIANT (CISSP, LINUX+)

KNOWLEDGE OF OWASP TOP 10 & INFO. SEC. REGULATIONS: CLOUD COMPUTING, IDS/IPS, SCRIPTING/AUTOMATION

EDUCATION

- MASTERS OF SCIENCE IN CYBER SECURITY, EXCELSIOR COLLEGE, AUG 2015 – AUG 2018
- FEDVTE (FEDERAL VIRTUAL TRAINING ENVIRONMENT), MAY 2016 - PRESENT
 - PCAP ANALYSIS (CERTIFICATE OF COMPLETION)
 - RADIO FREQUENCY IDENTIFICATION (RFID) SECURITY (CERTIFICATE OF COMPLETION)
- BACHELORS OF SCIENCE IN CYBER SECURITY, UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE MARYLAND, AUG 2013
- BASIC NAVY VALIDATOR CERTIFICATION, SENTEK GLOBAL, (2013)
- NEW HORIZONS COMPUTER LEARNING CENTER COURSES, (2013-2015):
 - MICROSOFT WINDOWS SERVER 2012 (MCSA: 2012) (CERTIFICATE OF COMPLETION)
 - CISCO CERTIFIED ENTRY NETWORKING TECHNICIAN (CCENT) (CERTIFICATE OF COMPLETION)
 - SIX SIGMA LEAN BLACK BELT (CERTIFICATE OF COMPLETION)
 - PROJECT+ (CERTIFICATE OF COMPLETION)
- U.S NAVY MASTER AT ARMS "A" SCHOOL, AUG 2008

CERTIFICATIONS

EXIN	ITIL Foundations V3	November, 2013- Present
CNSS	DIACAP Entry-Level Navy Validator	April, 2014- Present
Microsoft	MCP: Windows 7 (70-865)	April, 2014- Present
ISC ²	Certified Information Systems Professional (CISSP)	June, 2015- Present
ISACA	Certified Information Systems Auditor (CISA)	October 2017- Present
Microsoft	MTA (98-389): Introduction to Programming Using Python	September 2018 - Present
Amazon	AWS Certified Cloud Practitioner	November 2018 - Present
CompTIA	Linux+ Certification	September 2019 - Present
Microsoft	MTA (70-480): Programming in HTML5 with JavaScript & CSS3	September 2019 - Present
Amazon	AWS: Solutions Architect - Associate	March 2020 - Present
Splunk	Splunk Core Certified Power User	April 2020 - Present

TECHNICAL SKILLS

- **Networking:** TCP/IP Suite, IPSec, NMAP, Netstat, OSPF, BGP, FTP, LAN, WAN, NIPR, SIPR, WAN, Wi-Fi Integration.
- **Software:** ACAS/NESSUS, Active Directory, Atlassian JIRA, Bit-Locker, BMC Remedy 8 Incident Ticketing System, CMRS, EFS, Event Viewer, EMASS, Guardian Edge, HBSS, Malwarebytes, Microsoft MBSA, Microsoft Visio, Microsoft WSUS, MS Office 2010/2013, OpenVAS, Python, RADIA, Remote Desktop Connection, SCAP Compliance Checker, Security Onion, Metasploit, Service Now Ticketing System, Snort, STIG Viewer, Symantec, Symantec Ghost, Syslog, Virtual Box, VMware vCenter/ESXI., Windows PowerShell, Wireshark, Xacta IA Manager
- **Hardware:** Avaya Phone Systems, Blackberry Devices, Dell Laptops, HP Printer & Faxes, HP Laptops, VTC Equipment & Projectors.
- **Platforms:** AWS, Debian, Kali Linux, Mac OSX, MS Windows (XP, Vista, WIN 7, WIN 10), Windows Server 2008 R2, Windows Server 2012

PROFESSIONAL EXPERIENCE

Computer Network Defense (CND) Specialist, ANISTAR TECHNOLOGIES /C4 PLANNING SOLUTIONS (07/2019 – PRESENT)

- Monitors, detects, and ensures vulnerabilities to ensure security compliance for the U.S. Southern Command AoR (5000+ systems) using ACAS/Nessus and Host Based Security System (HBSS).
- Oversees incident handling logistics, communication, coordination, and planning functions across the Enterprise (U.S. Southern Command AoR) to minimize organizational impact.
- Creates and supports processes for corrective actions to ensure the accurate publishing of security findings to CMRS (Continuous Monitoring and Risk Scoring) for the AoR.
- Creates and revises existing process workflows to support changes or enhancements organizational objectives.
- Ensures the calibration, update and migration of HBSS to for accurate asset compliance.
- Produces and disseminates technical reports and compliance reports to a variety of technical and non-technical personnel.
- Stays abreast of change threat landscape and provides input to assist in future cybersecurity planning and strategies.

Sr. Security Engineer, KeyW Corporation (12/2019 – 03/2019)

- Created, deployed and tested automated security solutions using scripting languages (Bash, Powershell, VB Script) in response to identified threats and vulnerabilities presented to the DoD enclave (specifically DCGS-A).
- Worked individually and as part to manage servers and clients to support a team effort in the design, integration, testing, and administer system security relating to Information Assurance Vulnerability Alerts (IAVAs).
- Created and maintained a centralized database for managing information for Windows, Linux & Solaris systems.
- Performed vulnerability assessments, remediation, and verification & validation activities across multiple platforms.
- Monitored information systems for software and operating systems vulnerabilities (using Nessus, SecurityCenter, DISA STIGs/STIG Viewer, SCC (Scap Compliance Checker).
- Prepared and presented weekly technical security reports (both verbal and documented) to colleagues and senior management.
- Provided in-depth analysis and solutions for issues to U.S. Army personnel relating to deployed patches.
- Proactively identified security resolutions for vulnerabilities prior to their materialization.

Security Engineer, Vortechx/ KeyW Corporation (10/2017 – 12/2018)

- Created, deployed and tested automated security solutions using scripting languages (Bash, Powershell, VB Script) in response to threats and vulnerabilities presented to DoD systems (specifically DCGS-A).
- Worked individually to manage servers and clients to support a team effort in the design, integration, testing, and administer system security relating to Information Assurance Vulnerability Alerts (IAVAs).
- Created and maintains a centralized database for managing information for Windows, Linux & Solaris systems.
- Performed vulnerability assessments, remediation, and verification & validation activities across multiple platforms.
- Monitored information systems for software and operating systems vulnerabilities (using Nessus, SecurityCenter, DISA STIGs/STIG Viewer, SCC (SCAP Compliance Checker).
- Prepared and presented technical security reports to colleagues and senior management.
- Provided in-depth analysis and solutions for issues to U.S. Army personnel relating to deployed patches.
- Kept abreast of the changing threat landscape and proactively seeks security resolutions for vulnerabilities prior to their materialization.

Cyber Information Assurance Analyst, Northrop Grumman (04/2015 – 09/2017)

- Acted as an ISSO (Information Systems Security Officer) and creates/maintains C&A artifacts including SSPs, SARs, POA&Ms and SCTMs in accordance with industry best practices and required regulations, particularly JSIG Rev 4/5, NIST SP 800-53, CNSS 1253 and FISMA.
- Performed threat modeling to identify security risks and threats associated with applications (COTS, GOTS Open source and locally developed hardware) and recommended risk treatment solutions.
- Acted as the team's SME for the 'Patch Management Program' and administered user accounts, created scan templates using ACAS/Tenable.
- Performed data sanitization procedures and derivative classification of sensitive information to ensure information confidentiality in accordance with established policies and standards.
- Involved in a wide range of security issues including identifying vulnerabilities relating to secure software development, network architecture, firewalls, data (at rest and in transit), network access and physical security.
- Acted as a POC for system remediation for information/data spills and contamination incidents across classified and unclassified systems.
- Aided in the development, maintained and presented technical documentation (reports, volatility statements, network diagrams, disaster recovery plans, SOPs etc.) management, customers and other stakeholders as appropriate.
- Assisted in training new employees and provides problem resolution to colleagues as needed.
- Established and maintained good interpersonal relationships with customers and departmental employees.

IT Specialist, YOH- A DAY & ZIMMERMANN COMPANY (10/2014 - 03/2015)

- Conducted account provisioning for user, computer and group accounts using Active Directory to assign appropriate permissions to system resources.
- Trained end users on the proper use and management of system resources, software applications and data backup & recovery.
- Identified issues and provided maintenance/support for network devices, applications and peripheral equipment for end users.
- Prepared and inventoried software and hardware documentation in support of proper change management procedures.
- Participated in special studies and stays current on emerging tools, techniques and technologies.
- Provided assistance to security engineers in applying STIGs (Security Technical Implementation Guides) to standalone systems in support of DOD IA requirements, as directed.

Help Desk Analyst/Account Manager, INSIGHT GLOBAL (06/2013 - 07/2014)

- Provided Tier 2 technical support for end users (on the NMCI network) in support of an estimated 40,000 end-users with a 97% first-contact resolution rate.
- Maintained IA compliance by properly installing, managing and upgrading software and system patches as directed by the IA team.
- Used root cause analysis to categorize and resolve problems/ incidents using BMC Remedy ticketing system and logged "known errors" work-a-rounds to the KEDB.
- Generated, modified and deleted AD objects (user, group, computer, printer, share folders, OUs) using active directory group policy objects (GPOs).
- Created and managed Active Directory/MS Exchange accounts and system monitoring utilizing Powershell.

Deployment Technician, THE EXPERTS (07/2012 – 04/2013)

- Conducted network troubleshooting for Windows (XP, Vista & 7) NIPR and SIPR networks in a 1000+ user environment.
- Successfully trained new users on procedures and troubleshooting techniques regarding user equipment and data.

- Provided Operating System Deployment (OSD) and upgraded computer hardware, personal computer networks, and customer electronic mail systems.
- Managed the deployment of applications via Active Directory and trained users on effective use of applications.
- Provided accurate troubleshooting for software, hardware and peripheral equipment for end users.
- Successfully completed accurate data migration between of user profiles and application settings on to new desktops and laptops.
- Provided on-the job guidance and mentorship and support for 3 entry-level technicians.

Military Police, United States Navy. Manama, Bahrain (05/2008 -11/2011)

- Conducted enrollment of personnel into the biometric defense system, DBIDS (Defense Biometric Identification Systems), capturing users' fingerprints, iris and hand geometry.
- Generated, modified, issued and revoked CACs (Common Access Cards) to military and locals based on specified DOD policies.
- Monitored the security control center CCTVs and dispatched officers to building alarms/potential security threats.
- Managed and logged anti-passback mantraps and Deadman door to enforce visitor control procedures.
- Inspected fire suppression systems and CBRNE (Chemical, biological, radiological and nuclear) equipment to ensure proper operability personnel safety.
- Properly collected physical and digital evidence for an estimated 500 cases with zero (0) discrepancies in chain of custody or information/data integrity in accordance with organizational policy.

Lloyd Obua

CAREER SUMMARY

Seasoned Information Security Consultant with extensive experience in system security safeguards with adherence to FISMA and NIST Special Publications. Proficient in risk assessment and management, POA&M management, and Assessment and Authorization (A&A). Experience in cloud deployment and assessment as FedRAMP 3PAO consultant. Proven ability to thrive in a fast-paced yet challenging environment with a history in achieving positive results by developing strategic business alliances, identifying innovative solutions and developing efficient technical and business processes in a dynamic environment. Tremendous success with managing multiple projects utilizing FISMA and industry best practices.

EDUCATION

- Morgan State University, Baltimore, MD - Bachelor of Science, Biology, 12/2012

Skills

- Microsoft Azure
- Microsoft DevOps
- Amazon Web Services (AWS)
- FedRAMP
- Enterprise Mission Assurance Support Service (eMASS)
- PowerBi
- Security Content and Automation Protocol (SCAP)
- Python and HTML
- Cyber Security Assessment and Management (CSAM)
- Tenable Security Center (Nessus)
- Nmap
- Hack the Box
- GitHub

CLEARANCE/ CERTIFICATIONS

- Active Secret Security Clearance
- Certified Information Systems Security Professional (CISSP)
- CompTIA Security Plus CE (Sec+)
- Certified Authorization Professional (CAP)
- FedRAMP 3PAO training
- DOD 8570.1M IAT and IAM Level III Compliant

WORK EXPERIENCE

United States Coast Guard (USCG), Alexandria, VA
(First Information Technology Services)

July 2019 – Present

CCRI Team Lead

- Aided in preparing and conduction Command Cyber Readiness Inspection (CCRI) scoping meetings.
- Identified the different technology areas present on USCG bases using discovery scans.
- Conducted manual STIG reviews of CISCO routers, layer two switches, and other network devices.
- Manually reviewed database configurations and documentation to validate compliance with DISA STIG requirements.
- Reviewed audit scans produced by ACAS to determine system compliance with DISA security guidelines.
- Reviewed Windows Server and RedHat configuration using tools like Registry Edit and Group Policy Editor.
- Reviewed Host Based Security System (HBSS) task and jobs to confirm all host are receiving updates for antivirus signatures, and to verify that rouge systems are being detected.
- Uploaded POAMS generated from past CCRI's.

First Information Technology Services, Arlington, VA
Senior Information Security Consultant

May 2018 - Present

- Developed a central proposal development and tracking tool utilizing Microsoft DevOps.
- Drafted technical and management approach sections within proposals in response to RFI and RFP.
- Developed RMF assessment-based tracking tool that served as a Requirements Traceability Matrix (RTM) with a centralized group communication feature.
- Conducted NIST 800-171 self-assessment to identify internal organization vulnerabilities.
- Drafted internal security policies in accordance with NIST 800-171 and NIST 800-53 guidelines.
- Provide recommendations for AWS solutions to fulfill the security requirements necessary for a DoD IL5 environment.
- Advised on how to complete the DISA Connection Approval Process (CAP) for a new cloud service offering (CSO) connecting to the DoD environment.
- Provide SME support for Domain Name registration within the DoD SIPRNet and SIPRNet.
- Documented observations with details of control failure along with control recommendations within the ServiceNow GRC tool.
- Validated individual pieces of evidence for compliance against FedRAMP and DoD IL4 requirements.
- Communicate assessment results to the client, who range from technical staff to executive management
- Develop system architecture that identified all security components used and ensured that all DoD Secure Cloud Computing Architecture (SCCA) requirements are met.
- Conducted control interview sessions with system stakeholders where all 18 NIST control family controls were reviewed and implementation techniques verified.
- Lead meeting to identify FIPS 199 categorization as it relates to the Confidentiality, Integrity, and Availability (CIA) rating for the system using NIST 800-60 as a guide.
- Drafted system Contingency, Configuration, and Incident Response Plan.
- Drafted system procedures for all NIST control families.
- Conducted project close out meeting to discuss lessons learned and ways to improve internal process.
- Reviewed current system DIACAP package to develop a project plan for system migration to the RMF framework.
- Analyzed system architecture to confirm all identified assets are within the authorization boundary and address all system interconnections.
- Worked directly with system technical lead to engineer solutions for identified security gaps.
- Translated DIACAP security controls to NIST 800-53 controls using crosswalk.
- Drafted new CCI implementation statements that would be submitted into eMASS.

TEKsystems, Hanover, MD
Information Security Consultant

November 2017 – May 2018

- Develop a project plan for cloud migration of legacy Information systems to Microsoft Azure Infrastructure as a Service (IaaS) and Platform as a Service (PaaS).
- Developed and managed project tracking tool utilizing agile methodology and deployed within Microsoft DevOps.
- Trained consultants and management on the proper use of project tracking tool.
- Lead Scrum meetings as Scrum Master to identify issues and blockers preventing the team from meeting goals and deadlines.
- Analyze and define user problems/requirements and developed efficient solutions in a timely manner;
- Conduct information sessions with stakeholders to review NIST 800-53 control implementation in order to identify gaps within security posture.
- Create and provide status reports to senior management;
- Provide technical and analytical advice to system stakeholders about FedRAMP requirements.
- Updated system security plans to reflect system migration to Microsoft Azure cloud.
- Drafted Policies and Procedures that meet FedRAMP and organization requirements for dealing with

and mitigating internal and external risk.

- Developed a solutions breakdown matrix detailing Microsoft Azure solutions and how they can be deployed to meet NIST 800-53 control requirements.

Motivon Inc, Streamwood, IL
Cyber Security Analyst

December 2015 – November 2017

- Developed, reviewed and updated Information Security System Policies, System Security Plans, and Security baselines in accordance with NIST, FISMA, OMB App. III A-130 and industry best security practices.
- Provided technical support and guidance for information systems security programs, policies, procedures, and tools.
- Select security controls based upon the information system security categorization using Risk Management Framework.
- Conducted internal risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs.
- Interviewed System Administrators and other stakeholders to assist in generating custom reports and/or artifacts in support of the A&A process.
- Gathered, analyzed, and preserved evidence used in assessments to verify compliance with organization policy and standards.
- Created Plan of Action and Milestones (POA&M) for control deficiencies found during system assessments.
- Promoted awareness of security issues among management and ensured sound security principles are reflected in organizations' visions and goals; developed and implemented programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedure
- Monitored controls post authorization to ensure continuous compliance with the security requirements.

Square IT, Houston, TX
IT Security Analyst

March 2013 – July 2015

- Developed and updated security authorization package components in accordance with the clients and FISMA requirements.
- Requested and reviewed the latest Nessus scans to ensure certain vulnerabilities have been properly mitigated.
- Monitored as well as closed Plan of Action and Milestones (POA&Ms) to provide vulnerability mitigation and remediation in support of the C&A/A&A process.
- Support Incident Response and Contingency activities.
- Drafted system and project reports supporting SCA activities.
- Collected Operation and Maintenance artifacts on an ongoing basis so that Security Control Assessment (SCA) is seamless.
- Compiled SCA interview notes to ensure ease of results reporting.
- Created dashboards for reporting that represent system and project progress.

TCC. LLC, Hunt Valley, MD
IT Helpdesk

June 2012 – March 2013

- Assist in troubleshooting Microsoft office and other software issues
- Managed customer expectations of support and technology functionality in order to provide positive user experience.
- Updated Configuration Management Plan to identify configuration items.
- Responsible for entering detailed descriptions of issues into the incident management system.
- Increased productivity by resolving all outstanding tickets.



443—Followed up on tickets to ensure issues were resolved in a timely manner.

Morgan State University Baltimore, MD
Computer Lab Assistant

August 2009 – November 2009

- Signed visitors in and out of lab.
- Updated Windows software and firmware to the latest version.
- Reviewed lab inventory components and identified those nearing end of life.
- Assisted in placing orders for new computer components.
- Monitored computer activity.
- Reviewed and updated computer blacklist.



Software Developer/Engineer

Client Information	Number of Hires	Year of Hires
Deloitte Anil S. Sr. Manager asudireddy@deloitte.com 614 557 4419	3+	2022 - Present

Mamillapalli Harshavardhan

Professional Summary:

- Over 10 years of IT experience including Administration and Development across various facets of the Force.com, and Salesforce.com platforms involving development, administration, configuration of Partner Portal, Customer Portal, deployment, Security, classic to lightning migration, Lightning Design System, Lightning component, Aura framework, data services and user management.
- Around 7 years of experience in developing Salesforce OmniStudio utilizing Apex, Omni Scripts, Visualforce, and Lightning Component framework which includes LWC and Aura.
- More than 7 years of experience creating and managing project tasks and collaborating companywide with different departments, scopes, and duration of projects and programs.

I have a dedicated home office and previous experience working from home, with past responsibility for 24/7 email communications, through onshore and offshore model responsibilities

Project Exposure:

- Developed large-scale initiatives delivering new products, services, systems, and organizational and workforce changes as a team player.

Writing Ability:

- Have written communications for internal/external audiences, including messaging, leadership talking points, presentations, summary reports, emails, newsletters, video content, blogs, web landing pages, press releases, announcements, customer experience surveys, awards and recognition, and instructional manuals.

Certifications:

- Salesforce Certified Platform Developer 1
- Salesforce Certified Administrator
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant

Technical Skills:

Languages: Apex, LWC, Aura, JavaScript and Java

Cloud Modules: Sales Cloud, Financial Service Cloud, Service Cloud, Community Cloud or Experience Cloud

Salesforce: Apex, LWC, CRM, Salesforce.com, OmniStudio

Web Technologies: JavaScript, CSS, HTML5, and JQuery

Deployment Tools: Azure DevOps, Autorabit, Ant, Copado and Flosum

Development Methodologies: Agile, Waterfall, and Kanban

Soft Skills:

- Excellent written, presentation, and oral communication skills with a knack for turning complex management information into relevant, engaging, timely, and valuable content for a variety of audiences.
- Strong problem-solving ability, aptitude for technology, and organizational understanding
- Ability to influence others and move toward a common vision or goal.
- Flexible and adaptable; able to work in ambiguous situations.
- Resilient and tenacious with a propensity to persevere.

- Forward-looking with a holistic approach
- Organized with a natural inclination for planning strategy and tactics.
- Able to work effectively at all levels in an organization.
- A team player capable of working collaboratively with and through others

Professional Experience:

**Senior Salesforce Developer
Small Business Administration**

**08/2022 - Current
Washington, DC**

Responsibilities:

- Utilized Public sector Solutions to build Small Business Administration SVOG Grant Award System applications.
- Built customized action Items at each stage of the Loan nurturing process till the disbursement.
- Used Customer Community Portals effectively with custom components and OmniScripts to get additional information at every stage to close the loan disbursement successfully.
- Implemented an Enhanced Customer Community Portal for the application called Grant Award System where users can log in and apply for the necessary grant.
- Used Community Cloud to build better relationships with customers to provide better service and assist them online.
- Enhanced SBA SVOG Portal, through which grant applicants could submit their pertinent details to invoke the eligibility determination process.
- Enhanced application using Omnistudio's low-code environment to meet specific business requirements
- Implemented Flows and Orchestrated processes using Ominstudio to achieve end-to-end automation and integration.
- Worked on Parent-Child and Child-Parent communication for interaction between different LWC Components.
- Created Multiple reusable LWC components which were further embedded into OmniScripts.
- customized OmniScripts to meet the business requirements, including UI design, and dynamic field population.
- Worked on Lightning Message services to communicate between Lightning web components with Lightning and VF Pages.
- Customized Salesforce to align with government-specific flows and processes, meeting the unique needs and requirements of government agencies.
- Created Reports and Dashboards for Optimized reporting.
- Handled huge data with batch classes and asynchronous apex.
- Worked on automation tools and different types of flows such as connecting it to apex, screen flows, and triggered flows.
- Utilized Flossum to improve the efficiency of salesforce release management and version control.

**Salesforce Developer
Capital One**

**07/2021 - 07/2022
Richmond, VA**

Responsibilities:

- Created Cases in the flow process with multiple levels of authentication of customers to avoid fraudulent cases.
- Using O-Auth 2.0 integration salesforce with internal Java application to fetch the customer details and evaluate accordingly.

- Worked on Service Cloud to develop the Commercial Client Application and built in-house lightning web components and flows to fetch the case-related records.
- Created multiple reusable web components and Minimized code in JavaScript Controllers by adding reusable functions in the Helper Component.
- Created Lightning Web Components to integrate for fetching customer details and adjust accordingly in various devices.
- Handled error logging mechanism in Lightning web components by using in-place/inline error messages in the component instead of multiple toast messages.
- Embedded LWC in Aura components for fetching the data through events.
- Experience in APEX Programming by creating Custom Triggers and performing Asynchronous and synchronous calls to implement the business logic as per the requirements.
- Worked on the technical depth like implementing Apex Trigger Handler best practice, moved process builder to Apex to improve system performance
- Integrated chatbots across multiple channels, including web chat and messaging platforms, to provide a consistent and unified customer experience.
- Integrated chatbots with Salesforce workflows, ensuring seamless interaction between users and the Salesforce ecosystem.
- Successfully implemented Salesforce Omni-Channel Service to optimize and automate case routing based on predefined rules and agent availability.
- Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
- Used GIT/AutoRabit as version control and managed branches to track developer's code commits and resolved code conflicts.
- Worked on automation tools such as Process Builder, Flow, and workflow and process builder to perform automated actions.
- Worked on a Design Diagram using a Lucid chart to convert business requirements to visual.
- Involved in daily stand up meetings, and Agile and Scrum development practices. This resulted in a good solution to the business requirement.

Salesforce Developer
State of Ohio

01/2021-06/2021
Columbus, OH

Responsibilities:

- Built LWC components and modified Aura components that primarily involve Ohio's Taxation Details.
- Developed Lightning web components which would adjust accordingly in various devices (mobile, tablet, desktop). Have good experience in using Flows with LWC components.
- Have good exposure in creating Lightning web components that involve Platform events for communication within salesforce/external systems.
- Reduced multiple server trip calls by efficiently Utilizing Lightning data service functions (createRecord, updateRecord, and deleteRecord) in various LWC components.
- Worked on providing Taxation Reports to Business users by utilizing Salesforce Reports and Dashboards.
- Good Experience in utilizing History Tracking Reports.
- Have exposure working with Experience Builder setup and registering Community Portals under All Sites.
- Prepare high-level design and technical design documents for assigned use cases.

- Worked on APEX Rest Service Callouts. Have a good understanding of Rest Integration based on Named Credentials and Remote site settings.
- Integrated Salesforce GovCloud with other government systems and databases, ensuring seamless data exchange while maintaining data integrity and security.
- Utilize cloud integration tools such as Mulesoft, WebMethods-CloudStreams, and Informatica Cloud to manage integrations between Salesforce.com and other systems.
- Used GIT for code version control and managed branches to track developers' code commits and resolved code conflicts.
- Tracked Error logs which occur daily in Production. Monitored all these errors and processed each error wherever applicable.
- Utilized Salesforce Conga Composer for document generation.
- Have a good understanding of Einstein Analytics Studio. Created Various datasets, and dataflows that are useful for extraction, transformation, and analysis of data which provide meaningful insights on various Objects in salesforce.

Salesforce Developer
REI Systems

06/2019-12/2020
Herndon, VA

Responsibilities:

- Designed and implemented a Customer Community Portal to allow users to check in with existing user login applications.
- Enhanced in Communities by adding new fields, and field sets using Salesforce lightning.
- Used Email case, Web to Case features and created a community where the customers can create, update, and manage their cases.
- Worked on the Salesforce Community cloud like how to engage with employees, customers, and partners.
- Implemented Service Cloud including Service Console, Customer Portal & Communities, Case Feed, Knowledge Base, and Entitlements.
- Checking information for Loan processing I have Developed LWC components which consist of proper security handling mechanisms from the browser side as well as the backend. Handled this activity successfully by creating digests, message authentication codes, and signatures, as well as by using encrypting and decrypting information.
- Designed a custom UI page using Lightning Component to help registration and login pages for customers.
- Created Lightning components, Event registration, handlers, and apex classes for performing logic in the actions.
- Integrated the API and Web Services for extracting the records from legacy systems into Salesforce using the REST services.
- Extensively used tools such as MULESOFT for integration of Data with Legacy systems.
- Developed web pages that used Lightning web component (LWC) to display questionnaires to subsequent answers to questions on the loan period page.
- Tested apps by appending multiple components to a Lightning Application thereby deploying Applications from Sandbox to Production.
- Development of SOAP and REST-based web services used for custom development.
- Experienced with Web-to-Lead and Web-to-Case scenarios along with Assignment Rules and Escalation rules.
- Utilized Copado to improve the efficiency of salesforce release management and version control.

- Worked on pulling data from JIRA, manipulating this data in Excel using macros to make them salesforce data load compatible. This was used to load stories into Copado to track components related to each user story.

Salesforce Developer
LOWES

07/2017-05/2019
Mooreville, NC

Responsibilities:

- Performed detailed analysis of the business requirements and then designed the application after working with the business analyst, architect, sales team, and business users.
- Created modern Enterprise Lightning Apps combining Lightning Component features, Lightning App Builder, and Lightning Design System.
- Omni-Channel configuration enhancement for case assignment.
- Worked on a menu-driven Einstein bot. End-to-end development for Live Agent.
- Configured Live Agent with Salesforce Call Center software and added reference pages which consist of F&Qs, and knowledge articles for internal and external users.
- Implemented Call Center application with CTI integration on Salesforce.
- Built CTI adapters with the Salesforce CRM call center used to integrate with their Salesforce Softphone.
- Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and VisualForce, which support the most critical processes and workflows at Lowes.
- Migrated (Salesforce.com) Classic to Lightning experience, and developed Lightning components for various business use cases.
- Enabled Lightning Aura Framework, by adding Aura attributes and Aura handlers for Events to focus on Logic and Interactions in Lightning applications.
- Utilized Salesforce field service (FSL) to assist customers and field technicians in completing the work.
- Utilized a field services mobile app to complete the work order.
- Minimized code in JavaScript controllers by adding reusable functions in the helper component. Updated the APEX Controller and helper functions regularly making the component context-aware as per business requirement.
- Worked on Lightning Experience Enhancements and Development for a better UI Experience for the User.
- Integrated Salesforce with SAP to retrieve customer information, utilizing REST API.
- Successfully implemented to connect Salesforce with SAP application to Share data using Oracle Integration Cloud Service
- Configured Service Cloud inclusive of Case Management, Order Management, and Lead-Contact Account Management.
- Integrated JIRA with Salesforce to get data continuously using App exchange tools.
- Used Copado as a Deployment and Release management solution.
- Used Visual Studio Code, and Eclipse Force for creating Apex classes and Apex Triggers.
- Assigned customers to Call Center information to use positive features, cloned present call middle record.

Salesforce developer
HILL-ROM

08/2016-06/2017
Cary, NC

Responsibilities:

- Secured the middle-tier system to make customer data profiles for external web portals.
- Developed Apex Classes and Visualforce pages to allow clients to submit requests for logins and registration, which were then resolved through the CSS team.
- Utilized Chatter collaboration and case management in Service Cloud.
- Implemented security settings on profiles and configured permission sets.
- Implemented Salesforce Chatter capability for many-to-many users.
- Migrated Data using Import Wizard and Apex Data loader to retrieve data.
- Developed unit test classes in Apex to improve code coverage.
- Created web page layouts for profiles so the CSS team could populate CRM forms with input from the customers.
- Worked on Apex Batch and Schedule for notifications.
- Used Data Loader to insert, update, and bulk import or export information from Salesforce.com, in addition to reading, extracting, and loading data from CSV files.
- Migrated data and deployed code using Eclipse in SFDC environments.
- Developed SOAP and REST-based Web services for custom development.
- Implemented Web-to-Case and Email-to-Case to track cases from the website.
- Deployed change sets across sandboxes and Production using IDE.
- Worked on Metadata API to retrieve, deploy, create, replace, or delete customization records consisting of custom object definitions and page layouts.
- Modified custom objects including assignments, projects, regions, expense reports, timecards, expenses, work, aid requests, and milestones.
- Created mail merges and Visualforce e-mail templates and then automatically sent electronic email notifications to new customers with set-up instructions.
- Extracted data from Salesforce.com into external databases to generate large data reports by using Informatica On-demand.
- Created custom reports to assess CSS group performance and customer portal usage.

Shruthi Mikkilineni

Professional Summary:

- 11 years of extensive experience in the development, testing, and maintenance of applications in Salesforce. Strong experience with Sales Cloud, Service Cloud, GovCloud, and Community Cloud.
- Advanced expertise is demonstrated in the development of Apex and Lightning, Salesforce's programming languages and framework.
- Demonstrating excellent skills in building Lightning Components and Lightning Web Components (LWC), which serve as reusable and interactive elements of the Salesforce Lightning framework.
- Gained hands-on experience working with Lightning Community, successfully creating Lightning components that align with community-based platforms.
- Define and enforce version control strategies for the Salesforce project. Manage source code repositories, branches, and merges using Git.
- Experience in designing and developing Einstein chatbots in Salesforce Service Cloud, utilizing the Einstein Bot Builder and leveraging its features for building conversational flows and integrations.
- Coordinate the release management process, including planning, scheduling, and monitoring of deployments. Ensure proper versioning and track release notes and deployment artifacts.
- Proficient in writing Salesforce Object Query Language (SOQL), Salesforce Object Search Language (SOSL) queries, and executing Data Manipulation Language (DML) operations to effectively interact with Salesforce data.
- Recognized as an expert in developing Triggers and Apex Classes, essential components for customizing and extending Salesforce functionality.
- Possessing significant experience in working with Batch Apex, Schedule Apex, and Queueable Apex, facilitating the efficient processing of substantial data volumes within Salesforce.
- Utilized a variety of migration tools, such as Force.com IDE, VS Code, and Eclipse, to successfully manage code and configuration migration from the development sandbox.
- Proficient in utilizing version control tools such as GitHub and Bitbucket, fostering efficient collaboration, effective code management, and accurate tracking of changes in Salesforce projects.
- Possessing a comprehensive understanding of Salesforce Data Loader, an ETL tool provided by Salesforce, I have successfully employed its robust capabilities to manage the efficient importation of significant volumes of data into the Salesforce platform.
- Managed a data migration project that successfully migrated from legacy systems to Salesforce, resulting in improved data accessibility and streamlined business processes.
- Collaborated with cross-functional teams to align data management strategies with business goals, resulting in improved decision-making and operational efficiency.
- Implemented data quality initiatives that led to increase in data accuracy and a reduction in data-related issues reported by end-users.
- Successfully utilized fields sets and custom labels to store necessary fields and objects, enhancing the code's flexibility and adaptability.
- Experienced in seamlessly integrating with REST APIs, enabling seamless communication between Salesforce and external systems.

- Familiarity and expertise in working with Custom Metadata Types, custom settings, and custom labels, offering efficient and scalable solutions tailored to specific requirements.
- Demonstrated experience in working with Agile and Waterfall SDLC methodologies, adapting to project requirements and team dynamics accordingly.

Technical Capabilities:

- **CRM:** Salesforce.com CRM
- **SFDC Technologies:** Apex, Lightning Components.
- **Artificial Intelligence:** Salesforce Einstein
- **Integration:** REST
- **Web Technologies:** JavaScript, HTML, CSS
- **Operating Systems:** Windows, MAC

Certifications:

- **Salesforce Certified Sharing and Visibility Architect**
- **Salesforce Certified Data Architect**
- **Salesforce Certified Platform Developer II**
- **Salesforce Certified Platform Developer I**

Professional Experience:

Senior Salesforce Consultant/Lead (Contract)
NJ Department of Education (nj.gov)

Aug 2023 – Present
Trenton, NJ

- Developed custom Lightning components and implemented them across various projects to enhance user experience and streamline processes.
- Worked extensively with Sales Cloud, Government Cloud, and Experience Cloud to optimize sales and customer engagement workflows.
- Led the entire project lifecycle from requirement gathering, analysis, design, development, testing, deployment, and documentation.
- Conducted thorough unit testing of all modules to ensure high quality and performance.
- Collaborated with stakeholders to gather requirements, understand business needs, and translate them into Salesforce solutions.
- Integrated Salesforce with various third-party applications and systems to automate processes and improve data accuracy.
- Provided ongoing support and maintenance for existing Salesforce applications, troubleshooting issues and implementing enhancements as needed.
- Acted as a subject matter expert on Salesforce best practices and provided guidance and training to other team members.

Senior Salesforce Consultant/Lead (Fulltime)
Deloitte (US Offices)
Cabinet for Health and Family Services (ky.gov)

Jan 2021 – Aug 2023
Frankfort, KY

Project Description: Worked on building a community for USA citizens on the Government cloud where they can look for resources near them and connect/ refer the resource to other citizens. Also worked on a self-service portal community where they can apply for benefits like Medicaid, SNAP, and Child Care assistance and they will receive benefits according to their eligibility.

- As a member of the architecture team for the kynect.ky.gov website, successfully led the development and implementation of multiple government programs, including Medicare, Kentucky Children's Health
- Insurance Program (KCHIP), Qualified Health Plans (QHP), Supplemental Nutrition Assistance Program (SNAP),
- Kentucky Transitional Assistance Program (KTAP), and Child Care Assistance. Working closely with the leadership team, I managed a team of developers and collaborated as part of the architect team to identify technical solutions and assess risks associated with the functionality required by the business.
- Utilized the Salesforce Government Cloud platform as the foundation for building the kynect.ky.gov website, leveraging its robust features, scalability, and customization capabilities to develop a secure and efficient system.
- Developed the user interface (UI) for the community section of the website using Lightning Web Components (LWC), an advanced framework provided by Salesforce, ensuring a modern and responsive UI experience for users.
- Integrated the kynect.ky.gov website with external systems using Salesforce integration technologies such as SOAP (Simple Object Access Protocol) and REST (Representational State Transfer), enabling seamless data exchange and communication between the website and external systems.
- Implemented data synchronization processes between the kynect.ky.gov website and external systems, ensuring consistent and up-to-date data across all integrated platforms, enhancing data integrity, and providing accurate information to users.
- Built custom APIs (Application Programming Interfaces) using Salesforce Apex, allowing secure and controlled access to specific functionalities and data within the kynect.ky.gov website, promoting interoperability with other systems.
- Implemented error handling mechanisms and logging frameworks within the Salesforce platform, enabling efficient tracking, monitoring, and resolution of integration-related issues, ensuring smooth data flow between systems.
- Utilized Salesforce security features, including authentication protocols and access controls, to enforce secure communication between the kynect.ky.gov website and external systems, safeguarding sensitive data and ensuring compliance with security standards.
- Utilized flow to perform data manipulation tasks, such as creating, updating, and deleting records in Salesforce objects.
- Integrated flow with other Salesforce features, like Apex triggers and process builder, to execute additional business logic and data processing.
- Implemented proper error handling and exception management inflows to maintain data integrity and system stability.
- Employed Salesforce best practices and performance optimization techniques, such as query optimization and caching strategies, to enhance the overall system performance and responsiveness of the kynect gov website.
- Conducted thorough testing and debugging of the Salesforce integrations, including unit testing and integration testing ensuring seamless functionality and reliable data exchange between systems.
- Built complex and reusable components in Vlocity.
- Utilized Omnistudio to create customized workflows and automate business processes. Designed and deployed efficient workflows that streamlined internal operations, reducing manual efforts and increasing overall productivity.

- Manage the release management process by overseeing deployment planning, scheduling, and monitoring, ensuring version control, and tracking release notes and deployment artifacts.
- Optimize and improve the overall runtime of Omniscrypts, DataRaptors, and Vlocity Integration Procedures using best practices.
- Demonstrated expertise in managing the end-to-end Software Development Lifecycle (SDLC), ensuring seamless project execution and timely delivery.
- Utilized Agile project management tools (e.g., Jira) to track progress, manage tasks, and facilitate team coordination.

**Salesforce Consultant (Fulltime)
Deloitte (US Offices) AbbVie**

**April 2020 – Dec 2020
Chicago, IL**

- Worked on Salesforce Sales Cloud and Service Cloud.
- Salesforce Security, sharing, visibility, data, and integrations.
- Developed Lightning Components and Lightning Apps.
- Worked with the functional team to design solutions and define hours for development.
- Developing flows that are triggered by changes to records, enabling real-time automation based on specific conditions.
- Utilized Salesforce Data Model to define custom objects, fields, relationships, and validation rules, aligning data architecture with business processes.
- Implemented data governance strategies to maintain data integrity, consistency, and security across the organization's Salesforce instance.
- Employed data quality tools and practices to cleanse, standardize, and enrich data, resulting in improved reporting accuracy and analytics insights.
- Led successful end-to-end data migration projects, transferring legacy data into Salesforce using industry best practices and tools like Salesforce Data Loader, Data Import Wizard, or third-party ETL tools.
- Designed data migration strategies, including data mapping, transformation, and validation, to ensure seamless transition and minimal disruption to business operations.
- Implemented data cleansing and deduplication processes during migration, resulting in improved data quality and reduced duplicate records.
- Collaborated with stakeholders to define migration requirements, perform data profiling, and establish data migration timelines and milestones.

**Salesforce Developer (Contract)
Cognizant Technologies, Key Bank**

**Oct 2019 – March 2020
Cleveland, OH**

- Worked on Salesforce Sales Cloud, Service Cloud
- Salesforce Security, Sharing, Visibility, Data, and Integrations
- Worked on creating Objects, Page Layouts, Record Types, Relationships and Validation Rules.
- Designed and developed workflow rules, Process builders, and customizations within Salesforce.com.
- Identifying opportunities to optimize flow performance, such as reducing execution time and avoiding unnecessary queries.
- Monitoring the performance and usage of implemented flows and providing ongoing maintenance and support.

- Implemented Lightning web component (LWC) based navigation for seamless user flow within Salesforce Lightning Experience.
- Provided guidance and mentoring to team members new to Agile methodologies, helping them understand and embrace Agile principles.

Salesforce Developer (Fulltime)
ABSYZ Software Consulting Pvt. Ltd

July 2017 – Aug 2019

Project #5: Health Insurance / Health Alliance

Champaign, IL

Project Description: Health Alliance is an insurance company where we will be maintaining the broker's details and member details and DocuSign is used to send documents to brokers to sign for agreement or send to members to get approval for an extension of insurance.

- Designing the solution for the requirement.
- Create workflows and processes using DocuSign Conga to automate document generation and distribution based on specific triggers or criteria.
- Maintain and update document templates in DocuSign Conga, ensuring they align with the organization's branding and legal requirements.
- Optimized Lightning web components (LWC) for performance by implementing best practices and leveraging caching mechanisms.
- Configured workflows, and validation rules as per business requirement.
- Having development experience on Batch apex and Schedule apex.
- Implemented Apex classes & Triggers.
- Modifying the Visualforce pages and Apex classes based on the business requirements.
- We worked on Data Migration (ETL) tools and a Data loader to import data into various objects in salesforce.
- We have also related these records based on their relationship between objects in salesforce.
- I have expertise in utilizing ANT to perform backups of essential components within a Salesforce organization prior to a sandbox refresh. Additionally, I am well-versed in deploying these backups back into the refreshed environment.
- Used Force.com IDE, and Eclipse for creating and editing classes.
- Worked on third-party applications like Own Backup to move records from one org to another org along with related attachments.
- Responsible for Creating conga templates by adding merge fields and using workflows to send agreements to brokers to get them signed.
- Worked on Test Class writing, Deploying components, and Issue resolution.

Project #4: TaxiApp

Project Description: TaxiApp is a product designed for the Taxi Authority department for each state in the U.S.A. It enables drivers to register self and vehicle details through the Lightning customer community and provides equal access to Taxi Authority to access the driver details and issue/decline the permit. It provides functionality to create the citation for the traffic/misdemeanor/parking tickets issued by police.

- Designing the solution for the requirement.
- Responsible for Development and Configuration of the Application.
- Worked on creating Objects, Page Layouts, Record Types, Relationships and Validation Rules.

- Designed and developed workflow rules, Process builders, and customizations within Salesforce.com.
- Worked on the lightning Community and built lightning components compatible with lightning community.
- Implemented Apex classes & Triggers.
- Designed Email Templates.
- Have created generic lightning components E.g.: Document upload, progress bar, and Related List component with custom filters for all Standard and Custom objects.
- Used Force.com IDE, and Eclipse for creating and editing classes.
- Expertise in Test Class writing, Deploying components, and Issue resolution.
- Having Experience in Packaging UnManaged Packages to upgrade the system based on client requirements.
- Have Experience with Custom MetaData Types, custom settings, and custom labels.

Project #3: Ivy Overseas

Project Description: Ivy Overseas provides education consultancy for students. It allows to creation of leads and track the status of the application. It enables prioritizing, communicating, and providing the updated status for each application through mobile SMS using SMS Magic from Salesforce AppExchange.

Responsible for Development and Configuration of the Application.

- Worked on creating Objects, Page Layouts, Record Types, Relationships and Validation Rules.
- Designed and developed workflow rules, process builder, validation rules, and customizations within Salesforce.com.
- Deployed all metadata to the production environment using Changesets.
- Installed and Configured AppExchange app 'SMS Magic' to send SMS to Contacts whenever we are sending emails.

Project #2: HireRich

Project Description: HireRich is an internally developed product for HR services applications used for recruitment tracking. It enables the HR to create & update the candidate records, interviewing status, hiring, onboarding, employee performance, and engagement activities. Developed this HR service product to drive recruitment activities and Salesforce mobile development integration strategy of this product into both iOS and Android.

- Worked on Schema class to describe the organization's metadata and wrote custom logic to pull the objects and fields.
- Used field sets and custom labels to store required fields and objects for generalizing the code.
- Developed Apex Classes as REST Web Services for sending data in salesforce to external mobile Apps and REST API classes for accepting the details from external Apps and creating records in salesforce.

Project #1: Field TrackingRole: Salesforce Developer

Project Description: Field Tracking is an AppExchange product that helps administrators and developers teams to implement Field history tracking this app enables users to take backups by providing the functionality to download CSV files of history-enabled fields.

- Responsible for the development and configuration of the Application.
- Worked on creating Objects, Record Types, Relationships, and Validation Rules.
- Implemented Apex classes & Triggers.
- Developed Lightning Components and Lightning Apps to help users configure and view the history detail.

Associate analyst (Full time)
TalTeam Inc

April 2013 – June 2017
India

Environment: Data Manipulation, Salesforce, Excel

- Works on global application tracking data, managing raw data according to requirements.
- Analytics and MS Excel. Sending forecasting reports, creating dashboards, and maintaining data visualization for market-specific data. Maintaining website content and data.
- Creation of data module and cleansing of local data.
- Creating libraries and specific required dashboards for data forecasting in Salesforce.
- Provides various reports and validates data for various markets and provides support to the data team for better accessibility.
- Worked on creating Objects, Page Layouts, Record Types, Relationships and Validation Rules.
- Designed and developed workflow rules, Process builders, and customizations within Salesforce.com.
- Implemented Apex classes & Triggers, SOQL, and Process Builder in Salesforce.

Raja Pullala

Professional Summary:

With 15 years of IT experience, including 10 years specializing in Salesforce CRM and 5 years in Java development, I offer a wealth of expertise as a Senior Salesforce Developer/Consultant. I excel in all facets of the software development lifecycle, from requirements gathering to maintenance, across Agile and Waterfall methodologies. My extensive skill set spans Salesforce CRM implementation, covering Sales Cloud, Service Cloud, Community Cloud, and more, along with proficiency in Salesforce Analytics, CPQ, Marketing, and Commerce Clouds, among others. Additionally, I bring a strong understanding of system architecture and integration with web services, coupled with adeptness in Agile tools such as Jira or Azure DevOps. My track record underscores a commitment to delivering comprehensive solutions and driving success in complex projects.

Education:

Masters in Information technology

Certifications:

- Salesforce Certified Advanced Administrator
- Salesforce Certified Platform Developer I. PD 1
- Salesforce Certified Platform Developer II. PD 2
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Omni Cloud Consultant

Professional Experience:

Senior Salesforce Developer PWC

Jan. 2023 – Present
Texas

- Spearheaded web application development initiatives using VISUALFORCE, APEX, JavaScript, CSS, and HTML5, ensuring seamless user experiences.
- Drive Salesforce Lightning platform development, harnessing LIGHTNING WEB COMPONENTS (LWC), Aura-based Lightning Components, and Lightning Design System framework to deliver cutting-edge solutions.
- Execute end-to-end Salesforce development projects, from Apex coding to declarative platform tool utilization, including Flows, Visual Workflow, and Lightning App Builder.
- Lead Salesforce integration efforts, leveraging SOAP, REST, and BULK APIs to seamlessly connect with external systems and enhance operational efficiency.
- Implement robust security measures using Profiles, Roles, Permission Sets, and OWD Settings to safeguard critical data and ensure compliance.

- Oversee data migration tasks utilizing Data Loader and Data Import Wizard, ensuring a smooth transition and data integrity preservation.
- Champion Salesforce automation and customization tools, including Workflow Rules, Process Builder, and Flow, to streamline business processes and boost productivity.
- Customize Sales, Service, and Community Cloud instances, crafting tailored solutions to meet diverse business requirements and drive user engagement.
- Develop insightful dashboards using Einstein Analytics Studio, empowering stakeholders with actionable insights for informed decision-making.
- Coordinate deployments across environments using Salesforce DX, ensuring seamless transitions and minimizing disruptions.
- Foster a culture of collaboration and innovation by actively participating in Agile software development practices and life cycles.
- Continuously enhance performance and efficiency by adhering to best practices and leveraging emerging technologies in the Salesforce ecosystem.

**Salesforce Developer
State Client Of CA**

**Nov 2021–Dec 2022
Texas**

- Spearheaded application development utilizing Omniscript, Omni studio, Visualforce, Lightning Web Components, Flex Cards, IDX, Data raptor, and Integration Procedures, integrating Salesforce API including REST/SOAP APIs, Middleware, Mulesoft or ETL tools.
- Executed Apex Code development, crafted SOQL queries, Triggers, Validation Rules, and workflows, alongside code migration and Visualforce backup tasks.
- Implemented Web Service SOAP, REST API, and bulk APIs, ensuring seamless data exchange and system interoperability.
- Set up SFDX-Git and CI/CD infrastructure for efficient version control and code review processes.
- Customized SFDC Application using Apex Classes, Visualforce Pages, Triggers, Workflows, Approval Processes, and Validation rules, tailoring solutions to meet specific business needs.
- Leveraged Sales Cloud, Service Cloud, and Community Cloud functionalities for comprehensive business solutions.
- Employed Salesforce integration patterns and tools, including REST/SOAP APIs, middleware platforms (Mulesoft, Dell Boomi), and ETL tools, to streamline data flow across systems.
- Applied web development technologies such as HTML, CSS, JavaScript, and frameworks like AngularJS or React to enhance user experiences.
- Utilized Conga Composer and Conga Contracts for document generation and contract management within Salesforce.
- Configured Conga Composer templates and processes to automate document generation processes.
- Implemented Service Cloud customizations for efficient case management and service delivery, covering various objects and functionalities.
- Developed integration processes using Salesforce.com's Web Services API and third-party integration tools, ensuring seamless data exchange.

- Contributed to lightning development with community cloud/experience cloud, delivering modern and responsive web applications.
- Managed deployment of visual force, flex, Salesforce configurations, apex, lightning, AppExchange deployment, and other salesforce.com metadata using GitHub as a version control system.
- Customized Managed and Unmanaged packages to extend Salesforce capabilities and meet specific business requirements.
- Specialized in setting up environments for Salesforce public sector solutions, leveraging Salesforce Public Sector foundation (Formerly Vlocity) configuration and customization.
- Developed Lightning Components using Aura Framework and Lightning Web Components (LWC), ensuring a modern and intuitive user interface.
- Leveraged Einstein Analytics Studio for reports and dashboard development, providing actionable insights to stakeholders.
- Collaborated with Technical/Solutions Architects and Business Analysts to translate business requirements into well-architected solutions on the Salesforce platform.
- Followed Agile software development methodology and team architecture standards, actively participating in design, code, and testing phases.
- Designed Reports, Dashboards, and Analytic Snapshots to provide meaningful insights into business performance.

Salesforce Developer

Jan. 2019–Oct. 2021

Charter Communications/Spectrum Telecom

Texas

- Collaborated closely with offshore teams of developers, testers, and business analysts, fostering efficient project execution and knowledge sharing.
- Prepared comprehensive training materials and conducted end-user training sessions, ensuring effective utilization of the Salesforce CRM system.
- Provided extensive support for Salesforce.com setup, configuration, customization, administration, and development, aligning solutions with Force.com platform requirements.
- Designed and implemented custom objects, fields, pick lists, page layouts, workflows, approval processes, validation rules, custom tabs, reports, Visualforce pages, dashboards, and email generation to meet application needs.
- Executed Salesforce point-and-click configuration tasks, including custom field creation, formula fields, roll-up summary fields, dependent pick lists, page layouts, and record types.
- Developed Apex methods for lightning controllers and helper methods to facilitate DML operations, adhering to best practices and coding standards.
- Implemented Visual workflows, Communities, Force.com sites, Static Resources, Debug logs, and System Logs to enhance platform functionality.
- Played a key role in building complex and reusable components in Vlocity, optimizing runtime performance through best practices.
- Enhanced user interfaces using CSS, HTML, and AngularJS, ensuring front-end validation and dynamic page sections based on user inputs.
- Managed Salesforce customizations, user access, and permissions within the Jitterbit environment, ensuring data integrity and security.

- Collaborated with stakeholders to understand data mapping and transformation needs, facilitating seamless integration with external systems.
- Utilized a range of Salesforce development tools and technologies, including Apex, Visualforce, Lightning Web Components, Salesforce DX, and Salesforce APIs.
- Engaged in documentation, root cause analysis (RCA), and Agile methodologies, contributing to project transparency and efficiency.
- Utilized Mulesoft, REST, SOAP, JSON, XML, CSV, SFTP, SQL, Postgres, Salesforce.com, Workday, NetSuite, ETL Tools, Informatica Cloud, and Snowflake for seamless integration and data management.
- Defined and designed integration architecture for Salesforce CRM Analytics (CRMA), collaborating with reporting, analytics, and Salesforce architecture teams.
- Configured CI/CD pipelines and managed pipeline operations in Copado, ensuring smooth development and deployment processes.
- Contributed to Agile practices, including user story creation, feature prioritization, and estimation.
- Configured Service Cloud, including Case Management, Email to Case, Web to Case, Live Agent Web Chat, and Entitlement Management, to enhance customer service operations.
- Leveraged Apex, Visualforce, HTML5, JavaScript, AngularJS, CSS, jQuery, and S-Docs for comprehensive Salesforce customization and development.
- Implemented data security concepts and Salesforce Shield Encryption, ensuring compliance with data privacy regulations.

Salesforce Developer
McKesson Health Care

Jan. 2018 – Dec. 2018
Texas

- Managed the security model using Profiles, Roles, and Sharing Model settings, ensuring data integrity and access control.
- Developed Apex methods for lightning controllers and helper methods to facilitate DML operations, adhering to best practices and coding standards.
- Implemented Service Cloud Case Management functionalities, including Knowledge Base, Omni-Channel Support, Service Console, Live Agent Chat, and Community Cloud Integration, to streamline customer service operations.
- Executed Visual workflows, Communities, Force.com sites, and Static Resources to enhance platform functionality and user experience.
- Enhanced UI using CSS, HTML, and AngularJS for front-end validation and dynamic page sections, optimizing user interaction.
- Integrated Salesforce.com with external systems using Mulesoft, REST, SOAP, and various file concepts to ensure seamless data flow.
- Customized Health Cloud functionalities for patients' 360-degree view, care management, and data exchange processes.
- Integrated Salesforce.com with Marketo for bidirectional data flow and implemented data quality processes for healthcare data within Health Cloud.
- Developed workflows and automation processes to manage care transitions, referrals, and patient follow-ups, enhancing care coordination.
- Integrated telehealth capabilities and patient portals for remote patient monitoring and communication within Health Cloud.

- Implemented patient education materials and resources within Health Cloud, promoting patient engagement and empowerment.
- Designed security architecture for CRMA dashboards, ensuring data confidentiality and compliance with healthcare regulations.
- Documented Technical Data, ETL, and Integration Architecture Designs and provided input to development teams for seamless implementation.
- Utilized Lightning Component, Visualforce, and JavaScript UI frameworks for developing single-page applications for desktop and mobile in Salesforce application.
- Proficient in SFDC Administration and Configuration, including Profiles, Roles, Users, Page Layouts, Record Types, Email Services, Approvals, Workflows, Alerts, and Validation Rules.
- Experienced in Object-Oriented Programming methodologies, Agile Process, Scrum, and Sprint-based release systems, utilizing Jira/Service Now, HP Quality Centre for project management.
- Customized Salesforce Sales Cloud functionalities, including Contact and Lead Management, Account Management, Sales Collaboration, Email Integration, Sales Forecasting, and Sales Analytics, to optimize sales processes.
- Proficient in using REST/SOAP Web Service API, OAuth2, SSO, Lightning connects, JavaScript, HTML, CSS, and Salesforce features like Open CTI, Telephony apps, and Omni-Channel setup.

Salesforce Developer
US Bank

Apr. 2017– Jan. 2018
San Francisco, CA

- Implemented Interaction Studio to deliver personalized experiences across digital channels, leveraging data insights for dynamic content adjustments.
- Utilized Audience Builder to create targeted audience segments based on customer data stored within Salesforce Marketing Cloud, enhancing messaging relevance.
- Deployed Mobile Studio for managing mobile marketing campaigns, including SMS/MMS messaging, push notifications, and mobile app journeys, integrating mobile channels into the marketing strategy.
- Conducted test scenarios on Sandbox and production environments, ensuring code quality and seamless deployment.
- Customized Service Cloud functionalities, including Case Management, Omni-channel Support, and Knowledge Management, to streamline customer service operations.
- Extensively worked on the Development, Customization, and Configuration of MS Dynamics CRM to meet business requirements.
- Developed customized UI using Visualforce to meet client and application requirements, ensuring a seamless user experience.
- Reviewed, adjusted, and wrote Apex and Visualforce page builds to maintain high code coverage.
- Hands-on experience in Salesforce1 Mobile Application development and Salesforce Lightning UI, creating components and apps for enhanced user experiences.
- Involved in CPQ customizations, including product, price, option, quote, and discount management.

- Utilized Salesforce Marketing Cloud (Exact Target) for creating and maintaining lists, data extensions, and subscriber lists, tracking emails, and developing relevant reports and dashboards.
- Developed HTML email templates, SFMC templates & components, landing pages, and scripting within Salesforce Marketing Cloud.
- Proficient in Salesforce System Configuration, Lightning Development, Visualforce, Apex Programming, Triggers, REST & SOAP Integrations, SOQL & SOSL, and more.
- Developed Aura Components, Lightning Web Components (LWC) & Apps using Lightning App Builder, Lightning component framework.
- Extensive experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, and Case Management.
- Proficient with Sales Cloud, Community Cloud, Custom Cloud, and Analytics Cloud functionalities.
- Managed data cleansing, deduplication, and import/export of Salesforce data.
- Responsible for environment provisioning, sandbox management, and deployment using Metadata API, Change Set, and Ant.
- Experienced in Waterfall and Agile implementation methodologies, participating in both methodologies.
- Implemented object-level, field-level, and record-level security using profiles, permissions, roles, and queues.
- Utilized various data analysis tools such as Apex Data Loader, Informatica, Demand Tools, and Excel for data transformation and migration.
- Developed client-specific solutions using Batch Apex, Apex Web Services, Visualforce Components, and Visualforce Pages.
- Designed, developed, and tested HTML5, CSS3, Bootstrap, JavaScript, jQuery, and React.JS for website development.
- Implemented security concepts such as single sign-on and data security to ensure data integrity and confidentiality.

Salesforce Developer

Cognizant Technologies, India

Dec.2015–Mar. 2017

Salesforce Developer / Administrator

HCL Technologies, India

Mar. 2015–Dec. 2015

Salesforce Developer

Wipro Ltd, Pune, India

Jul.2014–Mar. 2015

Salesforce Developer / Administrator

Nisum Technologies, Hyderabad, India

Apr. 2013–Jun. 2014

Java Developer

Dusane InfoTech, Mumbai, India

Apr. 2008 –Mar. 2013



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

State of West Virginia
 Centralized Request for Quote
 Service - Prof

Proc Folder: 1354530		Reason for Modification:	
Doc Description: Addendum No 1 - Prequalification Agreements IT Temp Staffing		Addendum No 1 is issued to modify the bid opening date.	
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-22	2024-05-07 13:30	CRFQ 0705 LOT2400000011	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000029568
Vendor Name : WadiTek LLC
Address : 7927 Jones Branch Dr Suite 430 McLean, VA 22102
Street :
City :
State : **Country :** **Zip :**
Principal Contact : AJ Faraj
Vendor Contact Phone: 703-994-7259 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

Vendor
 Signature X

FEIN# 81-1118355

DATE 05/06/2024

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

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 04/25/2024 to 05/07/2024.

--no other changes--

INVOICE TO		SHIP TO	
LOTTERY PO BOX 2067		LOTTERY 900 PENNSYLVANIA AVE	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:

Temporary IT Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

SOLICITATION NUMBER: CRFQ LOT2400000011
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- | Modify bid opening date and time
- | Modify specifications of product or service being sought
- | Attachment of vendor questions and responses
- | Attachment of pre-bid sign-in sheet
- | Correction of error
- | Other

Description of Modification to Solicitation:

Addendum No 1 is issued for the following reasons:

- 1) To modify the bid opening date from 04/25/2024 to 05/07/2024.

--no other changes--

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ LOT24*011

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

WadiTek LLC

Company



Authorized Signature

05/06/2024

Date

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

Revised 6/8/2012

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) AJ Faraj - CEO

(Address) 7927 Jones Branch Dr Suite 430 McLean, VA 22102

(Phone Number) / (Fax Number) 703-994-7259

(email address) afaraj@waditek.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.

WadiTek LLC
(Company)


(Signature of Authorized Representative)

AJ Faraj - CEO 05/06/2024
(Printed Name and Title of Authorized Representative) (Date)

703-994-7259
(Phone Number) (Fax Number)

afaraj@waditek.com
(Email Address)



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

State of West Virginia
 Centralized Request for Quote
 Service - Prof

Proc Folder: 1354530			Reason for Modification:
Doc Description: Prequalification Agreements IT Temp Staffing			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-11	2024-04-25 13:30	CRFQ 0705 LOT2400000011	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000029568
Vendor Name : WadiTek LLC
Address : 7927 Jones Branch Dr Suite 430 McLean, VA 22102
Street :
City :
State : Country : USA Zip :
Principal Contact : AJ Faraj
Vendor Contact Phone: 703-994-7259 Extension:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

Vendor
 Signature X

FEIN# 81-1118355

DATE 05/06/2024

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

ADDITIONAL INFORMATION

The State of West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Lottery Commission to establish Pre-qualification of Vendors for Temporary IT Staffing Services, at the WV Lottery HQ Facility located at 900 Pennsylvania Ave Charleston WV, per the attached documentation.

INVOICE TO		SHIP TO	
LOTTERY PO BOX 2067		LOTTERY 900 PENNSYLVANIA AVE	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:
Temporary IT Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

	Document Phase	Document Description	Page
LOT240000011	Final	Prequalification Agreements IT Temp Staffing	3

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions